

Washtenaw Community College Comprehensive Report

BOS 250 Office Administration

Effective Term: Winter 2014

Course Cover

Division: Business and Computer Technologies

Department: Business Office Systems

Discipline: Business Office Systems

Course Number: 250

Org Number: 13310

Full Course Title: Office Administration

Transcript Title: Office Administration

Is Consultation with other department(s) required: No

Publish in the Following: College Catalog , Time Schedule , Web Page

Reason for Submission: Course Change

Change Information:

Course title

Course description

Outcomes/Assessment

Objectives/Evaluation

Rationale: Content from BOS 107 being merged into BOS 250.

Proposed Start Semester: Winter 2013

Course Description: In this course, students will be introduced to the functions and roles of technology in a business office environment. Emphasis is placed on the expanding duties of an administrative professional such as time management, business composition, human relations skills, teamwork, office environment, and multi-cultural business etiquette. Importance is placed on verbal and written communication. Students develop effective job-hunting techniques and a portfolio to prepare for employment in the administrative field. To be successful in this class, students should be familiar with Windows and keyboard at least 25 wpm. This course contains content previously taught in BOS 107. The title of this course was previously Office Administration II.

Course Credit Hours

Variable hours: No

Credits: 4

Lecture Hours: Instructor: 60 Student: 60

Lab: Instructor: 0 Student: 0

Clinical: Instructor: 0 Student: 0

Total Contact Hours: Instructor: 60 Student: 60

Repeatable for Credit: NO

Grading Methods: Letter Grades

Audit

Are lectures, labs, or clinicals offered as separate sections?: NO (same sections)

College-Level Reading and Writing

College-level Reading & Writing

College-Level Math

Requisites

Prerequisite

General Education

General Education Area 7 - Computer and Information Literacy

Assoc in Arts - Comp Lit
Assoc in Applied Sci - Comp Lit
Assoc in Science - Comp Lit

Request Course Transfer

Proposed For:

Student Learning Outcomes

1. Identify roles and duties of administrative assistants in a productive business office.

Assessment 1

Assessment Tool: Exam

Assessment Date: Winter 2014

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Answer Sheet

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental Faculty

2. Recognize and apply business standards to verbal and written communication.

Assessment 1

Assessment Tool: Exam

Assessment Date: Winter 2014

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Answer Sheet

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental Faculty

3. Prepare and format various business documents including itineraries, agendas, minutes, letterheads, and expense reports.

Assessment 1

Assessment Tool: Practical exam

Assessment Date: Winter 2014

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Answer Sheet and checklist

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental Faculty

Assessment 2

Assessment Tool: Portfolio

Assessment Date: Winter 2014

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Departmentally-developed rubric

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental Faculty

4. Perform various general office activities including communication, records management, proofreading and editing, and keying office documents.

Assessment 1

Assessment Tool: Exam

Assessment Date: Winter 2014

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Answer Sheet

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental Faculty

Assessment 2

Assessment Tool: Portfolio

Assessment Date: Winter 2014

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Departmentally-developed rubric

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental Faculty

5. Develop appropriate job hunting skills for seeking clerical positions in a changing business environment.

Assessment 1

Assessment Tool: Exam

Assessment Date: Winter 2014

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Answer Sheet

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental Faculty

Assessment 2

Assessment Tool: Portfolio

Assessment Date: Winter 2014

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Departmentally-developed rubric

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental Faculty

Course Objectives

1. Identify soft skills necessary in a business office.

Matched Outcomes

2. Explain the differences between ethics, etiquette, protocol, and politics in a business office.

Matched Outcomes

3. Describe ways the administrative assistant can benefit from services provided by a corporate travel agency.

Matched Outcomes

4. Participate in team activities.
Matched Outcomes
5. Identify time and stress management principles used by administrative assistants.
Matched Outcomes
6. Identify the advantages and disadvantages of telecommuting.
Matched Outcomes
7. Explain the roles and functions of computer hardware and software in administrative assistant positions.
Matched Outcomes
8. Compose and format business letters, memos, and reports.
Matched Outcomes
9. Present an oral report.
Matched Outcomes
10. Identify communication barriers that might exist in an office and ways to overcome them.
Matched Outcomes
11. Apply proofreading and grammar rules.
Matched Outcomes
12. Prepare and format various business documents including itineraries, agendas, minutes, letterheads, and expense reports.
Matched Outcomes
13. Identify errors in format, grammar, punctuation, spelling, capitalization, and number expression.
Matched Outcomes
14. Develop effective job search techniques.
Matched Outcomes
15. Handle records management.
Matched Outcomes
16. Use appropriate proofreading marks to edit and correct errors.
Matched Outcomes
17. Identify filing equipment and materials used in the office.
Matched Outcomes
18. Identify and explain USPS mail classes and services.
Matched Outcomes
19. Determine appropriate methods of sending office correspondence.
Matched Outcomes

New Resources for Course

Course Textbooks/Resources

Textbooks
Manuals
Periodicals
Software

Equipment/Facilities

<u>Reviewer</u>	<u>Action</u>	<u>Date</u>
Faculty Preparer: <i>Joyce Jenkins</i>	<i>Faculty Preparer</i>	<i>Mar 11, 2013</i>
Department Chair/Area Director: <i>Joyce Jenkins</i>	<i>Recommend Approval</i>	<i>Mar 11, 2013</i>
Dean: <i>Rosemary Wilson</i>	<i>Recommend Approval</i>	<i>Mar 21, 2013</i>
Vice President for Instruction: <i>Bill Abernethy</i>	<i>Approve</i>	<i>Apr 22, 2013</i>