

Cerro Coso College
Course Outline of Record Report
10/13/2021

BSOTC154 : Office Personnel Seminar

General Information

Author:	-
Course Code (CB01) :	BSOTC154
Course Title (CB02) :	Office Personnel Seminar
Department:	Business Information Technolog
Proposal Start:	Fall 2013
TOP Code (CB03) :	(0514.00) Office Technology/Office Computer Applications
SAM Code (CB09) :	Advanced Occupational
Distance Education Approved:	Yes
Course Control Number (CB00) :	CCC000354265
Curriculum Committee Approval Date:	03/20/2015
Board of Trustees Approval Date:	05/07/2015
External Review Approval Date:	07/23/2014
Course Description:	This course is designed to integrate and refine office skills. Students gain skills in communication, information processing, time management, ethics, records management, administrative procedures, customer service, and job searches. The course covers all aspects of the modern workplace, including team work, problem-solving, and decision-making skills.
Submission Type:	New Course
Author:	No value

Faculty Minimum Qualifications

Master Discipline Preferred:	No value
Alternate Master Discipline Preferred:	No value
Bachelors or Associates Discipline Preferred:	<ul style="list-style-type: none">Office Technologies (Secretarial skills, office systems, word processing, computer applications, automated office training)
Additional Bachelors or Associates Discipline Preferred:	No value

Course Development Options

Basic Skills Status (CB08) Course is not a basic skills course.	Course Special Class Status (CB13) Course is not a special class.	Grade Options <ul style="list-style-type: none">Letter Grade MethodsSatisfactory Progress
<input type="checkbox"/> Allow Students to Gain Credit by Exam/Challenge	Allowed Number of Retakes 0	Course Prior To College Level (CB21) Not applicable.

Rationale For Credit By Exam/Challenge

No value

Retake Policy Description

Type:|Non-Repeatable Credit

 Allow Students To Audit Course**Course Support Course Status (CB26)**

No value

Associated Programs Course is part of a program (CB24)**Associated Program****Award Type****Active**

CC Business Office Technology

A.S. Degree Major

Summer 2018

Transferability & Gen. Ed. Options**Course General Education Status (CB25)**

No value

Transferability

Transferable to CSU only

Transferability Status

Approved

Units and Hours:**Summary****Minimum Credit Units (CB07)** 3**Maximum Credit Units (CB06)** 3**Total Course In-Class (Contact Hours)** 54**Total Course Out-of-Class Hours** 108**Total Student Learning Hours** 162**Faculty Load** 0**Credit / Non-Credit Options****Course Credit Status (CB04)**

Credit - Degree Applicable

Course Non Credit Category (CB22)

Credit Course.

Non-Credit Characteristic

No Value

Course Classification Status (CB11)**Funding Agency Category (CB23)**

Credit Course.

Not Applicable.

Cooperative Work Experience Education Status (CB10)

Variable Credit Course

Weekly Student Hours

	In Class	Out of Class
Lecture Hours	3	6
Laboratory Hours	0	0
Activity Hours	0	0

Course Student Hours

Course Duration (Weeks) 18

Hours per unit divisor 0

Course In-Class (Contact) Hours

Lecture 0

Laboratory 0

Activity 0

Total 54

Course Out-of-Class Hours

Lecture 0

Laboratory 0

Activity 0

Total 108

Time Commitment Notes for Students

No value

Faculty Load

Extra Duties: 0

Faculty Load: 0

Units and Hours: - Weekly Specialty Hours

Activity Name	Type	In Class	Out of Class
No Value	No Value	No Value	No Value

Pre-requisites, Co-requisites, Anti-requisites and Advisories

Prerequisite

BSOTC070 - Business Mathematics

Students entering BSOT C154 Office Personnel Seminar should have the following skills which are *included in* outcomes of the BSAD C070 Business Mathematics course.

