

Computer Information Management Department – Saddleback College

CIMA 283A OFFICE SKILLS – OFFICE PROCEDURES

Fall 2015 • Ticket #19580A • 08/17/2015 – 10/10/2015 • Natalia Grigoriants

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COURSE DESCRIPTION

This is practical hands-on, self-paced, and fully online course. It prepares students to work efficiently in today's office. Topics include characteristics of a successful employee, organization and time management, written and oral communications, interoffice communications, records management, human relations, planning meetings, arranging for business travel, employment and career advancement, and business etiquette.

STUDENT LEARNING OUTCOMES

A successful student will be able to do the following by semester’s end:

- Describe the type of tasks performed in today's office.
- Explain what is meant by an organizational structure and be able to identify positions of authority.
- Use standard office terminology.
- Use the concept of the workflow process to complete, track, and expedite office tasks.
- Work effectively as a team member.
- Apply concepts of ethical behavior in an office environment.
- Use time management systems and techniques to complete office tasks in a timely manner.
- Identify potential hazards in the workplace, and take necessary steps to avoid them.

MATERIALS

- **Textbook:** Professional Office Procedures by Cooperman, ISBN 9780135156643
- **USB drive:** recommended, 1GB is sufficient
- **The Internet:** You must have access to a computer with a reliable Internet connection, e-mail, Adobe Reader (free from adobe.com), a newer version of Internet Explorer or Firefox browser, and MS Office or similar software, such as MS Office Web Apps (free from Microsoft), GoogleDocs (free from Google), OpenOffice (free from OpenOffice.org). 3G/4G Internet connection might be insufficient.

CONTACT INFO

Email: ngrigoriants@saddleback.edu

Do not hesitate to email me if you need any help. Email me immediately if you experience any course related problems. When in doubt email! I will do my best to reply next school business day. In the subject line specify semester and course, your last and first name, and assignment number followed by brief description of an issue. For example, *213A Off Proc June 12 Jones, Lee B3 cannot print*. Review presentation on email etiquette (in Blackboard). Send emails only from your school email account. Attach a file if needed. Screen shots of a problem speed up problem resolution time process. Emails that do not follow the format above and email etiquette will be rejected.

POLICIES AND PROCEDURES

- **This course is recommended for self-disciplined students with strong time management skills.** Take a brief quiz to see if you are ready to take an online course: <http://www.saddleback.edu/de/DEquiz.html>
- **I want you to succeed!** Although we do not have assigned due dates, I strongly recommend to complete **at least 5-6 assignments per week**. Please get the textbook as soon as possible.

- The course is broken down into six units. Some units have more chapters than others.
- The help is just an email away! Do not hesitate to email me if you need any help.
- Students are responsible for checking their emails and Blackboard account on the regular basis.
- **Plagiarisms:** Your assignments must be your work ONLY. Copying someone else's assignment is considered cheating and is not acceptable. Any student who violates this rule may be given a failing grade in the class. If you need help, email and get it from me. But if you turn an assignment that is a copy of someone else's, do not expect full credit for it—even if you were the person who actually did it! Academic dishonesty, including, but not limited to falsification, plagiarism, cheating or fabrication, which compromises the integrity of an assignment, a college record or a program is in violation of Saddleback College's student Code of Conduct. Please review your Student Handbook to fully understand your responsibilities within this important college policy: <http://tinyurl.com/saddleback-handbook>
- **Computer Lab:** Computers are available in the Information Management Center (IMC) located in BGS 248. For more details go to <http://www.saddleback.edu/bsed/imc/> .
- **Participation & Progress:** If you do not submit any assignments in two consecutive weeks, you'll dropped.
- **Pass/No Pass:** Each student may elect, no later than the end of the first 30 percent of the term, whether the basis of evaluation is to be "pass-no pass" or a letter grade. Students enrolled in this class for Pass/No Pass must receive 70% or more of the total possible points to obtain credit. If you choose a letter grade, you do not have to do anything. To elect pass/no pass, contact Admissions and Record. For more details go to <http://tinyurl.com/pass-nopass> .
- **Auditing:** Auditing classes is prohibited. Only registered students are allowed to attend classes. For more details go to <http://tinyurl.com/saddleback-auditing>
- **Withdrawals:** It is the student's responsibility to officially withdraw (drop) from the class by the appropriate dates.
- **Important deadlines:** To find important deadlines, go to <http://www.saddleback.edu/>, then →Online Education → Class Schedule → Computer Information Management →locate your course→click on Details link. Use *Click on the 🌞 to set a personal reminder for that date* feature to set reminders. Once deadline for *Drop with 'W' Grade* passes a grade has to be given.
- **Special needs:** If you have specific disabilities and require accommodations, please discuss your academic adjustment needs with me as soon as possible. Please contact the Special Services Office in the Student Services Center, Room 113, for additional information. All information will remain confidential.
- **Accommodations:** *This course meets the requirements set forth in the accessibility check list and universal design grid provided by Special Services. The Web pages, video presentations, text book s and class materials in this course are accessible to students with disabilities.*
- **Privacy:** The Family Rights and Privacy Act of 1974 restricts the release of certain student information such as grades. Therefore, please do not call for grade information. Your grades will be made available through the My Grades link found in Blackboard, and final course grade will be posted through MySite.

