

Fond du Lac Tribal and Community College
COURSE OUTLINE

I. Catalog Information

A. Title of Course: General Office Procedures B. Course Designator: BUS 1020

C. Number of Credits: Lecture 3 Lab D. Control Number: 40

E. Catalog/Course description:

This course is intended to assist students with working effectively in an office setting. Course content emphasizes basic office procedures and includes, but is not limited to, general operations of basic office equipment (computers, copy machines, scanners, fax machines), principles for establishing and maintaining filing systems for paper and electronic documents, methods of managing, storing, and retrieving information, and human relations.

F. Course prerequisites: None

G. Date Approved: 1988
Date Revised: 5/4/12

II. Course Materials (Recommended course materials and resources. List all that apply, e.g. textbooks, workbooks, study guides, lab manuals, videos, guest lecturers)

College level materials and text chosen at option of instructor.

III. Learning Goals, Outcomes, and Assessment Minimum of one goal and two learning outcomes in each competency. *If your course does not meet one of the Competencies Across the Curriculum, please justify your rationale.* Minimum of two assessment measures for each learning outcome. Add other goals and outcomes as needed. If this course is part of the Minnesota Transfer Curriculum (MnTC), attach the MnTC goals, outcomes, and your assessment measures to this form; if possible, use them to complete the information below.

A. Information Literacy (the ability to use print and/or non-print tools effectively for the discovery, acquisition, and evaluation of information as well as core computer tools for the manipulation and presentation of information.)

1. Learning Goal:

Goal: To use basic office tools and technologies effectively

2. Learning Outcomes and Assessments:

Outcome 1: The student will be able to perform basic operations of a computer.

Assessment: Complete assignments related to saving documents to and printing documents at a variety of locations with a C grade or higher.

Assessment: Complete assignments related to filing and storing electronic documents with a C grade or higher.

Assessment: Complete assignments related to troubleshooting basic computer problems (network errors, lost documents, etc.) with a C grade or higher.

Outcome 2: The student will be able to create, format, print, and file electronic documents in the Microsoft Office suite.

Assessment: Word-processed assignments completed with a C grade or higher.

Assessment: Visual presentations completed with a C grade or higher.

Assessment: Spreadsheet assignments completed with C grade or higher.

Outcome 3: The student will be able to perform complex tasks at the copier.

Assessment: Complete assignments related to preparing, copying, collating, and binding projects with a C grade or higher.

Assessment: Complete assignments related to copy machine operations (unjamming, manual feed, restocking paper, changing toner) with a C grade or higher.

Outcome 4: The student will be able to send and receive faxes.

Assessment: Complete assignments related to preparing and transmitting faxes with a C grade or higher.

Assessment: Complete assignments related to fax machine operations (restocking paper, unjamming, and other troubleshooting) with a C grade or higher.

Outcome 5: The student will be able to create, organize, and maintain calendars and schedules

Assessment: Complete assignments related to time management with a C grade or higher.

Assessment: Complete problem-solving exercises related to time management with a C grade or higher.

Outcome 6: The student will be able to use a variety of messaging systems.

Assessment: Complete assignments related to texting in a business environment with a C grade or higher.

Assessment: Complete assignments related to e-mail messages in a business environment with a C grade or higher.

Assessment: Complete assignments related to phone systems in a business environment with a C grade or higher.

Assessment: Complete problem-solving exercises related to messaging with a C grade or higher.

B. Ability to Communicate (the ability to listen, read, comprehend, and/or deliver information in a variety of formats.)

1. Learning Goals:

Goal: The student will be able to use office tools and technology to communicate effectively in a professional setting.

2. Learning Outcomes and Assessments:

Outcome 1: The student will be able to communicate effectively through a variety of messaging systems.

Assessment: Complete assignments related to writing and formatting text messages in a business environment with a C grade or higher.

Assessment: Complete assignments related to writing and formatting e-mail messages in a business environment with a C grade or higher.

Assessment: Complete assignments related to phone etiquette in a business environment with a C grade or higher.

Outcome 2: The student will be able to work collaboratively on projects utilizing office tools and technologies.

Assessment: Complete assignments related to collaborative drafting through the electronic medium with a C grade or higher.

Assessment: Complete an evaluation of the electronic collaborative experience with a C grade or higher.

C. Problem Solving (the ability to conceptualize, apply, analyze, synthesize, and/or evaluate information to formulate and solve problems.)

1. Learning Goals:

Goal: The student will be able to troubleshoot common office problems.

2. Learning Outcomes and Assessments: (See outcomes and assessments related to Information/Technology Literacy above)

D. Culture (knowledge of Anishinaabe traditions and culture, knowledge of one's own traditions and culture, knowledge of others' traditions and cultures, and/or respect for global diversity.)

1. Learning Goals:

Goal: The student will begin to understand how "culture," be it organizational, ethnic, or otherwise, impacts one's work life.

2. Learning Outcomes and Assessments:

Outcome 1: The student will be able to identify and characterize organizational cultures.

Assessment: Complete analysis of differences based on organizational culture in their local setting at a C grade or higher.

Assessment: Complete assignments about the effects of organizational culture on behaviors and expectations at a C grade or higher.

Assessment: Complete self-assessment related to differences/culture

Outcome 2: The student will be able to recognize miscommunication based on cultural and other differences.

Assessment: Complete evaluation of scenarios at a C grade or higher.

Assessment: Complete reflection exercise at a C grade or higher.

Documentation for MnTC - None

IV. Course Content (Outline the major topics covered in this course.)

Introduction to office environments

Expectations and responsibilities

Office equipment (computer hardware, copy machines, scanners, fax machines, etc.)

Communication tools (computer software—e-mail, chat, Skype; smartphones, iPads, etc.)

Communication skills

Organizing an office

Time management tools

Diversity at work

(revised April 2012)