

## OFFICE ADMINISTRATION & TECHNOLOGY CONTENT STANDARDS

Content Standards	Concepts	Performance Standards/Performance Indicators	HCPS II Content Standards/Benchmarks
<p>Students will apply problem-solving skills to research, prepare, process, and communicate information and data by utilizing the most appropriate form of technological tools.</p>	<p>Business Communication/ Telecommunication</p>	<p>Identify and utilize technological tools and protocol (etiquette) to solve a business problem or issue. Technological tools could include:</p> <p><u>Protocol</u></p> <ul style="list-style-type: none"> <li>• Project a positive impression</li> <li>• Demonstrate appropriate etiquette/netiquette</li> <li>• Gather personal and consumer information</li> <li>• Make decisions on customers' requests and follow up in a timely manner</li> <li>• Return calls in a timely manner</li> </ul> <p><u>Tools</u></p> <ul style="list-style-type: none"> <li>• Camera (Digital/Video/Still)</li> <li>• Cellular telephone</li> <li>• Computer</li> <li>• Copier</li> <li>• E-Mail</li> <li>• Facsimile</li> <li>• Internet</li> <li>• LCD Projector</li> <li>• Multimedia within multichannel environment</li> <li>• PDA (Personal Digital Assistant)</li> <li>• Printer</li> <li>• Scanner</li> <li>• Telephone</li> <li>• Ten-Key</li> <li>• Transcription</li> <li>• Videoconferencing</li> <li>• Voice Recognition</li> </ul> <p>Compose, format, proofread, edit, and distribute business documents (correspondence, reports, business forms, etc.)</p>	

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		<p>Use research techniques and critical thinking analysis to query, access, and print information using electronic, primary, and secondary resources (i.e. historical and legacy data, etc.).</p> <p>Demonstrate ethical use of resources:</p> <ul style="list-style-type: none"> <li>• Cite resources</li> <li>• Follow copyright laws</li> </ul> <p>Recognize and apply problem-solving skills</p> <ul style="list-style-type: none"> <li>• Identify problem</li> <li>• Explore alternatives</li> <li>• Reason logically</li> <li>• Decide on best alternative</li> <li>• Implement the plan</li> <li>• Evaluate the strategy</li> </ul> <p>Demonstrate and show proficiency in disseminating information.</p> <p>Utilize and apply skills in the areas of:</p> <ul style="list-style-type: none"> <li>• Writing</li> <li>• Speaking</li> <li>• Listening</li> <li>• Researching</li> <li>• Making presentations</li> </ul>	
<p>Students demonstrate productivity and appropriate skills to manage and maintain an effective office environment.</p>	<p>Office Support/Management</p>	<p><u>Productivity</u></p> <p>Demonstrate time management and multi-tasking skills by prioritizing work to fulfill responsibilities and meet deadlines to work productively in the office environment. The student is expected to:</p> <ul style="list-style-type: none"> <li>• Follow oral and written instructions.</li> </ul>	

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		<ul style="list-style-type: none"> <li>• Make decisions using appropriate office procedures.</li> <li>• Apply manual and electronic methods to perform office procedures.</li> <li>• Utilize notetaking strategies.</li> </ul> <p>Maintain office systems. The student is expected to:</p> <ul style="list-style-type: none"> <li>• Establish an office supplies inventory and purchasing schedule.</li> <li>• Prepare an inventory record of hardware, software, furniture and equipment; and maintain records.</li> <li>• Adhere to maintenance and repair schedules as well as suggested care of office equipment, for example, computers, printers, and photocopiers.</li> <li>• Conduct a needs assessment for example, evaluate the need for purchasing new equipment, software, telecommunications systems, furniture, and supplies.</li> </ul> <p><u>Managing Information</u> Identify procedures involved in delivering information and products. The student is expected to:</p> <ul style="list-style-type: none"> <li>• Identify classes of mail</li> <li>• Identify available delivery services</li> <li>• Identify shipping and packaging requirements</li> <li>• Compare costs and select appropriate delivery service</li> </ul>	

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		<p>Evaluate office support responsibilities. The student is expected to:</p> <ul style="list-style-type: none"> <li>• Schedule meetings and appointments.</li> <li>• Manage time and set priorities to fulfill responsibilities and meet deadlines (i.e. develop awareness of electronic calendars and personal digital assistants [PDA]).</li> <li>• Plan and organize meetings for example, prepare agenda, conduct a meeting, and prepare minutes (show an understanding of Roberts Rules of Order).</li> <li>• Make travel arrangements.</li> </ul> <p>Prioritize and take appropriate follow-up action, as an example, opening mail, prioritizing, routing, and following up.</p> <p>Manage information. The student is expected to:</p> <ul style="list-style-type: none"> <li>• Maintain a professional reading file.</li> <li>• Develop and maintain a system of electronic and manual filing.</li> <li>• Develop and maintain a tickler/pending file.</li> <li>• Establish and maintain a system for document and information storage, retrieval, archiving, and destroying.</li> <li>• Organize and produce a database to organize business information (i.e. establish and maintain addresses and telephone numbers).</li> </ul>	
Students will understand and apply professional workplace behavior and ethical business standards.	Professionalism and Ethics	<p>Demonstrate importance of and model appropriate dress, hygiene, and demeanor for the office environment.</p> <p>Demonstrate appropriate work habits such as dependability, punctuality, initiative, and</p>	

