BGN 154 Course Outline as of Fall 2024

CATALOG INFORMATION

Dept and Nbr: BGN 154 Title: OFFICE TECH & PROC
Full Title: Office Technologies and 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 or P/NP
Repeatability:	00 - Two Repeats if Grade was D, F, NC, or NP
Also Listed As:	
Formerly:	BOT 154

Catalog Description:
This course is an introduction to the function and process of an administrative role in a business office. Administrative and soft skills needed to function as a productive and valuable member of an office team are featured. Topics include the administrative professional role, organizing, managing and coordinating resources, file and records management, customer service, meeting, event and travel arrangements, current office technology software and apps, and other administrative tasks.

Prerequisites/Corequisites:

Recommended Preparation:
Eligibility for ENGL 100 OR EMLS 100 (formerly ESL 100) or appropriate placement based on AB705 mandates

Limits on Enrollment:

Schedule of Classes Information:
Description: This course is an introduction to the function and process of an administrative role in a business office. Administrative and soft skills needed to function as a productive and

valuable member of an office team are featured. Topics include the administrative professional role, organizing, managing and coordinating resources, file and records management, customer service, meeting, event and travel arrangements, current office technology software and apps, and other administrative tasks. (Grade or P/NP)
Prerequisites/Corequisites:
Recommended: Eligibility for ENGL 100 OR EMLS 100 (formerly ESL 100) or appropriate placement based on AB705 mandates
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:
Both Certificate and Major Applicable

COURSE CONTENT

Student Learning Outcomes:
At the conclusion of this course, the student should be able to:
1. Complete administrative office tasks.
2. Apply effective oral and written business skills to a variety of media.
3. Effectively manage projects using processes for organization and efficiency.
4. Apply and use current technology software and apps utilized in business.

Objectives:
At the conclusion of this course, the student should be able to:
1. Define the role of the administrative professional in an organization.
2. Develop and effectively use time management systems.
3. Explain organizational, process and management methods used in an office.
4. Compare various leadership theories, styles, and traits.
5. Identify and employ effective customer service skills.
6. Organize, manage, and store physical and electronic records.
7. Plan business trips, events and meetings.
8. Research, identify and use current technology software and apps used in business offices.

Topics and Scope:

I. Administrative Professional Role
   A. Workplace organization and structure

B. Administrative professional qualifications and skills
II. Professional Image
A. Characteristics of a professional
B. Professional attire
C. Business etiquette
III. Workplace Environment
A. Workplace team
B. Diversity
C. Productive communication
IV. Managing Time and Organizing Workload
A. Self-management concepts
B. Organizational concepts
C. Calendaring and scheduling
D. Stress management
V. Technology Use
A. Word processing
B. Spreadsheets
C. Databases
D. Cloud storage systems
E. Survey of current software and apps used in business
VI. Leadership
A. Theories
B. Styles
C. Traits
D. Administrative Professional as a leader
VII. Customer Service
A. Skills
B. Strategies
C. Problem solving difficult situations
VIII. Effective Communications
A. Effective written messages
B. Telephone
C. Presentations
D. Technology issues, implications, and etiquette
IX. Managing Records
A. Physical records
B. Association of Records Managers and Administrators (ARMA) rules
C. Storage systems
D. Retention, transfer, and disposal
E. Electronic records
X. Projects, Meetings, and Event Planning
A. Effective Meetings
B. Pre- and post-planning including scheduling, agenda and minutes
XI. Travel Arrangements
A. Domestic
B. International
C. Organizational procedures

Assignment:

1. Weekly reading assignments of 20-30 pages from textbook and additional resources
2. Weekly written assignments from textbook and instructor prepared resources

3. Approximately 5 projects integrating and applying knowledge gained from chapters and additional resources
5. Presentation(s) (1-2)
4. Final exam

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.

Presentation(s)	Skill Demonstrations 20 - 40%

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

Final exam	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:
The Administrative Professional, Technology & Procedures. 15th ed. Rankin, Dianne and Shumack, Kellie. Cengage. 2016 (classic)
Instructor prepared materials