BMG 90.1 Course Outline as of Fall 2002

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

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

			Effective:	Inactive:
AS Degree:	**Area**		Effective:	Inactive:
CSU GE:	**Transfer Area**		Effective:	Inactive:
IGETC:	**Transfer Area**		Effective:	Inactive:
CSU Transfer:	Transferable	Effective: Spring 2001	Inactive: Fall 2006	
UC Transfer:		Effective:	Inactive:	

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 acquisiton 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 spread-
 sheet format.
- By phone or in person, contact three or more retail electronic
 equipment stores to inteview 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 spread-
 sheet 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.