Students should have the ability to:

- Perform basic ten-key touch operations using an electronic desktop calculator
- Calculate discounts, markups, percentages, and prorate

- Calculate cost of inventory using different methods
- Identify and Convert between International System of Measurement Units (SI) and units of the U.S. Customary System (USCS)

AND

Prerequisite

BSOTC100 - Introduction to Business Office Technology

Students entering courses where BSOT C100 is a pre-requisite should have the following skills and abilities:

Students will be familiar with and able to describe the skills, knowledge, attitudes, and traits employers expect in an entry level.

Students will be able to demonstrate appropriate use of reference resources and problem solving skills for effective completion of office tasks requiring preparation of documents using Word, Excel, Access, or PowerPoint.

Students will be able to apply essential business English conventions, including punctuation, parts of speech, and grammar skills, to effective written office communication.

AND

Prerequisite

BSOTC132 - Intermediate Computer Keyboarding

Students beginning BSOT C154 Office Personnel Seminar must be able to start this course with the ability to demonstrate correct keystroke techniques at the minimum of 30 net words per minute which is the successful outcome for BSOT C132 Intermediate Keyboarding. BSOT C154 requires keyboarding skills for creation of reports and a variety of assignments built on document creation.

AND

Advisory

BSOTC161 - Advanced Word

Students entering BSOT C154 will be able to create Word documents, reports, and forms while completing assignments relevant to BSOT C154.

Students exiting BSOT C161 will have the following abilities which will serve as pre-requisite for BSOT C154 Office Personnel Seminar.

In BSOT C161 Students were able to complete the following tasks:

- A forms-based brochure for customers who are having an event.
- A letter that uses custom Quick Parks, Watermark, Graphics, and Fill-in Fields.
- A custom designed form including content controls, formulas, using advanced table techniques.
- Long documents that contain sub-documents, including linked or embedded Excel charts, cross references, advanced page numbering, index, and table of contents and figures.

AND

Advisory

BSOTC127 - MS PowerPoint

Students entering BSOT C154 Office Personnel Seminar are advised to have the ability to use MS PowerPoint to the level of the BSOT C127 PowerPoint student learning outcomes which include but are not limited to the following:

- Use the basic features of Microsoft PowerPoint including slide show creation, editing, and a variety of formatting tool
- Use other basic features including table creation, graphic insertion, printing and file management.

AND

Advisory

BSOTC153 - Intermediate Excel

Students will use spreadsheets at the level appropriate for office work when completing select assignments in BSOT C154.

Students entering BSOT C154 are advised to have the Excel skills as covered in BSOT C153, Intermediate Excel, (Formerly CSCI C153) including the ability to:

- a. Create Excel Tables, Pivot Tables, and Pivot Charts

- b. Manage Multiple Worksheets and Workbooks
- c. Use Advanced Functions and Conditional Formatting

