

### Basic Course Information

|                  |                                                            |                                                          |                                          |
|------------------|------------------------------------------------------------|----------------------------------------------------------|------------------------------------------|
| Semester         | <b>Winter 2022</b>                                         | Instructor Name                                          | <b>Angie Ruiz, Professor of Business</b> |
| Course Title & # | <b>BUS 172<br/>Office Procedures for the<br/>Workplace</b> | Email                                                    | <b>angie.ruiz@imperial.edu</b>           |
| CRN #            | <b>15031</b>                                               |                                                          |                                          |
| Room #           | <b>803</b>                                                 | Office                                                   | <b>Room 811</b>                          |
| Class Dates      | <b>Jan. 3 – Feb. 3, 2022</b>                               | Office Hours                                             | <b>By appointment only</b>               |
| Class Days       | <b>M-F</b>                                                 | Office Phone #                                           | <b>760-355-6339</b>                      |
| Class Times      | <b>10:00-12:10 a.m.</b>                                    | Office contact if<br>student will be out<br>or emergency | <b>Tisha Nelson<br/>760-355-6361</b>     |
| Units            | <b>3</b>                                                   |                                                          |                                          |

### Course Description

This course stresses all business skills and those competencies required of the office worker in today's business environment. The course provides realistic and meaningful experiences to strengthen student's administration skills and knowledge of business procedures and technological skills. The role of the administrative assistant will be analyzed as well as the global influences that affect the way business is conducted.

### Student Learning Outcomes

Upon completion of this course, the student will be able to:

- Develop oral, analytical and written skills by persuading a point of view in an oral presentation.
- Develop research techniques to learn about a product or concept in order to sell it to an audience
- Display professionalism while selling skills, knowledge and education during a mock interview.

### Course Objectives

1. Demonstrate knowledge of the secretarial profession including role of the secretary, office environment, and hospitality issues.
2. Demonstrate knowledge of information processing including preparing final documents, handling incoming and outgoing communication, composing assignments, and records management.
3. Demonstrate knowledge of office equipment services and systems including reprographics, telephone and telegraph, communication systems, and information resources management.
4. Demonstrate knowledge of administrative support services expediting travel assignments planning and facilitating meetings.
5. Demonstrate knowledge of research and organizations of business data including collecting business information, presenting statistical information, writing reports, giving oral presentation, and preparing publication.
6. Demonstrate knowledge of financial and legal procedures including: office financial responsibilities, investments, insurance, payroll, tax records, and legal documents.
7. Demonstrate knowledge of secretarial placement and advancement including selecting the right position, planning a professional role, and fulfilling and administration role.
8. Demonstrate knowledge of the global nature of business by preparing international business documents appropriately.

## Textbooks & Other Resources or Links

*Textbook:* Burton, Sharon, Office Procedures for the 21<sup>st</sup> Century, 8<sup>th</sup> Edition (access code not needed)

## Course Requirements and Instructional Methods

Out of Class Assignments: The Department of Education policy states that one (1) credit hour is the amount of student work that reasonably approximates not less than one hour of class time and two (2) hours of out-of-class time per week over the span of a semester. WASC has adopted a similar requirement.

## Course Grading Based on Course Objectives

|             |     |
|-------------|-----|
| Assignments | 40% |
| Tests       | 40% |
| Final Exam  | 20% |

## Attendance

### Required language

- A student who fails to attend the first meeting of a class or does not complete the first mandatory activity of the class will be dropped by the instructor as of the first official meeting of that class. Should readmission be desired, the student's status will be the same as that of any other student who desires to add a class. It is the student's responsibility to drop or officially withdraw from the class. See General Catalog for details.
- Regular attendance in all classes is expected of all students. A student whose continuous, unexcused absences exceed the number of hours the class is scheduled to meet per week may be dropped. For online courses, students who fail to complete required activities for two consecutive weeks may be considered to have excessive absences and may be dropped.
- Absences attributed to the representation of the college at officially approved events (conferences, contests, and field trips) will be counted as 'excused' absences.