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		<p>attitude.</p> <p>Demonstrate ethics such as integrity, honesty, and confidentiality.</p> <p>IAAP Code of Ethics</p> <ul style="list-style-type: none"> <li>• <a href="http://www.iaap-hq.org/ResearchTrends/ethics.htm">http://www.iaap-hq.org/ResearchTrends/ethics.htm</a></li> </ul> <p>Virtual Assistants</p> <ul style="list-style-type: none"> <li>• <a href="http://www.ivaa.org/ivaa_code_of_ethics.htm">http://www.ivaa.org/ivaa_code_of_ethics.htm</a></li> </ul> <p>Demonstrate interpersonal skills such as the ability to work with other employees to promote the organization and complete assigned tasks.</p> <p>-tasking skills by prioritizing</p> <p>Demonstrate skills for success such as applying work ethics, job expectations, multicultural considerations, and communication skills in the workplace. The student is expected to demonstrate:</p> <ul style="list-style-type: none"> <li>• Characteristics of successful working relationships for example, teamwork, self-control, and ability to accept criticism (conflict resolution).</li> <li>• Respect for the rights of others (confidentiality, privacy issues).</li> <li>• Accountability—accepting responsibility for actions and decisions, obeying the rules, and speaking up when something is improper. Maintaining the reputation and image of the organization.</li> </ul>	

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<p>Students will demonstrate an understanding of the role and use of budgets and the processing of basic transactions.</p>	<p>Fiscal</p>	<p>Research, develop, and manage database of vendors and emerging technologies to automate the purchasing process.</p> <p>Apply ordering process procedures by following established practices including e-procurement and online ordering of supplies as required by public or private organizations (i.e. reorder point procurement procedures, bidding, bid lists, etc.) that achieve the budgetary goals.</p> <p>Perform financial functions for an office. The student is expected to:</p> <ul style="list-style-type: none"> <li>• Determine budgetary requirements for office supplies and equipment.</li> <li>• Monitor an office expense budget.</li> <li>• Manage petty cash account.</li> <li>• Complete purchase requisitions and orders.</li> <li>• Manage cash receipts and deposits.</li> <li>• Verify invoice and complete vouchers for payment.</li> <li>• Research emerging technology to automate the financial functions of an office.</li> </ul>	
<p>Students will develop an awareness of differences in international business practices and will be able to access resources to obtain necessary information for international travel and communication.</p>	<p>Global Awareness/Trends</p>	<p>Demonstrate understanding of these terms:</p> <ul style="list-style-type: none"> <li>• Virtual organizations, cultural sensitivity/ protocol</li> <li>• Protocol for correspondence and business writing, and business via the Internet. (i.e. Video conferencing, net meetings)</li> <li>• Time zone awareness</li> </ul> <p>Calculate the value of currency—Euro dollar, Asian money, etc.</p>	<p>Possible activity: Develop a project (CD-ROM, paper, PowerPoint, project board, etc.) on Hawai‘i’s potential call centers in view of global competition from other locations (countries, sectors, states) and geographic time zones (Hawai‘i is in a strategic location).</p>

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		<p>Create a scenario and develop an agenda which incorporates the following:</p> <ul style="list-style-type: none"> <li>• Research the country to learn its time zone differences, holidays, customs, official language, nonverbal communication patterns, monetary unit, exchange rate, points of interest, major historical events, and form of government.</li> <li>• Research airline schedules as well as airfare, hotel, car rental, and food costs (create an itinerary).</li> <li>• Research vaccinations and inoculations as well as visas that are required in order to visit the country.</li> <li>• Obtain (from post office, county courthouse or travel agent) and fill out a passport application form. Also find out the cost of getting a passport and the lead time necessary to obtain a passport</li> <li>• Research how to obtain foreign currency, and how to send and receive money in that country (Idaho, International Business, Intermediate)</li> </ul>	

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<p>Students will explore various career opportunities.</p>	<p>Career Exploration</p>	<p>Identify skills and attributes necessary for professional advancement.</p> <p>Assess personal marketability.</p> <p>Identify appropriate employment opportunities and those emerging Office Administration and Technology careers through technology by analyzing established resources.</p> <p>Demonstrate understanding of the employment process (application, résumé preparation, interview, and follow up).</p>	
<p><b><i>Culminating activity:</i></b> <b><i>Students will have experience in a workplace setting.</i></b></p> <p>Students shall work in an office setting.</p>	<p>Work Experience</p>	<p>Practice skills and apply knowledge in an actual office setting.</p> <p>Demonstrate ability to work productively by participating in the following culminating activities:</p> <ul style="list-style-type: none"> <li>• Internship</li> <li>• Career shadowing</li> <li>• Cooperative education or</li> <li>• Office simulation.</li> </ul>	

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