

AIS 012: PROFESSIONAL OFFICE PROCEDURES

Date Submitted: Wed, 12 Jun 2019 15:04:09 GMT

Formerly known as:

CIS 012 (or if cross-listed - inactivated courses associated with this course)

Originator

amsimmons

Justification / Rationale

Enter unique number for recent approval of course

Effective Term

Fall 2019

Credit Status

Credit - Degree Applicable

Subject

AIS - Applications and Information Systems

Course Number

012

Full Course Title

Professional Office Procedures

Short Title

OFFICE PROCEDURES

Discipline

Disciplines List

Computer Information Systems (Computer network installation, microcomputer technology, computer applications)

Office Technologies (Secretarial skills, office systems, word processing, computer applications, automated office training)

Modality

Face-to-Face

100% Online

Catalog 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.

Schedule Description

Professional office procedures. Advisory: AIS 005

Lecture Units

3

Lecture Semester Hours

54

Lab Units

0

In-class Hours

54

Out-of-class Hours

108

Total Course Units

3

Total Semester Hours

162

Prerequisite Course(s)

Advisory: AIS 005

Required Text and Other Instructional Materials**Resource Type**

Book

Open Educational Resource

No

Author

Rankin, Diane., Shumack, Kellie A.

Title

The Administrative Professional: Technology Procedures

Edition

15th

City

Boston, MA

Publisher

Cengage Learning

Year

2017

College Level

Yes

Flesch-Kincaid Level

12

ISBN #

9781305581166

Class Size Maximum

32

Entrance Skills

Understanding of office equipment and applications

Prerequisite Course Objectives

AIS 005-Understand types of information systems and their role in business.

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

AIS 005-Demonstrate the ability to save and retrieve documents on a variety of appropriate storage devices

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

AIS 005-Understand basic networking concepts.

AIS 005-Understand emails basics, security and etiquette.

AIS 005-Understand computer and internet security and ethical issues and challenges.

Course Content

1. Working in an office
 - a. Recognize job classifications, job titles, and job responsibilities
 - b. Identify personality and skill requirements
 - c. Apply effective verbal and nonverbal communication skills
 - d. Understand organizational structures
 - e. Recognize need for good business ethics
 - f. Develop effective time and stress management techniques
 - g. Use office procedures and style manuals
 - h. Develop leadership and teamwork skills
 - i. Understand other cultures
2. Using the Telephone Effectively
 - a. Develop good telephone techniques
 - b. Use teleconferencing
 - c. Manage voice mail
3. Focusing on the Client
 - a. Greet clients
 - b. Project a positive self and company image
 - c. Focus on client needs
 - d. Understand and adhere to the company mission statement
 - e. Resolve client problems
4. Using and Selecting Office Equipment and Supplies
 - a. Computers
 - b. Software
 - c. Photocopiers
 - d. Office Supplies
5. Setting up a Records Management System
 - a. Importance of business documents
 - b. Filing equipment
 - c. Alphabetic filing rules
 - d. Records retention
6. Processing Mail and Shipments
 - a. Sort and route mail received
 - b. Use postal services efficiently
 - c. Select shipping services wisely
 - d. Use the internet to order postage and track shipments
 - e. Send faxes
7. Handling Travel Arrangements
 - a. Plan an itinerary
 - b. Make travel arrangements
 - c. Prepare expense reports
8. Organizing Meetings
 - a. Prepare for the meeting
 - b. Send notices for meetings
 - c. Prepare the agenda
 - d. Participate in meetings
 - e. Follow parliamentary procedure
 - f. Record and keyboard the minutes
 - g. Follow legal procedures for meetings of public bodies (i.e. the Brown Act)
9. Preparing Written and Oral Communications
 - a. Use e-mail efficiently
 - b. Prepare letters and memos
 - c. User the Internet and library databases to locate business information
 - d. Organize and write a business report
 - e. Present statistical information

- f. Prepare and deliver oral presentations
- g. Use presentation software
- 10. Understanding Financial Duties
 - a. Use the services of banks
 - b. Assist with investment and insurance records
 - c. Assume responsibilities related to payroll and tax records
 - d. Understand legal facets of office work
- 11. Planning for a Professional Future
 - a. Understand the job search process
 - b. Prepare job search documents
 - c. Prepare for the job interview
 - d. Produce and organize a career portfolio

Course Objectives

Objectives	
Objective 1	Identify the role of office support personnel as defined by the International Association of Administrative Professionals
Objective 2	Demonstrate effective and professional written communication skills for the office environment.
Objective 3	Define and apply the appropriate hardware and software to be used for a variety of office tasks.
Objective 4	Develop and apply effective records management skills in handling a variety of business documents.
Objective 5	Describe ethical behavior as it applies to the administrative assistant's role in the office.
Objective 6	Identify organizational skills for the administrative professional.
Objective 7	Identify the qualities of leadership and management.
Objective 8	Define interpersonal skills required of the administrative office professionals.
Objective 9	Identify elements necessary to organize a meeting

