

COLLEGE OF THE DESERT

Course Code CIS-012

Course Outline of Record

1. Course Code: CIS-012
2. a. Long Course Title: Professional Office Procedures
b. Short Course Title: OFFICE PROCEDURES
3. a. Catalog Course Description:
Topics covered in this course include basic administrative support skills and applied procedures; practical application of office technologies; applied records management; meeting, travel, and conference planning; management and supervision skills; human relations, job attitudes, and public relations; company politics and ethics; and changing job roles.
b. Class Schedule Course Description:
Professional Office Procedures
c. Semester Cycle (if applicable): N/A
d. Name of Approved Program(s):
 - ADMINISTRATIVE OFFICE ASSISTANT Certificate of Achievement
 - ADMINISTRATIVE OFFICE PROFESSIONAL Certificate of Achievement
 - COMPUTER INFORMATION SYSTEMS* Certificate of Achievement
 - COMPUTER INFORMATION SYSTEMS AS DEGREE AS Degree for Employment Preparation
 - HOSPITALITY MANAGEMENT AA Degree and Transfer Preparation
4. Total Units: 3.00 Total Semester Hrs: 54.00
Lecture Units: 3 Semester Lecture Hrs: 54.00
Lab Units: 0 Semester Lab Hrs: 0
Class Size Maximum: 32 Allow Audit: No
Repeatability No Repeats Allowed
Justification 0
5. Prerequisite or Corequisite Courses or Advisories:
Course with requisite(s) and/or advisory is required to complete Content Review Matrix (CCForm I-A)
Advisory: CIS 005
6. Textbooks, Required Reading or Software: (List in APA or MLA format.)
 - a. Fulton-Calkins, Patsy and Karin M. Stulz (2013). *Procedures and Theory for Administrative Professionals* (7th/e). South-Western Cengage Learning. ISBN: 978111157586
College Level: Yes
Flesch-Kincaid reading level: N/A
 - b. Burton, Sharon (2010). *Office Procedures 21st Century & Student Workbook Package* (8th/e). Prentice Hall. ISBN: 0-13-234343-6
College Level: Yes
Flesch-Kincaid reading level: 97801350
 - c. Cooperman, Susan H. (2009). *Professional Office Procedures* (5th/e). Upper Saddle River Prentice Hall Publishing. ISBN: 0-13-515664-5
College Level: Yes
Flesch-Kincaid reading level: N/A
 - d. Fulton-Calkins, Patsy (2011). *The Administrative Professional: Technology and Procedures* (14th/e). Thomson.
College Level: Yes
Flesch-Kincaid reading level: 97805387
7. Entrance Skills: *Before entering the course students must be able:*

a. Be comfortable with basic computer skills

- CIS 005 - Demonstrate the ability to save and retrieve documents on a variety of appropriate storage devices
- CIS 005 - Understand emails basics, security and etiquette.

b. Have a basic knowledge of word processing

- CIS 005 - Create basic Word documents and Power Point presentations.

c. Be comfortable with the internet

- CIS 005 - Understand basic networking concepts.
- CIS 005 - Understand computer and internet security and ethical issues and challenges.

d. Have a keyboarding speed of at least 20 wpm

- CIS 005 - Demonstrate keyboard skills at a minimum of 25 wpm

8. Course Content and Scope:

Lecture:

1. Working in an office
 1. Recognize job classifications, job titles, and job responsibilities
 2. Identify personality and skill requirements
 3. Apply effective verbal and nonverbal communication skills
 4. Understand organizational structures
 5. Recognize need for good business ethics
 6. Develop effective time and stress management techniques
 7. Use office procedures and style manuals
 8. Develop leadership and teamwork skills
 9. Understand other cultures
2. Using the Telephone Effectively
 1. Develop good telephone techniques
 2. Use teleconferencing
 3. Manage voice mail
3. Focusing on the Client
 1. Greet clients
 2. Project a positive self and company image
 3. Focus on client needs
 4. Understand and adhere to the company mission statement
 5. Resolve client problems
4. Using and Selecting Office Equipment and Supplies
 1. Computers
 2. Software
 3. Photocopiers
 4. Office Supplies
5. Setting up a Records Management System
 1. Importance of business documents
 2. Filing equipment
 3. Alphabetic filing rules
 4. Records retention
6. Processing Mail and Shipments
 1. Sort and route mail received
 2. Use postal services efficiently
 3. Select shipping services wisely
 4. Use the internet to order postage and track shipments
 5. Send faxes
7. Handling Travel Arrangements
 1. Plan an itinerary
 2. Make travel arrangements
 3. Prepare expense reports
8. Organizing Meetings
 1. Prepare for the meeting
 2. Send notices for meetings
 3. Prepare the agenda

