

BUTTE COLLEGE

COURSE OUTLINE

I. CATALOG DESCRIPTION

BCIS 50 - Office Administration

3 Unit(s)

Prerequisite(s): NONE

Recommended Prep: Reading Level IV; English Level III

Transfer Status: CSU

51 hours Lecture

This course introduces students to the skills, traits, and attitudes of the successful administrative professional. Discussion topics include time and stress management, personal appearance, communication, records handling, mail, and financial management. In addition, students will complete projects in the areas of travel, minute taking, meeting planning, and effective job search techniques.

II. OBJECTIVES

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

- A. Evaluate the attitudes, responsibilities, and expectations of the office administrative professional.
- B. Identify and assess the proper behaviors necessary for working ethically in all facets of professional life.
- C. Develop and reinforce effective internal and external communication techniques with individuals and groups.
- D. Identify and apply the administrative assistant's job duties in managing an office's records, making travel arrangements, handling mail, and completing financial reports.
- E. Recognize and apply the principles of effective job search techniques.

III. COURSE CONTENT

A. Unit Titles/Suggested Time Schedule

Lecture	
<u>Topics</u>	<u>Hours</u>
1. Defining the roles and responsibilities of an ethical administrative professional.	10.00
2. Developing the business tools necessary for the successful administrative professional.	6.00
3. Exploring techniques for creating good time management, reducing stress, dealing with difficult people, and developing positive business relationships.	8.00
4. Coordinating meeting planning, taking minutes, and effectively utilizing workplace collaboration tools (email, instant messaging, video conferencing, and shared workspace).	9.00
5. Planning national and international business travel, anticipating cultural differences, and preparing expense reports	7.00
6. Exploring common employee benefits and how they may affect the employee's paycheck.	3.00
7. Researching, Applying, and Preparing for the Job and the Job Interview	8.00
Total Hours	51.00

IV. METHODS OF INSTRUCTION

- A. Lecture
- B. Guest Speakers
- C. Collaborative Group Work
- D. Homework: Students are required to complete two hours of outside-of-class homework for each hour of lecture
- E. Demonstrations
- F. Multimedia Presentations

V. METHODS OF EVALUATION

- A. Quizzes
- B. Oral Presentation
- C. Projects
- D. Examinations

VI. EXAMPLES OF ASSIGNMENTS

- A. Reading Assignments
 - 1. Given a document from an employee handbook with a reading level of 9.0, reduce the reading level to 8.0, making it easier for all to better understand the message.
 - 2. Read "Becoming a Professional" from the textbook. Identify three short-term and three long-term professional goals. Create a timeline for reaching each goal, including steps along the way, and be prepared to share your timeline with your class.
- B. Writing Assignments
 - 1. Research a company from the list of Fortune 100 companies. Write a one-page report that will focus on what is an ethical company and why the selected Fortune 100 company has met the qualifications to be included on this list.
 - 2. Using correct formatting techniques and appropriate business communication skills, prepare all of the necessary documents required to apply for a Secretary III position at Butte College. Include a resume, cover letter, diversity statement, and application.
- C. Out-of-Class Assignments
 - 1. Attend a business meeting on the Butte College campus, take minutes of the meeting, and prepare the minutes as if they were to be distributed to the attendees.
 - 2. Complete a time management study to determine how your time is spent. Upon completion of the study, submit a two-page, written evaluation that includes a summary of the results, recognition of potential time wasters, and techniques you can use to improve the use of your time in the future.

VII. RECOMMENDED MATERIALS OF INSTRUCTION

Textbooks:

- A. Fulton-Calkins, Patsy, Ph.D., CPS. The Administrative Professional Technology & Procedures. 14th Edition. South-Western Cengage Learning, 2011.

Created/Revised by: Connie Petlack

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