

Clackamas Community College
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Section #1 General Course Information

Department: Business & Computer Science: Business

Submitter

First Name: **Beverly**

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Course Prefix and Number: BT - 216

Credits: 4

Contact hours

Lecture (# of hours): 44

Lec/lab (# of hours):

Lab (# of hours):

Total course hours: 44

For each credit, the student will be expected to spend, on average, 3 hours per week in combination of in-class and out-of-class activity.

Course Title: Office Procedures

Course Description:

Presents critical thinking, problem solving, and collaborative learning; skills and knowledge are applied to business office operations, including communications, technology, records management, safety, travel, meeting management, mail procedures, reprographics, and career planning.

Type of Course: Career Technical Preparatory

Is this class challengeable?

Yes

Can this course be repeated for credit in a degree?

No

Is general education certification being sought at this time?

No

Does this course map to any general education outcome(s)?

No

Is this course part of an AAS or related certificate of completion?

Yes

Name of degree(s) and/or certificate(s): Business AAS & AOP Certificates

Are there prerequisites to this course?

Yes

Pre-reqs: Pass BT-160

Have you consulted with the appropriate chair if the pre-req is in another program?

No

Are there corequisites to this course?

No

Are there any requirements or recommendations for students taken this course?

No

Are there similar courses existing in other programs or disciplines at CCC?

No

Will this class use library resources?

Yes

Have you talked with a librarian regarding that impact?

No

Is there any other potential impact on another department?

No

Does this course belong on the Related Instruction list?

No

GRADING METHOD:

A-F or Pass/No Pass

Audit: Yes

When do you plan to offer this course?

✓ **Spring**

Is this course equivalent to another?

If yes, they must have the same description and outcomes.

No

Will this course appear in the college catalog?

Yes

Will this course appear in the schedule?

Yes

Student Learning Outcomes:

Upon successful completion of this course, students should be able to:

1. identify the desired traits for and key responsibilities of the administrative professional in the changing work environment,
2. describe the characteristics that contribute to a positive professional image (e.g. dress, communication, business etiquette);
3. understand the dynamics of working within a diverse team, describe the characteristics of a successful work group team,
4. identify ergonomic criteria for the office environment,
5. apply the ARMA indexing rules when using alphabetic and numeric records storage systems and identify the components of records management,
6. define the characteristics of an ethical organization and an ethical administrative employee,
7. understand and apply appropriate techniques to manage stress as well as manage time effectively,
8. apply appropriate guidelines for writing emails, letters, memos, and reports;
9. understand how to make travel arrangements and prepare necessary forms and reports,
10. plan, organize, and facilitate productive meetings by preparing meeting notices, agendas, and minutes;
11. summarize incoming and outgoing mail procedures and identify types of office equipment and their functions,
12. determine sources of job information, prepare letters of application and resumes, and develop job interview skills.

This course does not include assessable General Education outcomes.

Major Topic Outline:

1. The Changing Workplace.
2. Your Professional Image.
3. Workplace Teams.
4. Self Management.
5. Ethical Theories and Behaviors.
6. Written Communication.
7. Global Communication.
8. Managing Records.
9. Managing Electronic Records.
10. Meeting and Event Planning.

- 11. Travel Arrangements.
- 12. Workplace Mail and Copying.
- 13. Job Search & Advancement.

Does the content of this class relate to job skills in any of the following areas:

- | | |
|--------------------------------------|-----------|
| 1. Increased energy efficiency | No |
| 2. Produce renewable energy | No |
| 3. Prevent environmental degradation | No |
| 4. Clean up natural environment | No |
| 5. Supports green services | No |

Percent of course: 0%

First term to be offered:

Next available term after approval

:
