

CATALOG INFORMATION

Dept and Nbr: BOT 154

Title: OFFICE PROCEDURES

Full Title: Office Procedures

Last Reviewed: 2/8/2021

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	3.00	Lecture Scheduled	3.00	17.5	Lecture Scheduled	52.50
Minimum	3.00	Lab Scheduled	0	6	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	3.00		Contact Total	52.50
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 105.00

Total Student Learning Hours: 157.50

Title 5 Category: AA Degree Applicable

Grading: Grade Only

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

Also Listed As:

Formerly:

Catalog Description:
This course simulates an office environment. Administrative and soft skills needed to function as a productive and valuable member of an office team are featured. Topics include managing resources, file and records management, telephone techniques, processing and mailing options, travel arrangements, and other administrative tasks. In addition, many facets of business etiquette are covered.

Prerequisites/Corequisites:

Recommended Preparation:
Eligibility for ENGL 100 or ESL 100

Limits on Enrollment:

Schedule of Classes Information:
Description: This course simulates an office environment. Administrative and soft skills needed to function as a productive and valuable member of an office team are featured. Topics include managing resources, file and records management, telephone techniques, processing and mailing options, travel arrangements, and other administrative tasks. In addition, many facets of business

etiquette are covered. (Grade Only)

Prerequisites/Corequisites:

Recommended: Eligibility for ENGL 100 or ESL 100

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:
CSU Transfer:		Effective:	Inactive:
UC Transfer:		Effective:	Inactive:

CID:

Certificate/Major Applicable:

Major Applicable Course

COURSE CONTENT

Student Learning Outcomes:

At the conclusion of this course, the student should be able to:

1. Complete administrative office tasks.
2. Apply business writing skills to different mediums.
3. Effectively manage projects using forms and processes for efficiency.

Objectives:

Upon completion of the class, students will be able to:

1. List common duties/tasks of the administrative assistant.
2. Identify the various elements of business etiquette.
3. Develop and effectively use time management systems.
4. Explain office space organization and management methods.
5. Compare various leadership theories, styles, and traits.
6. Identify the many opportunities to use effective customer service skills.
7. Compose and process business correspondence.
8. Organize and store business paper and electronic records.
9. Plan business trips both domestic and international.
10. Prepare a personal inventory of the soft skills developed as part of your current training.

Topics and Scope:

Topics and Scope

1. Constantly Changing Workplace
 - A. The dynamic workplace
 - B. Workplace organization
 - C. Administrative professional qualifications

2. Professional Image
 - A. “Seasons” and color palette
 - B. Characteristics of a professional
 - C. Professional look
 - D. Business etiquette
3. Workplace Environment
 - A. Workplace team
 - B. Diversity
 - C. Productive communication
4. Managing Work Time, Time Management Systems, and Other Resources
 - A. Self-management concepts
 - B. Working efficiently and effectively
 - C. Work station and supplies
 - D. Stress management
5. Ethical Theories and Behaviors
 - A. Ethical Decisions
 - B. Characteristics demonstrating ethical behaviors
6. Leadership
 - A. Theories
 - B. Styles
 - C. Traits
7. Customer Service
 - A. Skills
 - B. Strategies
 - C. Handling difficult situations focusing on problem solving
8. Written Communications
 - A. Communications model
 - B. Steps of writing
 - C. Effective message
 - D. Guides for email, letters, memos, and reports
 - E. Technology issues, implications, and etiquette
9. Verbal Communications
 - A. Nonverbal impact on written communications
 - B. Telephone
 - C. Presentations
10. Managing Records
 - A. Physical records
 - B. ARMA rules
 - C. Storage systems
 - D. Retention, transfer, and disposal
 - E. Electronic records
11. Projects, Meetings, and Event Planning
 - A. Effective Meetings
 - B. Pre- and post-planning including agenda and minutes
12. Travel Arrangements
 - A. Domestic
 - B. International
 - C. Organizational procedures
13. Mail
 - A. Services
 - B. Incoming and outgoing procedures
14. Photocopying

- A. Master colors
- B. Equipment features
- 15. Administrative professional qualifications
 - A. Necessary Skills
 - 1. SCANS (Secretary's Commission on Achieving Necessary Skills from the US Department of Labor)
 - 2. Soft skills
 - 3. Inventory, development, and ownership
 - B. Learning to learn
 - C. Commitment to continual learning

Assignment:

1. Weekly reading assignments of 30-40 pages from textbook and additional resources.
2. End-of-chapter knowledge assessments (tests).
3. Completion of approximately 20 projects integrating and applying knowledge gained from chapters and additional resources.
4. Develop and use time and project management skills to effectively manage workload completing written activities and projects on time.
5. Project and activity presentations.

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.

Written activities

Writing
25 - 35%

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

Project management and time management activities

Problem solving
30 - 40%

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

Activities and project presentation

Skill Demonstrations
20 - 40%

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

End of chapter assessments

Exams
5 - 15%

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

None

Other Category
0 - 0%

Representative Textbooks and Materials:

Procedures and Theory for Administrative Professionals, by Stulz, et. al., 7th Edition, South-Western, Cengage Learning, 2013