

Imperial Valley College Course Syllabus – BUS 172 - Office Procedures for the Workplace

Basic Course Information

Semester	Fall 2014	Instructor Name	Angie Ruiz
Course Title & #	BUS 172 – Office Procedures for the Workplace	Email	angie.ruiz@imperial.edu
CRN #	10237		
Room	803	Office	Room 811
Class Dates	08/18/2014-12/12/2014	Office Hours	Aug. 18 Oct. 8
			MW 11:45am-12:45pm
			T&TH 12:15-12:45pm
			Oct. 13 – Dec. 11
			MW 8-8:30am 11:45am-12:45pm
			T&TH 12:15-12:45pm
Class Days	M & W	Office Phone #	760-355-6339
Class Times	10:15 – 11:40 a.m.	Office contact if student will be out or emergency	Frances Arce-Gomez, Staff Secretary (760) 355-6361
Units	3		

Course Description

Required language:

This course stresses all business skills and those competencies required of the office worker in today's business environment. The course provides realistic and meaningful experiences to strengthen student's administrative skills and knowledge of business procedures and technological skills. The role of the administrative assistant will be analyzed as well as the global influence that affect the way business is conducted. (CSU)

Student Learning Outcomes

Required language:

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

- Develop oral, analytical and written skills by persuading a point of view in an oral presentation.
- Develop research techniques to learn about a product or concept in order to sell it to an audience
- Display professionalism while selling skills, knowledge and education during a mock interview.

Course Objectives

Required language:

Upon satisfactory completion of the course, students will be able to:

1. Demonstrate knowledge of the secretarial profession including role of the secretary, office environment, and hospitality duties.
2. Demonstrate knowledge of information processing including preparing final documents, handling incoming and outgoing communications, composing assignments, and records management.
3. Demonstrate knowledge of office equipment services and systems including reprographics, telephone and telegraph, communication systems, and information resource management.
4. Demonstrate knowledge of administrative support services including expediting travel assignments planning and facilitating meetings.
5. Demonstrate knowledge of research and organization of business data including collecting business information, presenting statistical information, writing reports, giving oral presentations, and preparing

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publications.

6. Demonstrate knowledge of financial and legal procedures including: office financial responsibilities, investments, insurance, payroll, tax records, and legal documents.
7. Demonstrate knowledge of secretarial placement and advancement including selecting the right position, planning a professional role, and fulfilling and administration role.
8. Demonstrate knowledge of the global nature of business by preparing international business documents appropriately.

Textbooks & Other Resources or Links

Required Information

Textbook: Burton, Sharon, Office Procedures for the 21st Century, 8th Edition

Materials: One GB USB

Course Requirements and Instructional Methods

Out of Class Assignments: The Department of Education policy states that one (1) credit hour is the amount of student work that reasonably approximates not less than one hour of class time and two (2) hours of out-of-class time per week over the span of a semester. WASC has adopted a similar requirement.

Course Grading Based on Course Objectives

METHODS OF EVALUATION

Assignments	40%
Tests	40%
Final Exam	20%

Anticipated Class Schedule / Calendar

Weeks	Assignments
Week 1	Ch. 1 Understanding the Changing and Challenging Office
Week 2	Ch. 2 Developing Professional Skills
Week 3	Ch. 3 Preparing for Your Employment
Week 4	Ch. 4 Time Management
Week 5	Test Part 1: Ch. 1-4 Ch. 5 Telecommunications
Week 6	Ch. 6 Building Communication Skills
Week 7	Test Part II: Ch. 5 & 6 Ch. 8 Records Management
Week 8	Ch. 9 Banking and Accounting Procedures
Week 9	Ch. 15 Working in a Medical Office
Week 10	Ch. 16 Working in a Legal Office
Week 11	Test Ch. 8, 9, 15, 16 Ch. 10 Scheduling Appointments and Receiving Visitors
Week 12	Ch. 11 Making Travel Arrangements
Week 13	Ch. 12 Planning Meetings and Conferences Ch. 13 Developing Effective Oral Presentations
Week 14	Ch. 14 Preparing to Meet the Challenges
Week 15	Group Presentations
Week 16	Final Exam: Ch. 13 & 14

