

SYLLABUS  
PART I  
EDISON STATE COMMUNITY COLLEGE  
BUS 130S OFFICE PROCEDURES  
3 CREDIT HOURS

**COURSE DESCRIPTION**

Introduction to general office procedures necessary to function efficiently with the vast array of equipment found in today's office. Prerequisite or co-requisite: BUS 120S and CIS 110S. Lab fee.

**COURSE GOALS**

The student will

Bloom's Level		Program Outcome
3	1. Develop a sense of professionalism while preparing for employment in today's office.	2, 7
3	2. Develop an understanding of good job performance including personal evaluations and potential for advancement.	1, 7
3	3. Identify and use telecommunications systems used by businesses.	3, 7
3	4. Demonstrate effective public relations techniques when working with internal and external customers.	2, 5
4	5. Analyze reference sources, take notes, abstract articles, and prepare report findings.	1, 4
3	6. Prepare an itinerary and make arrangements for business trips, including foreign travel and business practices.	1, 6, 8
1	7. Identify the responsibilities of the office professional before, during, and after a meeting.	1, 2
3	8. Apply principles of grammar, punctuation, proofreading, and spelling in the completion of transcription assignments.	1, 7

**CORE VALUES**

The Core Values are a set of principles that guide in creating educational programs and environments at Edison State. They include communication, ethics, critical thinking, human diversity, inquiry/respect for learning, and interpersonal skills/teamwork. The goals, objectives, and activities in this course will introduce/reinforce those Core Values whenever appropriate.

**TOPIC OUTLINE**

1. The Work Environment
2. Communication Skills for a Diverse Environment
3. Computer Hardware and Software
4. Telecommunications
5. Ethical Behavior
6. Stress, Anger, and Time Management
7. Letters, Memos, and Reports
8. Workplace Observations and Presentations
9. Travel Arrangements Research
10. Meetings and Conferences
11. Mail and Workplace Copiers
12. Career Path Development
13. Leadership