

CUYAMACA COLLEGE
COURSE OUTLINE OF RECORD

BUSINESS OFFICE TECHNOLOGY 107 – OFFICE SYSTEMS AND PROCEDURES

2 hour lecture, 2 units

Catalog Description

Study of office ethics and professionalism; prioritizing and productivity; human relations; working in teams; customer service skills; telephone skills; scheduling appointments; using email, copiers, fax machines and scanners; 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 096, 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 use of common office machines such as copiers, fax machines and scanners
- 6) Demonstrate use of computers for email and Internet access

Course Objectives

Students will be able to:

- 1) Analyze a particular 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 effective solutions.
- 3) Compose, send and organize email messages to maintain and track business correspondence.
- 4) Use fax machine, copier and scanner to transmit or duplicate 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.

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 media

Minimum Instructional Facilities

Smart classroom with fax machine, copier, scanner

Method of Instruction

- 1) Lecture
- 2) Self-paced reading
- 3) Individual and team projects

Out-of-Class Assignments

- 1) Assigned textbook reading
- 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 fax machine, copier and scanner 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.
- 3) Compose, send, and organize e-mail.