Student Learning Outcomes

Upon satisfactory completion of this course, students will be able to:	
Outcome 1	Demonstrate competencies to real-world, job-related tasks that include using the Internet and/or Intranet.
Outcome 2	Demonstrate aspects of the role of an administrative professional
Outcome 3	Apply aspects of professionalism found in the administrative professional

Methods of Instruction

Method	Please provide a description or examples of how each instructional method will be used in this course.
Discussion	In class discussion and/or online Canvas discussions
Collaborative/Team	Creation of cooperative learning tasks such as a small group or paired activities.
Technology-based instruction	Use of hardware and software according to objectives
Lecture	Presentation of topic in content

Methods of Evaluation

Method	Please provide a description or examples of how each evaluation method will be used in this course.	Type of Assignment
College level or pre-collegiate essays	Writing Assignments	In and Out of Class
Student participation/contribution	Class discussion and questions	In Class Only
Mid-term and final evaluations	Exams	In Class Only
Tests/Quizzes/Examinations	Timed Quizzes	In and Out of Class
Self/peer assessment and portfolio evaluation	Portfolio Preparation	In and Out of Class

Group activity participation/observation	Activity based learning applied to concepts of the course	In Class Only
Presentations/student demonstration observations	Discussion questions	In Class Only

Assignments

Other 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.

Other Out-of-class Assignments

Students are expected to spend a minimum of three hours per week on outside assignments. These assignments will include completion of laboratory work, assigned readings from the text book, and other homework assignments such as end of section exercises.

Grade Methods

Letter Grade Only

Distance Education Checklist

Instructional Materials and Resources

Effective Student/Faculty Contact

Which of the following methods of regular, timely, and effective student/faculty contact will be used in this course?

Within Course Management System:

Discussion forums with substantive instructor participation
 Regular virtual office hours
 Private messages
 Online quizzes and examinations
 Video or audio feedback
 Weekly announcements

External to Course Management System:

Direct e-mail
 Posted audio/video (including YouTube, 3cm mediasolutions, etc.)

Briefly discuss how the selected strategies above will be used to maintain Regular Effective Contact in the course.

his class if online is being taught via Canvas. Instructors will use asynchronous text and video messages to interact with the students. Also, discussions boards, constant announcements will be used. Zoom virtual office hours with screen sharing and interaction capabilities will be available.

If interacting with students outside the LMS, explain how additional interactions with students outside the LMS will enhance student learning.

Canvas is used for external interaction as well.

Online Course Enrollment

Maximum enrollment for online sections of this course

32

Other Information

MIS Course Data

CIP Code

52.0401 - Administrative Assistant and Secretarial Science, General.

TOP Code

051400 - Office Technology/Office Computer Applications

SAM Code

C - Clearly Occupational

Basic Skills Status

Not Basic Skills

Prior College Level

Not applicable

Cooperative Work Experience

Not a Coop Course

Course Classification Status

Credit Course

Approved Special Class

Not special class

Noncredit Category

Not Applicable, Credit Course

Funding Agency Category

Not Applicable

Program Status

Program Applicable

Transfer Status

Transferable to CSU only

Allow Audit

No

Repeatability

No

Materials Fee

No

Additional Fees?

No

Files Uploaded

Attach relevant documents (example: Advisory Committee or Department Minutes)

AIS 012_CIS-012_CCC000513196.pdf

Approvals

Curriculum Committee Approval Date

3/5/2019

Academic Senate Approval Date

3/14/2019

Board of Trustees Approval Date

5/17/2019

Chancellor's Office Approval Date

5/28/2019

Course Control Number

CCC000605510

Programs referencing this course

Business Information Worker - Manager Certificate of Achievement (<http://catalog.collegeofthedesert.eduundefined?key=200>)
Building Energy Systems Professionals (BESP) AS Degree (<http://catalog.collegeofthedesert.eduundefined?key=202>)
Applications and Information Systems AS Degree (<http://catalog.collegeofthedesert.eduundefined?key=223>)
Hospitality Management Certificate of Achievement (<http://catalog.collegeofthedesert.eduundefined?key=117>)
Human Resource Generalist Certificate of Achievement (<http://catalog.collegeofthedesert.eduundefined?key=118>)
Computer Information Systems Certificate of Achievement (<http://catalog.collegeofthedesert.eduundefined?key=122>)
Zero Net Energy (ZNE) Certificate of Achievement (<http://catalog.collegeofthedesert.eduundefined?key=145>)
General Business AS Degree (<http://catalog.collegeofthedesert.eduundefined?key=190>)
Hospitality Management AS Degree (employment preparation) (<http://catalog.collegeofthedesert.eduundefined?key=60>)
Agriculture Office Assistant Certificate of Achievement (<http://catalog.collegeofthedesert.eduundefined?key=84>)
Agriculture Office Professional Certificate of Achievement (<http://catalog.collegeofthedesert.eduundefined?key=85>)