

Las Positas College
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Course Outline for CIS 74

OFFICE PROCEDURES

Effective: Spring 2018

I. CATALOG DESCRIPTION:

CIS 74 — OFFICE PROCEDURES — 3.00 units

Introduction to office principles, procedures, and technology. Topics include telephone skills, office equipment, working effectively in a team environment, records management, customer service, meeting/event planning, postal/shipping services, utilizing the internet for on-line services and resources, using appropriate software to complete common tasks, written and oral business communications, conflict resolution, and office etiquette. Prepares administrative professionals to work in a diversified workforce with emerging technologies. (Formerly BUSN 74.)

2.00 Units Lecture 1.00 Units Lab

Strongly Recommended

CIS 8 - Essential Computing Skills
and

CIS 71C - Skills Improvement

Grading Methods:

Letter or P/NP

Discipline:

- Computer Information Systems

	MIN
Lecture Hours:	36.00
Lab Hours:	54.00
Total Hours:	90.00

II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: 1

III. PREREQUISITE AND/OR ADVISORY SKILLS:

Before entering this course, it is strongly recommended that the student should be able to:

A. CIS8

1. Identify the major hardware components of a computer and their functions;
2. Perform common file management tasks;
3. Create documents using word processing software at a basic level;
4. Create presentations using presentation software at a basic level;
5. Create spreadsheets using spreadsheet software at a basic level;
6. Use a database program to enter, edit, find, and print data;
7. Use a browser to effectively to search for information on the Internet;
8. Recognize computer security threats including computer viruses and implement data protection such as virus protection software and firewalls.

B. CIS71C

IV. MEASURABLE OBJECTIVES:

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

- A. Describe the role of an administrative office professional;
- B. Use appropriate software to create, edit, format, and distribute common business documents such as, memos, agendas, emails, reports, spreadsheets, and presentations;
- C. Explain the importance of customer service and demonstrate elements of good customer service;
- D. Demonstrate effective written and oral communications;
- E. Describe and explain the use of the Internet in a business environment;
- F. Explain the importance of working efficiently;
- G. Explain the fundamental of records management, retention, and storage;
- H. Discuss teamwork and the importance of working effectively within a team;
 - I. Identify and describe business ethics;
- J. Describe and discuss characteristics of effective leadership;
- K. Prepare documents needed for a job search including resumes and cover letters.

V. CONTENT:

- A. Introduction to the role of the administrative office professional
 - 1. The changing role of the administrative office professional
 - 2. Changes in the workplace
 - 3. Employer expectations
 - 4. Technical and non-technical skills and qualifies for success
- B. Developing customer focus
 - 1. Customer service skills
 - 2. Listening skills
 - 3. Handling difficult situations
 - 4. Effective/professional telephone techniques
- C. Written and oral communications
 - 1. Email
 - 2. Memo
 - 3. Letters
 - 4. Presentations
- D. Using software to perform common workplace tasks
 - 1. Word processing
 - 2. Spreadsheets
 - 3. Presentations
 - 4. Electronic file management
- E. Working effectively in a team environment
 - 1. Communications tools
 - 2. Developing effective processes
 - 3. Collaboration tools
 - 4. Office/business etiquette
- F. Electronic and manual records management
 - 1. Classification
 - 2. Storage
 - 3. Retention
 - 4. Manual and Electronic Systems
- G. Workplace Mail and Shipping Services
 - 1. Processing incoming and outgoing mail
 - 2. Special services
- H. Using the Internet effectively and responsibly in the workplace
 - 1. Cloud storage
 - 2. E-Commerce
 - 3. Web/video conferencing
 - 4. Appropriate business usage
- I. Meeting and Event Planning
 - 1. Scheduling and Planning
 - 2. Agendas and Minutes
- J. Ethical Behavior in a Business Environment
- K. Leadership
 - 1. Characteristic
 - 2. Development
- L. Preparing for Job Search
 - 1. Resumes and cover letters
 - 2. Resources
 - 3. Professional Image

VI. METHODS OF INSTRUCTION:

- A. **Lecture** -
- B. **Discussion** -
- C. Hands-on exercises/problem-solving
- D. Reading assignments
- E. Case studies
- F. **Demonstration** -

VII. TYPICAL ASSIGNMENTS:

- A. Reading
 - 1. In the textbook, read Chapter 4, Working Ethically, pages 52-62. Think about both your personal ethics and your workplace ethics.
- B. Use Technology
 - 1. Use the information in Activity 4.11 to create a worksheet that calculates the total cost of all of the employee theft that is going on in this company. In the spreadsheet, show the total amount of the stolen goods and time. Review the data and develop a response to this question: If you owned this company, would you think this was "just a standard employee benefit cost," or would you feel your employees were taking advantage of you?
- C. Discussion Board
 - 1. There is a job opening in your office, and you have been asked to serve on the hiring committee. An old friend of yours has applied. You know your friend really needs a job. You also know she was let go by her last employer. You suspect that it was because she spent too much time on the phone and e-mailing friends. You know she will expect you to put in a good word for her if you are on the committee. Post your opinion, answering at least 3 of these questions:
 - a. Would you serve on the hiring committee (or excuse yourself)?
 - b. Do you recommend your friend?
 - c. Do you share your suspicions with the committee?
 - d. How will you respond if she asks you to be a reference?
 - 2. Then post responses to at least 2 of your classmates.
- D. Research
 - 1. Using the Internet, research travel arrangements for a seven-day business trip to Tokyo, Japan. Obtaining pricing and scheduling information on airfare between San Francisco, and Tokyo. List several hotels including pricing, accommodations, and amenities. Also research common business customs and practices that should be followed while on a business trip in Japan.
- E. Video
 - 1. Click on Watch Video link, play the video and take notes. Open the attached file, Phone Etiquette Training questionnaire.docx, and save it as Phone Training-xx. Answer the questions. Save and submit your answers.

VIII. EVALUATION:

A. Methods

1. Quizzes
2. Research Projects
3. Class Participation
4. Lab Activities

B. Frequency

1. Frequency
 - a. Weekly written assignments
 - b. Weekly hands-on projects
 - c. 2-3 Research assignments with report
 - d. 3-4 Discussion board assignments

IX. TYPICAL TEXTS:

1. Rankin, Dianne, and Kellie Shumack, Ph.D.. *The Administrative Professional: Technology & Procedures*. 15th ed., Cengage Learning, 2016.
2. Stulz, Karin, Kellie Shumack, and Patsy Fulton-Calkins. *Procedures & Theory for Administrative Professionals*. 7th ed., Cengage Learning, 2013.
3. Oliverio, Mary Ellen, William Pasewark, and Bonnie White. *The Office: Procedures and Technology*. 6th ed., Cengage Learning, 2013.
4. France, Sue. *Definitive Personal Assistant & Secretarial Handbook*. 3rd ed., Kogan Page, 2015.

X. OTHER MATERIALS REQUIRED OF STUDENTS:

- A. Storage Media
- B. Go Print Card