## Classroom Etiquette

### Required Information --Discretionary language

**This is where an instructor explains his/her policy on these matters. Here is some suggested language:**

- Disruptive Students: Students who disrupt or interfere with a class may be told to meet with the Campus Disciplinary Officer before returning to continue with coursework. Disciplinary procedures will be followed as outlined in the General Catalog.

## Academic Honesty

- Plagiarism is to take and present as one's own the writings or ideas of others, without citing the source. You should understand the concept of plagiarism and keep it in mind when taking exams and preparing written materials. If you do not understand how to correctly 'cite a source', you must ask for help.
- Cheating is defined as fraud, deceit, or dishonesty in an academic assignment or using or attempting to use materials, or assisting others in using materials, or assisting others in using materials, which are prohibited or inappropriate in the context of the academic assignment in question.

Anyone caught cheating or will receive a zero (0) on the exam or assignment, and the instructor may report

the incident to the Campus Disciplinary Officer, who may place related documentation in a file. Repeated acts of cheating may result in an F in the course and/or disciplinary action. Please refer to the General School Catalog for more information on academic dishonesty or other misconduct. Acts of cheating include, but are not limited to the following: (a) plagiarism; (b) copying or attempting to copy from others during an examination or on an assignment ; (c) communicating test information with another person during an examination; (d) allowing others to do an assignment or portion of an assignment, (e) use of a commercial term paper service

### Additional Help – Discretionary Section and Language

Imperial Valley College offers various services in support of student success. The following are some of the services available for students. Please speak to your instructor about additional services which may be available.

- **CANVAS LMS.** Canvas is Imperial Valley College's main Learning Management System. To log onto Canvas, use this link: [Canvas Student Login](#). The Canvas Student Guides Site provides a variety of support available to students 24 hours per day. Additionally, a 24/7 Canvas Support Hotline is available for students to use: 877-893-9853.
- **Learning Services.** There are several learning labs on campus to assist students through the use of computers and tutors. Please consult your Campus Map for the Math Lab; Reading, Writing & Language Labs; and the Study Skills Center.
- **Library Services.** There is more to our library than just books. You have access to tutors in the Study Skills Center, study rooms for small groups, and online access to a wealth of resources.

### Disabled Student Programs and Services (DSPS)

**Required Language:** Any student with a documented disability who may need educational accommodations should notify the instructor or the Disabled Student Programs and Services (DSP&S) office as soon as possible. The DSP&S office is located in Building 2100, telephone 760-355-6313 if you feel you need to be evaluated for educational accommodations.

### Student Counseling and Health Services

Students have counseling and health services available, provided by the pre-paid Student Health Fee.

- **Student Health Center.** A Student Health Nurse is available on campus. In addition, Pioneers Memorial Healthcare District provide basic health services for students, such as first aid and care for minor illnesses. Contact the IVC Student Health Center at 760-355-6128 in Room 1536 for more information.
- **Mental Health Counseling Services.** Short-term individual, couples, family and group counseling services are available for currently enrolled students. Services are provided in a confidential, supportive, and culturally sensitive environment. Please contact the IVC Mental Health Counseling Services at 760-355-6310 or in the building 1536 for appointments or more information.

### Veteran's Center

The mission of the **IVC Military and Veteran Success Center** is to provide a holistic approach to serving military/veteran students on three key areas: 1) Academics, 2) Health and Wellness, and 3) Camaraderie; to serve as a central hub that connects military/veteran students, as well as their families, to campus and community resources. Their goal is to ensure a seamless transition from military to civilian life. The Center is located in Building 600 (Office 624), telephone 760-355-6141.

### Extended Opportunity Program and Services (EOPS)

The Extended Opportunity Program and Services (EOPS) offers services such as priority registration, personal/academic counseling, tutoring, book vouchers, and community referrals to qualifying low-income students. EOPS is composed of a group of professionals ready to assist you with the resolution of both

academic and personal issues. Our staff is set up to understand the problems of our culturally diverse population and strives to meet student needs that are as diverse as our student population.