4. Participate in meetings
5. Follow parliamentary procedure
6. Record and keyboard the minutes
7. Follow legal procedures for meetings of public bodies (i.e. the Brown Act)
9. Preparing Written and Oral Communications
 1. Use e-mail efficiently
 2. Prepare letters and memos
 3. Use the Internet and library databases to locate business information
 4. Organize and write a business report
 5. Present statistical information
 6. Prepare and deliver oral presentations
 7. Use presentation software
10. Understanding Financial Duties
 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
11. Planning for a Professional Future
 1. Understand the job search process
 2. Prepare job search documents
 3. Prepare for the job interview
 4. Produce and organize a career portfolio

Lab: (if the "Lab Hours" is greater than zero this is required)

9. Course Student Learning Outcomes:

1. Develop and demonstrate competencies to real-world, job-related tasks that include using the Internet and/or Intranet.

10. Course Objectives: *Upon completion of this course, students will be able to:*

- a. Identify the role of office support personnel as defined by the International Association of Administrative Professionals
- b. Recognize the administrative professional's role in the current office environment.
- c. Develop and demonstrate excellent verbal and written communication skills within the office environment. Develop and demonstrate the interpersonal skills required by administrative office professionals.
- d. Define and apply the appropriate hardware and software to be used for a variety of office tasks.
- e. Develop and apply effective records management skills in handling a variety of business documents.
- f. Demonstrate excellent ethical behavior as it applies to the administrative assistant's role in the office.
- g. Apply excellent organizational skills in scheduling executive travel.
- h. Apply excellent organizational skills in preparing meetings.
- i. Identify a variety of mail services and examine the best service to use in any given situation.
- j. Produce and organize a career portfolio that includes a competency profile.
- k. Identify the qualities of good leadership and management.
- l. Complete a job-related performance evaluation.
- m. Consistently apply excellent proofreading and document formatting skills throughout the course.
- n. Develop and demonstrate critical thinking in answering essay questions, solving case problems, setting priorities, and using decision-making techniques given a specific set of circumstances.

11. Methods of Instruction: *(Integration: Elements should validate parallel course outline elements)*

- a. Collaborative/Team
- b. Discussion
- c. Distance Education
- d. Lecture
- e. Technology-based instruction

Other Methods:

Reading assignments Case studies

CIS 012-Professional Office Procedures

12. Assignments: *(List samples of specific activities/assignments students are expected to complete both in and outside of class.)*

In Class Hours: 54.00

Outside Class Hours: 108.00

a. Out-of-class Assignments

1. Quizzes/examinations designed to define the skills and knowledge needed to succeed in the office.
2. Individual or group projects designed to identify and apply effective time management principles
3. Online research and activities designed to identify effects of stress on job performance and ways to reduce job-related stress.
4. Case studies designed to identify what constitutes ethical behavior and how such behaviors affect the workplace.
5. Individual or class projects designed to evaluate technology and software needed for today's office.
6. Online individual, small group, or paired presentations designed to identify and apply effective communication tools and techniques.
7. Online activities to identify and use a variety of mail services.
8. Individual portfolios designed to apply effective techniques for conducting a job search, writing a cover letter, and resume, and preparing for a job interview.
9. Simulation activities designed to identify and apply organizational skills in preparing for meetings.
10. Individual or group projects designed to apply effective records management techniques.

b. In-class Assignments

1. Quizzes/examinations designed to define the skills and knowledge needed to succeed in the office.
2. Individual or group projects designed to identify and apply effective time management principles
3. Online research and activities designed to identify effects of stress on job performance and ways to reduce job-related stress.
4. Case studies designed to identify what constitutes ethical behavior and how such behaviors affect the workplace.
5. Individual or class projects designed to evaluate technology and software needed for today's office.
6. Online individual, small group, or paired presentations designed to identify and apply effective communication tools and techniques.
7. Online activities to identify and use a variety of mail services.
8. Individual portfolios designed to apply effective techniques for conducting a job search, writing a cover letter, and resume, and preparing for a job interview.
9. Simulation activities designed to identify and apply organizational skills in preparing for meetings.
10. Individual or group projects designed to apply effective records management techniques.