ASSIGNMENTS

- All assignments will be posted in Blackboard (Bb) and to be submitted through Bb. See assignment descriptions and suggested schedule on the next page.
 - Success check list: <http://www.saddleback.edu/de/new-students.html>
 - Bb help: <http://www.saddleback.edu/de/student-technical-support/>
- **All assignments and the final must be submitted by 11:59pm on the last day of the course. No work will be accepted past 11:59 pm on the last day of the course. No excuses will be accepted, and no exceptions will be given.**
- Final will be open all day (12:01am-11:59pm) on the last day of the course.

GRADING

Grade	Range, %	Min Pts	Max Pts
A	>=90%	1035	1150
B	>=80% AND <90%	920	1034
C	>=70% AND <80%	805	919
D	>=60% AND < 70%	690	804
F	>0 AND < 60%	0	689

COURSE OUTLINE AND SUGGESTED COURSE SCHEDULE

Week	Unit	Topics/Chapters	Assignments	Points
1	A	Workplace Skills & Responsibilities Organization & Time Management (Chapter 1)	• A1 Unit A Concepts Review Quiz (T/F, MCQ)	10
			• A2 Human Resources Skill Development and Situations (SA)	20
			• A3 Time Management Project	20
			• A4 Business Email Etiquette	20
			• A5 Webinar Project	20
2	B	Computers Records Management Filing Rules Processing Mail (Chapters 5-7)	• B1 Computer Parts & Application Software Quiz (T/F, MCQ)	30
			• B2 Windows File Management Assignment	10
			• B3 Punctuation Review	20
			• B4 Apply Your Knowledge File Management	20
			• B5 Filing Practices	30
			• B6 Processing Mail, Concepts Review Quiz	10
			• B7 Mailing Costs Project	20
			• B8 Fax Cover Sheet Project	10
3	C	Written, Oral and Interoffice Communication Diversity in the Workplace Business Etiquette (Chapters 2-4, 15,17)	• C1 Unit C Concept Review Quiz (T/F, MCQ)	50
			• C2 Human Resources Skill Development and Situations (SA)	50
			• C3 Punctuation Review	20
			• C4 News Release Project	10
			• C5 Presentation Project	20
4	D	Meeting & Conferences Business Travel Collaborating in the Work Place (Chapters 8-9)	• D1 Unit E Concept Review Quiz (T/F, MCQ)	20
			• D2 Human Resources Skill Development and Situations (SA)	30
			• D3 Punctuation Review	20
			• D4 Cloud Storage – Dropbox (requires installation)	10
			• D5 Cloud Computing – Using Office WebApps	20
			• D6 Online Application Project	10
			• D7 Travel Reservations and Estimates Project	50
4	E	Business Terminology Managing Money in the Office (Chapters 10-11)	• E1 Unit C Concept Review Quiz (T/F, MCQ)	20
			• E2 Human Resources Skill Development and Situations (SA)	30
			• E4 Handling Petty Cash Project	30
			• E5 Weekly Payroll Register Project	20
			• E6 Bank Reconciliation Project	20
5	F	Seeking Employment Career Advancement (Chapters 12-14)	• F2 Human Resources Skill Development and Situations (SA)	45
			• F3 Punctuation Review	20
			• F4 Application Letter, Resume and Thank You Letter Project	50
6	G	Stress Management Tips of the Trade (Chapters 16, 18)	• G1 Unit G Concept Review Quiz (SA)	25
			• G2 Human Resources Skill Development and Situations (SA)	10
			• G4 Notice Project	10
			• G5 Digital Publication Project	20
• Final Comprehensive (MCQ, T/F, SA, Chapters 1-18) on last day of the course (12:01am-11:59pm)				300
• MCQ- multiple choice questions; T/F – True/False questions; SA- short answer questions • Detailed description of each assignment is posted in Blackboard • Subject to revisions				1150