

BMG 90.1 Course Outline as of Fall 2006

CATALOG INFORMATION

Dept and Nbr: BMG 90.1

Title: MGMT OFFICE SYSTEMS

Full Title: Management and Coordination of Electronic Office Systems

Last Reviewed: 4/7/2006

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	1.00	Lecture Scheduled	3.00	6	Lecture Scheduled	18.00
Minimum	1.00	Lab Scheduled	0	6	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	3.00		Contact Total	18.00
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 36.00

Total Student Learning Hours: 54.00

Title 5 Category: AA Degree Applicable

Grading: P/NP Only

Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP

Also Listed As:

Formerly:

Catalog Description:
The Office Manager coordinates the electronic office systems of which the effectiveness hinges on the compatibility of the electronic office system which includes computers, software, printers, modems, telephones and faxes. Purchasing and leasing options, technical support and staff training are also important elements of the system.

Prerequisites/Corequisites:

Recommended Preparation:

Limits on Enrollment:

Schedule of Classes Information:
Description: The Office Manager coordinates the electronic office systems the effectiveness of which hinges on the compatibility of the system's hardware, software, staff training and technical support. (P/NP Only)
Prerequisites/Corequisites:
Recommended:

Limits on Enrollment:

Transfer Credit:

Repeatability: Two Repeats if Grade was D, F, NC, or NP

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

AS Degree:	Area	Effective:	Inactive:
CSU GE:	Transfer Area	Effective:	Inactive:

IGETC:	Transfer Area	Effective:	Inactive:
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CSU Transfer:	Effective:	Inactive:
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UC Transfer:	Effective:	Inactive:
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CID:

Certificate/Major Applicable:

Certificate Applicable Course

COURSE CONTENT

Outcomes and Objectives:

At the completion of this course the student will be able to:

1. Assess the current electronic equipment needs of an organization.
2. Review and forecast organizational direction in determining future electronic equipment needs.
3. Evaluate capabilities of computer hardware and software available that fulfill the needs of the organization.
4. Evaluate capabilities of printers, modems, and supplementary computer equipment for compatibility with current computer systems or proposed purchases of new computer systems.
5. Evaluate capabilities of communication systems such as multi-lined telephones, answering machines, and fax machines to fulfill the needs of the organization, including compatibility for interfacing.
6. Examine additional electronic equipment needs such as copy machines; evaluate desired capabilities in relation to the need of the organization for the appropriate time in the future.
7. Compare the advantages and disadvantages of leasing and purchasing of electronic business systems, considering the needs and direction of the organization.
8. Prepare a recommendation for replacement or acquisition of electronic business systems.
9. Examine need for technical support and research acquisition of needed support.
10. Design a training session to familiarize staff with the operation and integration of electronic business systems.

Topics and Scope:

1. Present procedures for assessing current and future electronic needs in

- relationship to organizational direction.
2. Assess current electronic equipment available including computer hardware and software.
 3. Determine types of available printers and modems; communications systems including multi-lined telephones, answering machines, faxes and supplementary electronic equipment such as copy machines.
 4. Analyze the compatibility for interfacing of all electronic business systems.
 5. Determine effectiveness of current electronic business systems; consider replacement and/or expansion needs.
 6. Compare purchasing and leasing proposals for updating business systems.
 7. Present examples for determination of needs and acquisition of technical support.
 8. Present staff training session for operation and integration of electronic business systems.

Assignment:

- Using the student's own organization or an organization chosen or assigned, evaluate the electronic equipment needs of that organization, including but not limited to computer hardware and software, supplementary computer equipment, communications equipment, and copy equipment. Document needs and form questions concerning equipment compatibility and capabilities.
- By phone or in person, contact three or more retail electronic equipment stores to interview knowledgeable computer sales representatives to communicate the organizational needs and direction in order to evaluate equipment for consideration. After selecting equipment based on need and compatibility, choose two or more systems to evaluate. Document findings in spreadsheet format.
- By phone or in person, contact three or more retail electronic equipment stores to interview knowledgeable communications systems sales representatives to communicate the organizational needs and direction in order to evaluate equipment for consideration. After selecting equipment based on need and possibly on compatibility, choose two or more systems to evaluate. Document findings in spreadsheet format.
- By phone or in person, contact three or more retail electronic equipment stores to interview knowledgeable office systems sales representatives to communicate the organizational needs and direction in order to evaluate copy machine equipment for consideration. After selecting equipment based on need and possibly on compatibility, choose two or more systems to evaluate. Document findings in spreadsheet form.
- Compare the advantages and disadvantages of leasing and of purchasing at least two pieces of an electronic business system, considering the needs and direction of the organization. Prepare a written recommendation for either leasing or purchasing two pieces of equipment for the future, including the availability of technical support, warranties, maintenance or service contracts, and extended warranties when appropriate.
- Design a training session instructing staff on the operation and/or

integration of at least one piece of an electronic business system.

Methods of Evaluation/Basis of Grade:

Writing: Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Document needs of organization.

Writing
25 - 50%

Problem Solving: Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Develop spreadsheets to evaluate equipment.

Problem solving
25 - 50%

Skill Demonstrations: All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Class demonstration of training session.

Skill Demonstrations
15 - 30%

Exams: All forms of formal testing, other than skill performance exams.

None

Exams
0 - 0%

Other: Includes any assessment tools that do not logically fit into the above categories.

Attendance & participation

Other Category
5 - 35%

Representative Textbooks and Materials:

Various technical references

The Buy-It-Right Now Business Product Guide, by Les Krantz, 1998.