13. Methods of Evaluating Student Progress: *The student will demonstrate proficiency by:*

- College level or pre-collegiate essays
- Written homework
- Critiques
- Guided/unguided journals
- Presentations/student demonstration observations
- Group activity participation/observation
- Self/peer assessment and portfolio evaluation
- True/false/multiple choice examinations
- Mid-term and final evaluations
- Student participation/contribution
- Student preparation

14. Methods of Evaluating: Additional Assessment Information:

a. Problem Solving: Critical thinking should be demonstrated by the solution of unfamiliar problems that allow various solutions or various strategies for achieving the solution. b. Essay or Substantial Writing: Any written assignment of sufficient length and complexity to require students to select and organize ideas as well as to explain them. c. Oral Presentation: Presentation skills will be demonstrated – either individually or in a group. d. Group Project and Case Studies: Teamwork skills will be demonstrated by working on a group project using case studies or another assigned project. e. Objective/Subjective Test and Quizzes: Understanding of reading material will be demonstrated on chapter quizzes and one or more tests.

15. Need/Purpose/Rationale -- *All courses must meet one or more CCC missions.*

PO - Career and Technical Education

Fulfill the requirements for an entry- level position in their field.

Apply critical thinking skills to execute daily duties in their area of employment.

Apply critical thinking skills to research, evaluate, analyze, and synthesize information.

Exhibit effective written, oral communication and interpersonal skills.

IO - Personal and Professional Development

Self-evaluate knowledge, skills, and abilities.

Develop realistic goals.

Display habits of intellectual exploration, personal responsibility, and physical well being.

Demonstrate an understanding of ethical issues to make sound judgments and decisions.

Value diverse cultures and populations.

Value the feedback of others.

16. Comparable Transfer Course

University System	Campus	Course Number	Course Title	Catalog Year
-------------------	--------	---------------	--------------	--------------

17. Special Materials and/or Equipment Required of Students:

18. Materials Fees: Required Material?

Material or Item	Cost Per Unit	Total Cost
------------------	---------------	------------

19. Provide Reasons for the Substantial Modifications or New Course:

Two year review

20. a. Cross-Listed Course (Enter Course Code): *N/A*

b. Replacement Course (Enter original Course Code): *N/A*

21. Grading Method (choose one): Letter Grade Only

22. MIS Course Data Elements

a. Course Control Number [CB00]: CCC000513196

b. T.O.P. Code [CB03]: 70200.00 - Computer Information Syst

c. Credit Status [CB04]: D - Credit - Degree Applicable

d. Course Transfer Status [CB05]: B = Transfer CSU

e. Basic Skills Status [CB08]: 2N = Not basic skills course

f. Vocational Status [CB09]: Clearly Occupational

g. Course Classification [CB11]: Y - Credit Course

h. Special Class Status [CB13]: N - Not Special

i. Course CAN Code [CB14]: *N/A*

j. Course Prior to College Level [CB21]: Y = Not Applicable

CIS 012-Professional Office Procedures

k. Course Noncredit Category [CB22]: Y - Not Applicable

l. Funding Agency Category [CB23]: Y = Not Applicable

m. Program Status [CB24]: 1 = Program Applicable

Name of Approved Program (if program-applicable): HOSPITALITY MANAGEMENT

Attach listings of Degree and/or Certificate Programs showing this course as a required or a restricted elective.)

23. Enrollment - Estimate Enrollment

First Year: 30

Third Year: 30

24. Resources - Faculty - Discipline and Other Qualifications:

a. Sufficient Faculty Resources: Yes

b. If No, list number of FTE needed to offer this course: N/A

25. Additional Equipment and/or Supplies Needed and Source of Funding.

This course requires a smart classroom with computers available for each student. Since this is a replacement, the classroom is already available with enough scheduling time for all sections.

26. Additional Construction or Modification of Existing Classroom Space Needed. (Explain:)

N/A

27. FOR NEW OR SUBSTANTIALLY MODIFIED COURSES

Library and/or Learning Resources Present in the Collection are Sufficient to Meet the Need of the Students Enrolled in the Course: Yes

28. Originator Zeryl L. Becker Origination Date 10/03/14