Cerro Coso College
Course Outline of Record Report
05/07/2020

BSOTC190 : Business Information Professional

General Information

Author (s):	• Karen O'Connor • Kinnan, Tammy • Agerton, Barbara • Timpone, Frank
Course Code (CB01) (CB01) :	BSOTC190
Course Title (CB02) (CB02) :	Business Information Professional
Department:	Business Information Technolog
Proposal Start:	Fall 2020
TOP Code (CB03) :	(0514.00) Office Technology/Office Computer Applications
SAM Code (CB09) (CB09) :	Advanced Occupational
Distance Education Approved:	Yes
Course Control Number (CB00) (CB00) :	CCC000354265
Curriculum Committee Approval Date:	11/01/2019
Board of Trustees Approval Date:	12/12/2019
External Review Approval Date:	12/12/2019
Course Description:	Designed for the last semester of study in the Business Office Technology/Business Information Professional major, this course integrates and refines business information skills presented throughout the program in advanced preparation for the administrative professional occupation. Procedures such as travel arrangements, organizing meetings or conferences, and electronic records management are introduced. Emphasis is placed on time management, customer service, human relations, workplace ethics, and effective communication. A final focus on job applications, interviewing, and employment documents is included.
Submission Type:	Change to Content
	Change Course Number, change Course Title, revise course description, P/NP, Input C-ID, Method of Instruction, Method of Evaluation, SLO's, Delivery Methods, Textbook, and Distance Education. Course last assessed Spring 2015. Created additional practice quizzes for the Handbook for Office Workers topics including Words Often Confused and Misused and Parts of Speech. Created grading rubrics for the final report. Added introductory video. Added Listening Assignment. Added links to local job market options.

Faculty Minimum Qualifications

Master Discipline Preferred:	No value
Alternate Master Discipline Preferred:	No value
Bachelors or Associates Discipline Preferred:	• Office Technologies (Secretarial skills, office systems, word processing, computer applications, automated office training)
Additional Bachelors or Associates Discipline:	• Business

Course Formerly Known As

Course Formerly Known As

BSOT C154 Office Personnel Seminar

Course Development Options

Basic Skills Status (CB08) (CB08)

Course is not a basic skills course.

Course Special Class Status (CB13) (CB13)

Course is not a special class.

Grade Options

- Pass/No Pass
- Letter Grade methods
- Satisfactory Progress

☐ 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

Associated Programs

☑ Course is part of a program (CB24)

Associated Program	Award Type
CC Business Office Technology	A.S. Degree Major
CC Business Office Technology-	Certificate of Achievement

Transferability & Gen. Ed. Options

Transferability

Transferable to CSU only

Transferability Status

Approved

C-ID	Categories	Transferability Status	Comparable Course
Office Technology/Business Information Worker	C-ID discipline	Pending	BSOT150

Units and Hours

Summary

Minimum Credit Units (CB07) (CB07)	3	**Total Course In-Class (Contact) Hours**	54	**Total Student Learning Hours**	162
Maximum Credit Units (CB06) (CB06)	3	**Total Course Out-of-Class Hours**	108	**Faculty Load**	-

Credit / Non-Credit Options

Course Credit Status (CB04) (CB04)	**Course Non Credit Category (CB22) (CB22)**	**Non-Credit Characteristics**
Credit - Degree Applicable	Credit Course.	No value

Course Classification Code (CB11) (CB11)	**Funding Agency Category (CB23) (CB23)**	**Cooperative Work Experience Education Status (CB10) (CB10)**
Credit Course.	Not Applicable.	☐
☐ Variable Credit Course		

Weekly Student Hours

	In Class	Out of Class
Lecture Hours	3	6
Lab Hours	-	-
Activity Hours	-	-

Course Student Hours

Course Duration (Weeks)	18
Hours per unit divisor	54
Course In-Class (Contact) Hours	
Lecture	54
Lab	-
Activity	-
Total	54
Course Out-Of-Class Hours	
Lecture	108
Lab	-
Activity	-
Total	108

Time Commitment Notes for Students

No value

Faculty Load

Extra Duty: -   **Faculty Load:** -

Units and Hours - Weekly Specialty Hours

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

Requisites

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 position in the field.
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

AND

Advisory

BSADC145 - Business Communication

Students successful with BSOT C154 are advised to have good workplace communication with the followng topics as covered in BSOT C145 throughout this course including the ability to:
- Explain and apply the principles, techniques, and strategies of effective business communication and how to apply those principles at work, in teams, and in a multi-cultural business environment.
- Prepare business communication including letters, reports, presentations, and other messages that are clear, concise, courteous, complete and grammatically correct.
- Critique oral communication skills to determine effective techniques.
- Plan and produce visual aids using presentation software.
- Identify appropriate strategies for resume writing including use of electronic media.
- Practice effective business communication techniques in independent and group projects.
- Apply communication skills in the digital age and the writing process in the information age.
- Create workplace communication including business reports and proposals.
- Apply professionalism and teamwork in the workplace environment using proper etiquette, presentations, and face-to-face and virtual meetings.
- Apply employment-seeking skills through interviewing techniques and the creation of appropriate written documents.

