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| <b>General Course Information</b> |   |
| <b>1a. Course Dept.:</b>          | OT                                      |
| <b>1b. Course Number:</b>         | 151                                     |
| <b>2. Course Title:</b>           | Office Systems & Procedures             |
| <b>3. Units:</b>                  | 3                                       |
| <b>4. This Course is:</b>         | Assoc Degree Applic. - Not transferable |

|                                   |  |
|-----------------------------------|--|
| <b>Course Format and Duration</b> |  |
| <b>5a. Course Length:</b>         | Full-semester  |
| <b>5b. Weekly Hours:</b>          | 3 Lecture +<br>0 Activities +<br>1 Lab +<br>0 By Arrangement =<br>Total Weekly Hours:4 |

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| <b>Method of Instruction</b>                                    |  |
| <b>6. Instructional methods used to present course content.</b> |  |
| Lecture<br>Lecture/Discussion<br>Lab                            |  |

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| <b>Course Preparation</b>                                       |               |
| <b>7a. Corequisite(s):</b>                                      |               |
| One Unit of OCCED 90  |               |
| <b>7b. Prerequisite(s):</b>                                     |               |
| Typing rate of 45 wpm and microcomputer word processing skills. |               |
| <b>7c. Course Advisory:</b>                                     |               |
| SCC minimum English and Math Standards                          |               |
| <b>8. Repeatability:</b>  | Not Repeatabe |
| <b>Additional Repeatability Info:</b>                           |               |
| None  |               |

**CATALOG DESCRIPTION AND OTHER CATALOG INFORMATION****9a. Catalog Description:**

An advanced level course designed to complete the training of Office Technology program students in office systems and procedures. Course should be taken during the student's final semester of the program or as a refresher for experienced business students. One unit of work experience will be required in the specialty area of the student's major.

**9b. Other Catalog information:**

None

**10. Student Performance Objectives:**

As a result of successful completion of this course, a student will be able to:

1. Develop a high degree of competency and a broad knowledge of skills as they relate to general office procedures.
2. Analyze written and oral communications for clarity and conciseness of message.
3. Assume responsibility for tasks assigned.
4. Under timed conditions, evaluate a list of tasks, analyze the importance of each, place in priority order, and perform each task.
5. Compare services available to increase office efficiency.
6. Recognize need for positive human relations in the business environment.
7. Become aware of job requirements for a variety of positions in the business office.
8. Utilize productivity software to complete office related tasks.
9. Become aware of the implications of technology in all phases of office work.

**11. Methods of Evaluating Student Achievement:**

1. Realistic tasks are graded based on duties and responsibilities assigned.
2. Objective tests to measure awareness and understanding of services available for office support.
3. Simulations which involve role-playing of daily office routine.

**12. Student Assignments (Homework):****a. Required Reading Assignments:**

25-30 pages per week.

**b. Required Writing Assignments:**

Composition of integrated office documents in lab using current technology to produce letters, memos, reports, forms, itineraries, spreadsheets, databases.

**c. Other** (Terms projects, research papers, portfolios, etc.)

Assemble portfolio including resume and work samples.

**13. Course Content Outline:**

The scope of this course provides students with a realistic view

of today's office, its procedures, equipment, and activities. Chapter materials allow students to become familiar with modern office procedures, and equipment while realistic office activities provide students with an opportunity to apply their skills. Through simulated office situations, students will assess and solve problems while developing a professional approach to secretarial/administrative work.

I. The Professional Office Worker

- A. Skills and Background
- B. Employment Opportunities
- C. Types of Office Organization

II. Basic Duties

- A. Communications
  - 1. Oral
  - 2. Telecommunications
- B. Typing
  - 1. Procedures
  - 2. Formatting
- C. Reprographics
- D. Scheduling
  - 1. Work planning
  - 2. Time management

III. Information Processing

- A. Integrated office Activities
- B. Written Communications
- C. Incoming and Outgoing Mail
- D. Filing

IV. Special Duties

- A. Helping with Reports
- B. Travel Arrangements
- C. Financial Records
- D. Meetings and Conference Planning

V. Administrative Responsibilities

- A. Records Management
- B. Supervision
- C. Member of the Management Team

VI. A Forward Look

- A. Job Seeking
- B. Career Planning
- C. Professional Growth

**14a. All textbooks, resources and other materials used in this course are:**

College level

**14b. EXAMPLE texts, reading and resources:**

Fulton, Patsy J.. *Technology & Procedures for Administrative Professionals*. 12th  
Southwestern Publishing, 2003

Manning, Marilyn. *Professionalism in the Office*. Revised edition  
Crisp Publications, 2001

Sabin, William A.. *Gregg Reference Manual*. 9th  
Gregg/McGraw-Hill, 2003

| <b>General Education/Transfer Information</b> |
|---|
| <b>IGETC:</b>                                 |
| <b>CSU:</b>                                   |
| <b>SCC GE:</b>                                |