Attendance

Required language

- A student who fails to attend the first meeting of a class or does not complete the first mandatory activity of an online class will be dropped by the instructor as of the first official meeting of that class. Should readmission be desired, the student's status will be the same as that of any other student who desires to add a class. It is the student's responsibility to drop or officially withdraw from the class. See General Catalog for details.
- Regular attendance in all classes is expected of all students. A student whose continuous, unexcused absences exceed the number of hours the class is scheduled to meet per week may be dropped. For online courses, students who fail to complete required activities for two consecutive weeks may be considered to have excessive absences and may be dropped.
- Absences attributed to the representation of the college at officially approved events (conferences, contests, and field trips) will be counted as 'excused' absences.

Classroom Etiquette

- Electronic Devices: Cell phones and electronic devices must be turned off and put away during class unless otherwise directed by the instructor. **Consider**: specifics for your class/program
- Food and Drink are prohibited in all classrooms. Water bottles with lids/caps are the only exception. Additional restrictions will apply in labs. Please comply as directed.
- Disruptive Students: Students who disrupt or interfere with a class may be sent out of the room and told to meet with the Campus Disciplinary Officer before returning to continue with coursework. Disciplinary procedures will be followed as outlined in the General Catalog.
- Children in the classroom: Due to college rules and state laws, no one who is not enrolled in the class may attend, including children.

Academic Honesty

- Plagiarism is to take and present as one's own the writings or ideas of others, without citing the source. You should understand the concept of plagiarism and keep it in mind when taking exams and preparing written materials. If you do not understand how to correctly 'cite a source', you must ask for help.
- Cheating is defined as fraud, deceit, or dishonesty in an academic assignment or using or attempting to use materials, or assisting others in using materials, or assisting others in using materials, which are prohibited or inappropriate in the context of the academic assignment in question.

Anyone caught cheating or will receive a zero (0) on the exam or assignment, and the instructor may report the incident to the Campus Disciplinary Officer, who may place related documentation in a file. Repeated acts of cheating may result in an F in the course and/or disciplinary action. Please refer to the General School Catalog for more information on academic dishonesty or other misconduct. Acts of cheating include, but are not limited to the following: (a) plagiarism; (b) copying or attempting to copy from others during an examination or on an assignment ;(c) communicating test information with another person during an examination; (d) allowing others to do an assignment or portion of an assignment, (e) use of a commercial term paper service

Additional Help – Discretionary Section and Language

The instructor can add the information pertinent to his or her class here. Some suggested language:

- Blackboard support center: <http://bbcrm.edusupportcenter.com/ics/support/default.asp?deptID=8543>
- Learning Labs: There are several 'labs' on campus to assist you through the use of computers, tutors, or a combination. Please consult your college map for the Math Lab, Reading & Writing Lab, and Learning Services (library). Please speak to the instructor about labs unique to your specific program

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- Library Services: There is more to our library than just books. You have access to tutors in the learning center, study rooms for small groups, and online access to a wealth of resources.

Disabled Student Programs and Services (DSPS)

Any student with a documented disability who may need educational accommodations should notify the instructor or the Disabled Student Programs and Services (DSP&S) office as soon as possible. The DSP&S office is located in Building 2100, telephone 760-355-6313 if you feel you need to be evaluated for educational accommodations.

Student Counseling and Health Services

Students have counseling and health services available, provided by the pre-paid Student Health Fee. We now also have a fulltime mental health counselor. For information see <http://www.imperial.edu/students/student-health-center/>. The IVC Student Health Center is located in the Health Science building in Room 2109, telephone 760-355-6310.

Student Rights and Responsibilities

Students have the right to experience a positive learning environment and due process. For further information regarding student rights and responsibilities please refer to the IVC General Catalog available online at http://www.imperial.edu/index.php?option=com_docman&task=doc_download&gid=4516&Itemid=762

Information Literacy

Required Language: Imperial Valley College is dedicated to help students skillfully discover, evaluate, and use information from all sources. Students can access tutorials at <http://www.imperial.edu/courses-and-programs/divisions/arts-and-letters/library-department/info-lit-tutorials/>