Entrance Skills

Skill	Content Review
No value	No value

Limitations on Enrollment

Limitation	Provide Rationale
No value	No value

Specifications

Methods of Instruction	Methods of Instruction Rationale
In-class writing	There are several 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.
Discussion	Discussions are scheduled each week to explore various concepts from the Administrative Professional textbook and alternating weeks from the Handbook for Office Workers (HOW).
Lecture	Lecture notes are provided that include language to describe course concepts. Students also view PowerPoint presentations with content from each chapter.
Outside reading	Employment websites and professional organizations relevant to jobs in the field are researched and reports are made.
Problem Solving	Office and human relations oriented case studies are presented for solutions based on course concepts.
Instruction through examination or quizzing	A pre-test and a post-test is given to determine base and finishing level writing, grammar, and word usage skills. The Handbook for Office Workers is allowed and recommended as a resource. Open book quizzes on the certificates and program are also used for instruction.
Case Study	Students solve case studies related to workplace skills in the areas of file management, communication, developing relationships, or using technology and then write and proofread a report describing their response to a situation.
Presentations (by students)	Students demonstrate course concepts through creation of a PowerPoint.
Demonstration	Students demonstrate effective use of Microsoft Office applications such as Excel and Word in office related tasks.

Assignments

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 (HOW).

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 eight through sixteen 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.

Methods of Evaluation	Methods of Evaluation Rationale
Tests	Chapter Quizzes highlighting weekly topics: Example is Managing Records Effectively.
	Open book quizzes on the certificates and program are also used for instruction.
	Quizzes are completed every other week on topics from the Handbook for Office Workers.
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.

A final report based on their BSOT journey and future plans is completed.

Distance Education Description: how outcomes are evaluated	Students are to complete all weekly assigned activities designated in the learning management software as detailed above. Course outcomes are mapped to assignments.
Other	A reasonable evaluation schedule may include: HOW Pretest 5% Administrative Professional Chapter Assignments (includes Word, Excel, PowerPoint) 40% Administrative Professional Chapter Quizzes 5% Discussion Postings 10% HOW Assignments 15% Final Report 10% HOW Final 10% Participation 5%
Homework	Students prepare and submit videos for assignments involving oral communication. No value

Equipment

No Value

Textbooks

Author	Title	Publisher	Date	ISBN
Clark, J. L., and Clark, L. R.	HOW 14 A Handbook for Office Workers	Cengage Learning	2017	978-1-305-58699-9
Rankin, D; Shumack, K	The Administrative Professional Technology and Procedures, 15th edition	Cengage Learning	2017	978-1-305-581166

Other Instructional Materials

No Value

Materials Fee

No

Learning Outcomes and Objectives

Course Objectives

No value

CSLOs

Proficiently use various workplace technologies and procedures including workplace equipment, office postal services, and office
telecommunications.   Expected SLO Performance: 70.0

Use 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

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

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

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

Analyze the difference between leadership and management and describe major leadership and management theories.   Expected SLO Performance: 70.0

| *ISLOs* | Students who are completing a program will be able to access, evaluate, and effectively use information. |
| Core ISLOs | |

Outline

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
          b.   Domestic travel
          c.   Travel expense report (Excel)
          c.   International rravel
          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.   Workplace Environment
          a.   Working ethically
          b.   Developing customer focus
          c.   The workplace team
          d.   Company hierarchy
          e.   Stress management

I. 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

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 to face
- Online (purely online no face-to-face contact)

- Online with some required face-to-face meetings ("Hybrid")
- iTV – Interactive video = Face to face course with significant required activities in a distance modality

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? Describe the ways in which instructor-student contact and student-student contact will be facilitated in the distance ed environments.

All assignments are identical to those in an onsite class, including teacher-student feedback, except that they are uploaded to the course shell into a learning management system as an attachment. Weekly class discussions including teacher-student and student-to-student contact are conducted by means of online discussion forums within a learning management system. Uploaded quizzes or exams accessible through the class web site are used. Feedback in online discussion forums including instructor to student and student to student contact and e-mail is used. Substantive critiques of all essays and at least general responses to discussion posts are provided. Rubrics, stated in the syllabus, are used to evaluate online discussion work but are not required. As with any on-ground class, departmental rubrics are used to guide the assessment of projects or written assignments..

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 -Message -Other Contact -Chat/Instant Messaging -E-mail -Face-to-face meeting(s) -Newsgroup/Discussion Board -Proctored Exam -Telephone -iTV - Interactive Video -Other

- Discussion Forums
- Message
- Chat/Instant Messaging
- E-mail
- Newsgroup/Discussion Board

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?

The learning management system is accessible and compatible with support programs such as Kurzweil 3000. Faculty will use the Canvas accessibility checker, along with other resources provided by our Distance Education Director, to ensure all learning materials are accessible, including but not limited to documents, pdfs, OERs, external websites, and videos.

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.

- Learning management system

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.

The class size is up to 45 students.