

**CUYAMACA COLLEGE**  
**COURSE OUTLINE OF RECORD**

**BUSINESS OFFICE TECHNOLOGY 107 – OFFICE SYSTEMS AND PROCEDURES**

2 hour lecture, 2 units

**Catalog Description**

Content includes office ethics and professionalism; prioritizing and productivity; human relations; working in teams; customer service skills; telephone skills; scheduling appointments; using email, use of applications and devices to transmit documents; handling office mail; and using the Internet for common office functions such as travel reservations and ordering supplies.

**Prerequisite**

None

**Recommended Preparation**

“C” grade or higher or “Pass” in BOT 101AB, 119 or equivalent or concurrent enrollment

**Entrance Skills**

Without the following skills, competencies and/or knowledge, students entering this course will be highly unlikely to succeed:

- 1) Employ the touch method and proper techniques when keying.
- 2) Key a minimum of 30 net wpm on a 5-minute writing.
- 3) Prepare correctly formatted, error-free documents including memos, letters, tables and business reports.
- 4) Use a mouse or similar device efficiently.
- 5) Format and care for electronic storage media.
- 6) Identify common types of software and their purposes.
- 7) Use the Internet for common tasks.
- 8) Use the Windows operating system efficiently to maximize productivity.
- 9) Evaluate file organization and create appropriate folders for easy location of files.

**Course Content**

- 1) Ethics and professionalism in the office
- 2) Human relations skills for business, including teamwork
- 3) Customer service and telephone skills
- 4) Organizing, scheduling and prioritizing workflow for maximum productivity
- 5) Demonstrate devices and applications used for transmitting documents.
- 6) Use of computers for workplace productivity, email and Internet access
- 7) Stress and anger and their effects in the workplace
- 8) Organizational structures and administrative professional workplace requirements in those structures
- 9) Workplace environment including health and safety issues
- 10) Working remotely
- 11) Written and verbal communication skills
- 12) Managing paper and electronic records

**Course Objectives**

Students will be able to:

- 1) Understand ethical and professional behavior and teamwork in the workplace.

- 2) Organize, schedule and prioritize workflow for maximum productivity in an office or when working remotely.
- 3) Compose, send and organize email messages to maintain and track business correspondence.
- 4) Demonstrate proper use of applications and devices to transmit documents.
- 5) Analyze specific office situations and select an appropriate mail/delivery services.
- 6) Use the Internet to accomplish common office functions such as travel reservations and ordering supplies.
- 7) Demonstrate proper use of customer service skills, telephone skills, written and verbal communication skills.
- 8) Understand how an administrative professional fits into different organizational structures.
- 9) Understand how to manage stress, anger, health and safety in the workplace.

### **Method of Evaluation**

A grading system will be established by the instructor and implemented uniformly. Grades will be based on demonstrated proficiency in subject matter determined by multiple measurements for evaluation, one of which must be essay exams, a final exam, skills demonstration or, where appropriate, the symbol system.

- 1) Projects, assignments, quizzes and exams which measure students' ability to apply appropriate office ethical and professional guidelines to analyze and resolve typical office human relations problems, prioritize office workflow/productivity issues, and suggest effective solutions.
- 2) Projects and/or assignments which measure students' ability to use office technology to compose and process documents and correspondence.
- 3) Assignments, objective performance exams, and/or quizzes which measure students' ability to select appropriate methods to manage office mail and use the Internet for common office functions.

### **Special Materials Required of Student**

Electronic storage

### **Minimum Instructional Facilities**

Smart classroom

Access to a computer with Internet connection

### **Method of Instruction**

- 1) Lecture
- 2) Reading
- 3) Videos
- 4) Small group and class discussions
- 5) Individual and team projects

### **Out-of-Class Assignments**

- 1) Assigned readings and articles
- 2) Complete assignments and projects

### **Texts and References**

- 1) Required (representative example): Oliverio, Pacework and White, *Office: Procedures and Technology*, 7th edition, Cengage, 2019.
- 2) Supplemental: None

### **Exit Skills**

Students having successfully completed this course exit with the following skills, competencies and/or knowledge:

- 1) Analyze a typical office human relations problem and suggest appropriate ethical and professional guidelines to resolve the problem.

- 2) Analyze an assigned office workflow/productivity problem and suggest an effective solution.
- 3) Compose, send and organize email messages.
- 4) Use devices and applications to transmit or duplicate documents.
- 5) Analyze a given office situation and select appropriate mail/delivery service.
- 6) Use the Internet to accomplish common office functions such as travel reservations and ordering supplies.

**Student Learning Outcomes**

Upon successful completion of this course, students will be able to:

- 1) Analyze a given office human relations problem and suggest appropriate ethical and professional guidelines to resolve the problem.
- 2) Analyze a given typical office workflow/productivity problem and suggest an effective solution.