

COURSE OUTLINE**Computer Applications & Business Office Technologies 101
Business Office Procedures****I. Catalog Statement**

Computer Applications & Business Office Technologies 101 is an in depth study of general office procedures, including the selection of office supplies; processing of mail; use of postal services; receptionist and telephone techniques; handling travel arrangements; preparation of office documents; banking procedures; payroll, insurance, and tax records; and job preparation.

Units: 3.0

Lecture hours: 3.0

Recommended Preparation: CABOT 205 (Computer Keyboarding/Typing I) or one year of high school typing or equivalent experience, and eligibility for one of the following: CABOT 102 or English 120 or ESL 141.

II. Course Entry Expectations

Prior to enrolling in the course, the student should be able to:

1. type by touch at a minimum rate of 25 wpm;
2. type a variety of business documents including reports, letters, tables, memos, and envelopes;
3. know rules associated with proofreading documents;
4. use reference materials that cover appropriate standards of spelling and pronunciation;
5. combine word roots, suffixes, prefixes, and execute changes in word forms;
6. assemble a broad business vocabulary, including terms from fields such as accounting, computer science, law, marketing, real estate, etc.;
- a. demonstrate critical thinking in exercises and tests that require optimum word usage in written and oral communication;
- b. write and evaluate paragraphs for unity, sufficiency of development, and coherence for short essays;

III. Course Exit Standards

Upon successful completion of the required coursework, the student will be able to:

1. use office procedures such as sorting mail, answering telephones, filing and processing documents;
2. understand the need for interpersonal relationships with employers and peers in the office environment;
3. prioritize assigned tasks;
4. work as an effective team member to complete office projects;
5. use the Internet to complete office tasks such as travel arrangements and mail;
6. use library databases to research an office topic.

IV. Course Content

Total Contact Hours = 48

- A. Working in an Office 10 hours
 - 1. Recognize job classification, job title, and job responsibilities
 - 2. Identify personality and skill requirements
 - 3. Organize the workday
 - 4. Select office equipment and supplies
 - 5. Understand organizational structures
 - 6. Develop good telephone techniques for incoming and outgoing calls

- B. Processing Mail and Shipments 6 hours
 - 1. Sort and route mail received
 - 2. Use postal services efficiently
 - 3. Select shipping services wisely

- C. Handling Travel Arrangements 8 hours
 - 1. Make travel arrangements using the Internet
 - 2. Plan the executive's itinerary
 - 3. Make hotel or motel reservations
 - 4. Prepare expense reports

- D. Supervising the Details of Meetings 5 hours
 - 1. Make preparations for the meeting
 - 2. Send notices for meetings
 - 3. Organize the agenda
 - 4. Record and type the minutes

- E. Preparing Business Reports 8 hours
 - 1. Use library databases to locate business information
 - 2. Present statistical information
 - 3. Organize, write, and type a business report

- F. Responsibility for Financial Duties 5 hours
 - 1. Use the services of banks
 - 2. Assist with investment and insurance records
 - 3. Assume responsibilities related to payroll and tax records
 - 4. Understand legal facets of office work

- G. Planning For a Professional Future 6 hours
 - 1. Conduct a job search
 - 2. Prepare job search documents
 - 3. Prepare for the job interview
 - 4. Prepare for advancement

V. Methods of Presentation

The following instructional methodologies may be used in the course:

- 1. lecture/discussion;
- 2. group work;
- 3. online activities.

VI. Assignments and Method of Evaluation

1. Homework assignments
2. Unit tests
3. Business report
4. Final examination

VII. Textbook

Fulton- Calkins, The Administrative Professional, 14th edition,
Mason, OH: South-Western, Cengage Learning, 2011
10 Grade Textbook Reading Level. ISBN: 0-538-73104-4

VIII. Student Learning Outcomes

Upon successful completion, the student will be able to:

1. identify the role of office support personnel in the current office environment;
2. prepare well-written communications to solve problems and accomplish tasks;
3. define and apply the appropriate hardware and software to be used for a variety of office tasks;
4. develop and demonstrate the interpersonal skills required by administrative