Entrance Skills

Entrance Skills	Description
No value	No value

Limitations on Enrollment

Limitations on Enrollment	Description
No value	No value

Specifications

Methods of Instruction

Methods of Instruction	Written work
Rationale	No value

Methods of Instruction	Skills Development and Performance
Rationale	No value

Methods of Instruction	Lecture
Rationale	No value

Methods of Instruction	Outside reading
Rationale	No value

Methods of Instruction	Problem Solving
Rationale	No value

Methods of Instruction	Discussion			
Rationale	No value			
Methods of Instruction	In-class writing			
Rationale	No value			
Methods of Instruction	Instruction through examination or quizzing			
Rationale	No value			
Methods of Instruction	Case Study			
Rationale	No value			
Methods of Instruction	Demonstration			
Rationale	No value			
Assignments				
<p>Out of class assignments may include but are not limited to: Weekly Textbook chapter readings relevant to homework assignments: Examples include all chapters from the Handbook for Office Professionals. Writing exercises related to business English: Example, choose the correct word for a sentence from a selection of often misused words or re-writing a sentence for a better communication of meaning. Weekly Textbook chapter readings relevant to homework assignments: Examples include chapters one through six of "The Administrative Professional", Handling Telecommunications, Planning Meetings and Events, Managing Records. Examples of homework include: Assignments requiring filing rules to be applied to a variety of business documents, report writing using Word, creation of spreadsheets for decision making using Excel. Students solve case studies related to workplace skills in the areas of communication, developing relationships, or using technology and then write and proofread a report describing their response to a situation. Students use Excel spreadsheets for decision making using functions such as SUM IF and IF. Example: Using a financial account with multiple sub codes to track expenditures such as travel, salaries, and equipment, students create a spreadsheet and use the IF function so that Excel tracks finances in each sub code.</p>				
Methods of Evaluation	Rationale			
Tests	Grammar quizzes requiring research in Handbook for Office Professionals resource book.			
Tests	Chapter Quizzes highlighting weekly topics: Example is Managing Records Effectively.			
Participation	Participation in weekly discussion forums: Students may be asked to report in discussion forums.			
Homework	Homework assignments requiring short written reports of 150-250 words: Students may be asked to write a short project describing their values. ex. Itinerary for administrative travel simulated project.			
Equipment				
No Value				
Textbooks				
Author	Title	Publisher	Date	ISBN

Fulton-Calkins, P. (2013) The Administrative Professional: Technology and Procedures, 14, Thomson-SouthWestern

Clark, J. L., and Clark, L. R.. (2014) HOW13 A Handbook for Office Professionals, , Cengage Learning

Other Instructional Materials

No Value

Materials Fee

No

Learning Outcomes and Objectives

Course Objectives

No value

CSLOs

Demonstrate proficiency with and compare various workplace technologies and procedures including workplace equipment, office postal services, and office telecommunications. Expected SLO Performance: 70.0

Demonstrate correct expression and professionalism in oral and written business communication. Expected SLO Performance: 70.0

Describe supplies, equipment, media, and procedures for filing electronic and physical records and select appropriate filing classifications for alphabetic and numeric filing systems. Expected SLO Performance: 70.0

Business Information Technology Business Office Technology Certificate of Achievement 1. Display business standards for efficiency, time management, and quality of work while projecting a professional image including ethical standards with respect to privacy, confidentiality, and personal behavior both independently and in group situations.

Business Information Technology Business Office Technology A.A. Degree for Transfer 1. Display business standards for efficiency, time management, and quality of work while projecting a professional image including ethical standards with respect to privacy, confidentiality, and personal behavior both independently and in group situations.

Demonstrate understanding of administrative duties such as researching and making travel arrangements and arranging meetings or conferences. Expected SLO Performance: 70.0

ISLOs Core ISLOs Students who are completing a program will be prepared to engage in responsible citizenship at various levels.

Prepare job search related documents and compare effective job search strategies while demonstrating an awareness of superior interviewing techniques when applying for employment.

Expected SLO Performance: 70.0

<i>Business Information Technolog Business Office Technology Certificate of Achievement</i>	1. Display business standards for efficiency, time management, and quality of work while projecting a professional image including ethical standards with respect to privacy, confidentiality, and personal behavior both independently and in group situations.
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<i>Business Information Technolog Business Office Technology A.A. Degree for Transfer</i>	1. Display business standards for efficiency, time management, and quality of work while projecting a professional image including ethical standards with respect to privacy, confidentiality, and personal behavior both independently and in group situations.
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Analyze the difference between leadership and management and describe major leadership and management theories. Expected SLO Performance: 70.0

<i>ISLOs Core ISLOs</i>	Students who are completing a program will be able to access, evaluate, and effectively use information.
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<i>Business Information Technolog Business Office Technology A.A. Degree for Transfer</i>	1. Display business standards for efficiency, time management, and quality of work while projecting a professional image including ethical standards with respect to privacy, confidentiality, and personal behavior both independently and in group situations.
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Outline

