

COURSE OUTLINE

Office Procedures
Course Title

OA221
Dept. & Course No.

I. COURSE DESCRIPTION:

This course covers the general duties and responsibilities of an office worker as well as the knowledge and skills in an office. It places emphasis on administrative duties, communications, record management, word processing, computing, accounting and data processing.

II. SEMESTER CREDITS: 3

III. CONTACT HOURS PER WEEK:

3	0	3
Lecture	Lab	Total

IV. PREREQUISITE: OA112, CS100 and BA130

V. STUDENT LEARNING OUTCOMES:

VI. COURSE CONTENT

Upon completion of this course, the student will be able, with 65% accuracy to:

1. Perform Administrative Tasks.

A. Administrative Tasks

1. Organize workstation
2. Organize work
 - a. Set priorities
 - b. Plan each job
3. Manage time
 - a. Develop schedule
 - b. Analyze work habit
4. Apply human relations skills
 - a. Co-Workers
 - b. Public
5. Handle appointments
 - a. Schedule
 - b. Cancel and /or reschedule
6. Plan meetings and conferences
7. Make travel arrangements
8. Maintain inventory and request supplies
9. Research information

2. Use Communication Media.

B. Communication Media

1. Mail processing
2. Phone communication
3. Other communication methods
 - a. Fax
 - b. E-mail

3. File and manage records.

C. Use Filing Systems and Equipment

1. Store
2. Retrieve
3. Transfer
4. Dispose

4. Perform word processing tasks.

D. Word Processing

1. Prepare correspondence
2. Prepare forms
3. Use equipment
4. Proofread and edit

5. Perform basic accounting tasks.

E. Data Processing

1. Bookkeeping
2. Petty cash
3. Payroll

6. Perform skills used to apply for a job.

F. Prepare for Office Career

1. Develop skills
 - a. Basic skills
 - b. Business skills
 - c. Personal skills
2. Job hunt
3. Apply for job
4. Develop successful career

VII. Equipment and Materials:

- A. Computers with printers
- B. Office Machines/ Calculators
- C. Reprographic Equipment
- D. Routine Classroom Materials

VIII. TEXTBOOKS:

Fulton-Calkins, Patsy and Stulz, Karin M. *Procedures & Theory for Administrative Professionals 6th Edition*. South-Western Educational Publishing, 2009. (Textbook)

Fulton-Calkins, Patsy. *Procedures & Theory for Administrative Professionals 6th Edition*. South-Western Educational Publishing, 2009. (Workbook 6th Edition)

IX. METHOD OF INSTRUCTION:

- A. Lecture/ Discussion
- B. Guest speakers
- C. Field trips
- D. Exercises/role play

X. METHOD OF EVALUATION:

A. The components that are included in the computation of the final grade are:

Components	Percent
Quizzes/Tests	25%
Midterm Test & Final Exam	25%
Projects/Assignments	25%
Participation	<u>25%</u>
Total: 100%	

The percent grades are converted to letter grades as follows:

90-100%.....	A
80-89%.....	B
70-79%.....	C
65-69%.....	D
0-64%.....	F

**Palau Community College
OA221 OFFICE PROCEDURES
Course Learning Outcomes**

During the course experience, the **course learning outcomes** (CLOs) will be assessed through the use of signature assignments. A rating scale will be used to determine the students' proficiency level of each CLO using specifically aligned assignments. The numerical ratings of 4, 3, 2 and 1 are not intended to represent the traditional school grading system of A, B, C, D and F. The descriptions associated with each of the numbers focus on the level of student performance for each of the course learning outcomes listed below.

- | | |
|---------------|--------------|
| 4 Outstanding | 2 Emerging |
| 3 Proficient | 1 Developing |

CLO#1

Numerical Value	Students will be able to explain how to perform administrative tasks.
4	Explain how to perform the following administrative tasks: <ul style="list-style-type: none"> • prioritize tasks • organize office and workstation • handle appointments • make plans for meetings, events, or conferences • make travel arrangements • maintain inventory and request needed supplies • research information
3	Explain how to perform at least 6 administrative tasks mentioned above.
2	Explain how to perform at least 5 administrative tasks mentioned above.
1	Explain how to perform 4 or less administrative tasks mentioned above

CLO#2

Numerical Value	Students will be able to explain how to perform communication tasks.
4	Explain how to perform the following communication tasks: <ul style="list-style-type: none"> • sort and distribute mail • handle incoming calls • place outgoing calls • send a fax • send an e-mail message • receive visitors (routing, introducing, and giving directions) • give orientation/presentation
3	Explain how to perform at least 6 administrative tasks mentioned above.
2	Explain how to perform at least 5 administrative tasks mentioned above.
1	Explain how to perform 4 or less administrative tasks mentioned above.

CLO#3

Numerical Value	Students will be able to perform word processing tasks.
4	Perform the following word processing tasks: <ul style="list-style-type: none"> • type memo, letter, e-mail, and other business correspondence. • compose routine e-mail • proofread correspondence • prepare forms • prepare presentation slides • duplicate records and posting information • take/prepare minutes of a meeting
3	Perform at least 6 word processing tasks mentioned above.
2	Perform at least 5 word processing tasks mentioned above.
1	Perform 4 or less word processing tasks mentioned above.

CLO#4

Numerical Value	Students will be able to explain how to perform record managements tasks.
4	Explain the record management tasks without error <ul style="list-style-type: none"> • set up a filing system, • prepare records for storage, • store records & retrieving records, • transfer inactive records, • dispose nonessential records, • choose appropriate equipment and supplies for records, • set up color coding without any error.
3	Explain at least 6 of the above mentioned tasks with 0-1 error.
2	Explain at least 6 of the above mentioned tasks with 2 errors.
1	Explain at least 6 of the above mentioned tasks with 3 errors.