CIS A149: OFFICE PROCEDURES

Item	Value
Curriculum Committee Approval Date	03/13/2019
Top Code	051400 - Office Technology/Office Computer Applications
Units	2 Total Units
Hours	36 Total Hours (Lecture Hours 36)
Total Outside of Class Hours	0
Course Credit Status	Credit: Degree Applicable (D)
Material Fee	No
Basic Skills	Not Basic Skills (N)
Repeatable	No
Open Entry/Open Exit	No
Grading Policy	Standard Letter (S), • Pass/No Pass (B)

Course Description

Personal qualities and office skills required of an office assistant in a high tech, multicultural labor force. Office applications generated with Microsoft Office, enhanced verbal and written communications skills, reprographics, telephone and mail procedures, records management, time and stress management, office ethics, and career planning. ADVISORY: CIS A092. Transfer Credit: CSU.

Course Level Student Learning Outcome(s)

1. Create, store, and file memos, letters, envelopes, itineraries, and financial, expense, and business reports, using various office applications.
2. Demonstrate ethical behavior in a diverse team environment.
3. Demonstrate effective handling of mail and using the telephone in an office environment.
4. Develop teamwork and decision making skills.

Course Objectives

- 1. Identify the role and responsibilities of the office professional.
- 2. Develop an awareness and understanding of a culturally diverse work force.
- 3. Identify methods of information creation, storage, and output.
- 4. Identify and explain various types of software programs.
- 5. Identify the types of copiers and their features.
- 6. Compose and produce effective letters and envelopes.
- 7. Prepare business reports and financial records.
- 8. Develop and use proper telephone techniques.
- 9. Establish effective time management techniques and ways to reduce stress.
- 10. Develop effective procedures of handling incoming and outgoing mail.
- 11. Identify methods of records management and apply the basic alphabetic indexing rules.
- 12. Prepare itineraries and expense reports.
- 13. Identify responsibilities for meetings and conferences

- 14. Identify ethical behavior within the business environment.
- 15. Develop strategies and skills for success in the job search process.
- 16. Develop Internet research skills.
- 17. Develop teamwork skills.
- 18. Describe the characteristics of effective leaders.
- 19. Use a computer to process information.
- 20. Apply technology to task.
- 21. Develop decision making skills.

Lecture Content

LECTURE CONTENT: Part 1: The Workplace and You Entering the Workplace World of Office Administration Employer Expectations Employer/Employee Responsibilities Work World of the Administrative Professional Becoming a Professional What is a Professional? Professional Image Business Etiquette Managing and Organizing Yourself Goals and Accountability Workstation Organization Manage Your Workload Life Management Part 2: The Workplace Environment Working Ethically Ethics: The Basics Characteristics of Ethical Organizations Making Ethical Choices Working Ethically Understanding the Workplace Team Teams at Work The Team Process Contributing to the Team Effective Teams and Team Challenges Developing Customer Focus Customer Focus Customer Focus Strategies Customer Service Skills Handling Difficult Situations Part 3: Communication The Key to Success Improving communication Skills The Communications Process Listening Skills Verbal and Nonverbal Communication Skills Written Communication Skills Communicating with Technology Global Communication nbsp; Workplace Collaboration Tools Telecommunications Security Issues Developing Presentation Skills Planning and Researching Presentations Writing Presentations Developing and Using Visual Aids Practicing Presentations Delivering Presentations Planning Meetings and Events Types of Meetings Meeting Formats Meeting Responsibilities Administrative professional s Meeting Responsibilities Conferences Part 4: Records Management, Travel, and Finances Managing Physical Records Value of Records Storage Supplies, Equipment, and Media Records Storage Systems Filing Procedures for Physical Records Retaining Records Managing Electronic Records and Mail Filing Procedures for Electronic Records Preparing Outgoing Mail Sending Outgoing Mail Handling Incoming Mail Printing and Copying Documents Coordinating Business Travel Domestic Travel International Travel Cultural Differences Travel Procedures Understanding Financial Documents Financial Statements Employee Payroll Financial Forms and Transactions Bank Reconciliation Part 5: Career Success Seeking Employment Sources of Job Information Researching and Applying for Jobs Job Interview Skills Evaluating a Job Offer Job Advancement and Changes Leading with Confidence Leading and Managing Leadership Trails Leadership Styles Leading People

Method(s) of Instruction

- Lecture (02)
- DE Online Lecture (02X)

Instructional Techniques

*   Lectures and applications of ideas *   Demonstration of various approaches to problem solving *   Discussions *   Individual exercises *   Instructor feedback *   Collaborative learning *   Interactive computer assignments

Reading Assignments

1 hour per week of assigned readings from designated textbook chapters.

Writing Assignments

1 hour per week of assigned writings related to designate textbook exercises.

Out-of-class Assignments

2 hours per week for online simulation training, projects, and assessment exercises.

Demonstration of Critical Thinking

Problem solving exercises, case studies, tests.

Required Writing, Problem Solving, Skills Demonstration

Skill demonstrations throughout course.

Eligible Disciplines

Computer information systems (computer network installation, microcomputer ...: Any bachelor's degree and two years of professional experience, or any associate degree and six years of professional experience.

Textbooks Resources

1. Required Rankin, Dianne S. and Shumack, Kellie A.. The Administrative Professional, Technology Procedures, 15th ed. ed. Boston: Cengage Learning, 2017 2. Required Olinzock, Anthony A., Arney, Janna, and Skean, Whylma. Integrated Business Projects, 3rd ed ed. Boston: Cengage Learning, 2011