Course Outline

- A. Business English and Document Creation
 - a. Grammar and Usage
 - b. Punctuation
 - c. Capitalization
 - d. Number Formats
 - e. Hyphenating and Dividing Words
 - f. Abbreviations and Symbols
 - g. Words Often Confused and Misused
 - h. Elements of Writing Style
 - i. Spelling, Proofreading, and Editing
 - j. Address Format and Forms of Address
 - k. Review of Reports for Business
 - l. Review of Memorandum for Business
- B. Handling Telecommunications
 - a. Telecommunication Tools
 - b. Networks for Telecommunication
 - c. Telephone Communication
 - d. Workplace Collaboration (Word)
 - e. Security Issues
- C. Records Management,
 - a. Value of records
 - b. Storage Supplies, Equipment, and Media
 - c. Records Storage Systems
 - d. Filing procedures for Physical Records
 - e. Filing procedures for Electronic Record (Excel)
- D. Handling Mail and retaining records
 - a. Mail and Other Special Services
 - b. USPS Services and classifications
 - c. Private Mail Services

- d. Outgoing and Incoming Mail (Word Mail Merge)
- e. Office Copiers
- f. Shredders
- g. Recycling
- h. Records Retention Schedule (Word)

E. Travel Arrangements

- a. Corporate America – A Global Enterprise
- b. Domestic Travel
- c. Travel Expense Report (Excel)
- c. International Travel
- d. Organizational Travel Procedures (Word)

F. Meetings and Conferences

- a. Meetings in the Workplace
- b. Types of Meetings
- c. Effective Meetings
- d. Meeting Format
- e. International Meetings
- f. Meeting Responsibilities (Word and Excel)
- g. Conferences
- h. Conflict Resolution

G. Job Search and Interview Skills

- a. Skills, interests, and education (Word)
- b. Sources of Job Information
- c. Researching applying for jobs
- d. Letter of Application (Word)
- e. Resume
- f. Employment Applications
- g. Job Interview Skills
- h. Job Advancement and Changes

H. Leadership Skills

- a. Leading and Managing (Word)
- b. Effective Leadership Defined and Practiced
- c. Computing for decision making (Using Excel)
- d. Leadership Traits
- e. Leadership and Management Contrasted
- f. Management Responsibilities

Delivery Methods and Distance Education

Delivery Method: Please list all that apply -Face to face -Online (purely online no face-to-face contact) -Online with some required face-to-face meetings ("Hybrid") -Online course with on ground testing -iTV – Interactive video = Face to face course with significant required activities in a distance modality -Other

Face 2 Face
 Online
 Interactive

Rigor Statement: Assignments and evaluations should be of the same rigor as those used in the on-ground course. If they are not the same as those noted in the COR on the Methods of Evaluation and out-of-class assignments pages, indicate what the differences are and why they are being used. For instance, if labs, field trips, or site visits are required in the face to face section of this course, how will these requirements be met with the same rigor in the Distance Education section?

There are no differences between the assignments and evaluation methods and procedures between the on campus or online class. The Moodle site developed for online delivery is also used by an on campus class and the Course Mate supplement to the textbook

Effective Student-Instructor Contact: Good practice requires both asynchronous and synchronous contact for effective contact. List the methods expected of all instructors teaching the course. -Learning Management System -Discussion Forums -Moodle Message -Other Contact -Chat/Instant Messaging -E-mail -Face-to-face meeting(s) -Newsgroup/Discussion Board -Proctored Exam -Telephone -iTV -Interactive Video -Other (specify)

contact_moodle_forums
contact_moodle_message
contact_chat
contact_email
contact_discussion

Software and Equipment: What additional software or hardware, if any, is required for this course purely because of its delivery mode? How is technical support to be provided?

No Value

Accessibility: Section 508 of the Rehabilitation Act requires access to the Federal government's electronic and information technology. The law covers all types of electronic and information technology in the Federal sector and is not limited to assistive technologies used by people with disabilities. It applies to all Federal agencies when they develop, procure, maintain, or use such technology. Federal agencies must ensure that this technology is accessible to employees and the public to the extent it does not pose an "undue burden". I am using -iTV—Interactive Video only -Learning management system -Publisher course with learning management system interface.

s508_itv
s508_moodle
s508_publisher

Class Size: Good practice is that section size should be no greater in distance ed modes than in regular face-to-face versions of the course. Will the recommended section size be lower than in on-ground sections? If so, explain why.

No Value