Also under the umbrella of EOPS our CARE (Cooperative Agency Resources for Education) Program for single parents is specifically designed to provide support services and assist with the resolution of issues that are particular to this population. Students that are single parents receiving TANF/Cash Aid assistance may qualify for our CARE program, for additional information on CARE please contact Lourdes Mercado, 760-355-6448, [lourdes.mercado@imperial.edu](mailto:lourdes.mercado@imperial.edu).

EOPS provides additional support and services that may identify with one of the following experiences:

- Current and former foster youth students that were in the foster care system at any point in their lives
- Students experiencing homelessness
- Formerly incarcerated students

To apply for EOPS and for additional information on EOPS services, please contact Alexis Ayala,

760-355-5713, [alexis.ayala@imperial.edu](mailto:alexis.ayala@imperial.edu).

## Student Equity Program

- The Student Equity Program strives to improve Imperial Valley College's success outcomes, particularly for students who have been historically underrepresented and underserved. The college identifies strategies to monitor and address equity issues, making efforts to mitigate any disproportionate impact on student success and achievement. Our institutional data provides insight surrounding student populations who historically, are not fully represented. Student Equity addresses disparities and/or disproportionate impact in student success across disaggregated student equity groups including gender, ethnicity, disability status, financial need, Veterans, foster youth, homelessness, and formerly incarcerated students. The Student Equity Program provides direct supportive services to empower students experiencing insecurities related to food, housing, transportation, textbooks, and shower access. We recognize that students who struggle meeting their basic needs are also at an academic and economic disadvantage, creating barriers to academic success and wellness. We strive to remove barriers that affect IVC students' access to education, degree and certificate completion, successful completion of developmental math and English courses, and the ability to transfer to a university. Contact: 760.355.5736 or 760.355.5733 Building 100.

The Student Equity Program also houses IVC's Homeless Liaison, who provides direct services, campus, and community referrals to students experiencing homelessness as defined by the McKinney-Vento Act. Contact: 760.355.5736 Building 10.

## Student Rights and Responsibilities

**Required Language:** Students have the right to experience a positive learning environment and due process. For further information regarding student rights and responsibilities please refer to the IVC General Catalog available online at

[http://www.imperial.edu/index.php?option=com\\_docman&task=doc\\_download&gid=4516&Itemid=762](http://www.imperial.edu/index.php?option=com_docman&task=doc_download&gid=4516&Itemid=762)

## Information Literacy

**Required Language:** Imperial Valley College is dedicated to help students skillfully discover, evaluate, and use information from all sources. Students can access tutorials at <http://www.imperial.edu/courses-and-programs/divisions/arts-and-letters/library-department/info-lit-tutorials/>

**Required Language:** Students have counseling and health services available, provided by the pre-paid Student Health Fee. We now also have a fulltime mental health counselor. For information see <http://www.imperial.edu/students/student-health-center/>. The IVC Student Health Center is located in the Health Science building in Room 2109, telephone 760-355-6310.

### Anticipated Class Schedule / Calendar

|        |                                                                                                                                                                     |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Week 1 | Ch. 1 Understanding the Changing and Challenging Office<br>Ch. 2 Developing Professional Skills<br>Ch. 3 Preparing for Your Employment                              |
| Week 2 | Test Ch. 1-3<br>Ch. 4 Time Management<br>Ch. 5 Telecommunications<br>Ch. 6 Building Communication Skills                                                            |
| Week 3 | Test Ch. 4-6<br>Ch. 7 Processing Mail<br>Ch. 9 Banking and Accounting Procedures<br>Ch. 13 Developing Effective Oral Presentations<br>Introduce Project             |
| Week 4 | Test Ch. 7, 9, 15, 16<br>Ch. 15 Working in a Medical Office<br>Ch. 16 Working in a Legal Office                                                                     |
| Week 5 | Ch. 10 Scheduling Appointments and Receiving Visitors<br>Ch. 11 Making Travel Arrangements<br>Ch. 12 Planning Meetings and Conferences<br>Final Exam Ch. 10, 11, 12 |

#### NOTICE

The instructor reserves the right to modify, change or add to the assignments or the number of exams.

Please turn off cell phone during class. *Texting, chatting or face book are not allowed during class.*