

**Basic Course Information**

Semester	<b>Winter 2016</b>	Instructor Name	<b>Angie Ruiz</b>
Course Title & #	<b>BUS 172 Office Procedures for the Workplace</b>	Email	<b>angie.ruiz@imperial.edu</b>
CRN #	<b>15069</b>	Webpage (optional)	
Room	<b>801</b>	Office	<b>Room 811</b>
Class Dates	<b>1/7/2016-2/5/2016</b>	Office Hours	<b>By appointment only</b>
Class Days	<b>M-F</b>	Office Phone #	<b>760-355-6339</b>
Class Times	<b>10:45-12:55 p.m.</b>	Office contact if student will be out or emergency	<b>Frances Arce-Gomez 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

*Materials:* One GB USB

### 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 an online 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:**

- Electronic Devices: Cell phones and electronic devices must be turned off and put away during class unless otherwise directed by the instructor. **Consider:** specifics for your class/program
- Food and Drink are prohibited in all classrooms. Water bottles with lids/caps are the only exception. Additional restrictions will apply in labs. Please comply as directed.
- Disruptive Students: Students who disrupt or interfere with a class may be sent out of the room and 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.
- Children in the classroom: Due to college rules and state laws, no one who is not enrolled in the class may attend, including children.

### Academic Honesty

#### Required Language

- 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**

**The instructor can add the information pertinent to his or her class here. Some suggested language:**

- Blackboard support center: <http://bbcrm.edusupportcenter.com/ics/support/default.asp?deptID=8543>
- Learning Labs: There are several 'labs' on campus to assist you through the use of computers, tutors, or a combination. Please consult your college map for the Math Lab, Reading & Writing Lab, and Learning Services (library). Please speak to the instructor about labs unique to your specific program
- Library Services: There is more to our library than just books. You have access to tutors in the learning 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**

**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.

#### **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)

**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/>

**Anticipated Class Schedule / Calendar**

Week 1	Ch. 1 Understanding the Changing and Challenging Office Ch. 2 Developing Professional Skills Ch. 3 Preparing for Your Employment
Week 2	Test Ch. 1-3 Ch. 4 Time Management Ch. 5 Telecommunications Ch. 6 Building Communication Skills Ch. 7 Processing Mail
Week 3	Test Ch. 4-7 Ch. 13 Developing Effective Oral Presentations Ch. 14 Preparing to Meet the Challenges Introduce Project
Week 4	Ch. 9 Banking and Accounting Procedures Ch. 15 Working in a Medical Office Ch. 16 Working in a Legal Office
Week 5	Test Ch. 9, 15, 16  Ch. 10 Scheduling Appointments and Receiving Visitors Ch. 11 Making Travel Arrangements Ch. 12 Planning Meetings and Conferences Final Exam Ch. 10, 11, 12, 13, 14

**NOTICE**

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

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