

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 either CIS 102S or CIS 110S. Lab fee.

COURSE GOALS

The student will

Bloom's Level		Program Outcome
3	1. Develop the sense of professionalism required to work effectively in an office environment.	2, 7
3	2. Develop an understanding of the job performance expectations of an office professional.	1, 7
3	3. Identify and use telecommunications systems used by businesses.	3, 7
3	4. Identify and use business telecommunications systems.	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