JEFFERSON COLLEGE
COURSE SYLLABUS

BIT 130
ADMINISTRATIVE BUSINESS PROCEDURES
3 credit hours

Prepared by:
Janie L. Blum
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CAREER AND TECHNICAL EDUCATION
Dr. John Keck, Dean
Ms. Brenda Russell, Associate Dean
BIT 130 Administrative Business Procedures

I. CATALOG DESCRIPTION

A. Co-requisite: Keyboarding Skillbuilding or instructor approval.
B. 3 credit hours
C. This course emphasizes the skills necessary to be successful as an administrative professional—technology, human relations, and critical thinking skills. This course covers topics in the areas of work environment, workplace technologies, communications, customer and employee satisfaction, mail, travel, meetings, conferences and career. (F, S)

II. EXPECTED LEARNING OUTCOMES/ASSESSMENT MEASURE

1. Students will demonstrate knowledge, skills, and qualities of the changing office professional in the business environment.
   In-class exam as well as homework and/or quizzes and/or in-class projects

2. Students will prepare business communications.
   In-class time management activity, homework and quiz

3. Students will use time management and organizational strategies to improve productivity
   In-class exam as well as homework and/or quizzes and/or in-class projects

4. Students will manage/process office callers—in person and on the phone.
   In-class exam as well as homework and/or quizzes and class field trip

5. Students will manage internal/external communications and incoming/outgoing mail and utilize the procedures associated with effective mail processing.

6. Students will arrange meetings/conferences and make travel arrangements.
   In-class exam as well as homework and/or quizzes and/or in-class projects

7. Students will utilize financial documents for information management.
   In-class exam as well as homework and/or quizzes and/or in-class projects

8. Students will apply the principles of good business management and problem solving through analysis of case studies.
   In-class case study analyses, group role-playing situations, class discussion, and written homework assignments

9. Students will demonstrate methods for effective supervision and training of office personnel.
   In-class exam as well as homework and/or quizzes and/or in-class projects
III. COURSE OUTLINE WITH UNIT OBJECTIVES

A. Understanding the Office Environment

1. Describe the ever-changing office.
2. Identify the role and responsibilities of the office professional as the human link in the flow of business information.
3. Determine skills and qualities necessary for the office professional.
4. Explore work arrangements, including telecommuting, compressed workweek, flextime, and job sharing.
5. Research professional organizations and Internet sites for office professionals.

B. Managing Your Work and Time

1. Define the difference between effectiveness and efficiency.
2. List guidelines for establishing desirable work habits.

C. Technology and the Office Professional’s Role

1. Describe today’s business computers and use appropriate jargon.
2. Identify technology—hardware
3. Define ergonomics and give desirable examples.
4. Become knowledgeable regarding telecommunications—viruses, legal issues, etc.

D. Preparing Communications

1. Prepare communications and correspondence for routine distribution.
2. Use proofreading techniques to create final documents.
3. Prepare correspondence for distribution and mailing
4. Reprographics—choosing the best option for making multiple copies.

E. Processing Mail

1. Electronic Mail and Fax Transmissions

2. Processing Incoming and Outgoing Postal Mail
   a. Classifying and sorting for opening
   b. Removing and inspecting the contents
   c. Date/time-stamping and annotating
   d. Presenting the mail for signature
   e. Handling mail in the manager’s absence
   f. Verify for signature and addresses
g. Identify classes of domestic mail and services.

F. Handling Financial Procedures

1. Understand the financial functions in the office: budgeting, accounting, making payments, billing, banking, and petty cash.
2. Banking Procedures
   a. Learn basic terminology
3. Learn the basic information contained in financial statements.
4. Define budget and inventory and purchasing cycle and learn effective ways to participate in those processes.

G. Scheduling Appointments Receiving Visitors

1. Be aware of paper and electronic tools for scheduling
2. Be aware of goals in receiving office visitors

H. Making Travel Arrangements

1. Plans for the trip
   a. Working with travel agencies
   b. Gathering trip information
2. Domestic and international travel
   a. Air, car, travel, and hotel
   b. Passport/Visa
   c. Immunization requirements
4. Prepare an itinerary and expense report.

I. Planning Meetings and Conferences

1. Know the components for successful meetings
2. Before the meeting
   a. Scheduling and organizing and reserving accommodations
   b. Sending notices and agendas
   c. Preparing the agenda and assembling materials
3. During the meeting
4. Following Up
5. Be aware of electronic meetings

J. Telephone Skills and Voice Recognition

1. Handle incoming calls in a professional manner
2. Speak clearly, using desirable voice characteristics
3. Placing Telephone Calls
4. Answering the Telephone
5. Learn to adjust to different time zones when planning long-distance calls
6. Research current cell phone etiquette rules
7. Define voice recognition technology and research its status and potential uses

K. Office problem solving

1. Explain the relationships among problem solving, decision making, and choice making
2. Discuss the problem-solving environment and barriers to problem-solving

L. Administrative office systems

1. Identify the basic systems concepts and explain their value in understanding administrative office systems

M. Communication in the office

1. Explain how formal and informal communication networks are used in the organization
2. Describe each of the flows of communication and the channels that are used to transmit messages in these flows
3. Difference between upward, downward, and lateral communication

N. Recruiting and orienting the office staff

1. Describe typical procedures used by small and large companies to select office personnel
2. Classify and state the purposes of pre-employment test that may be used in the recruiting process
3. Describe an effective orientation program for newly employed office workers

O. Supervising the office staff — training, appraising, and promoting

1. Describe how discipline, counseling, and career goal planning are used by supervisors in their human approach
2. Explain the current theories of motivation and show how each helps office supervisors
3. Identify the principles of office training

IV. METHODS OF INSTRUCTION

A. Lecture
B. Discussion
C. Videotapes of management situations
D. Completion of case studies and projects
E. Student presentations in the form of committee reports

V. REQUIRED TEXTBOOK(S) WITH PUBLICATION INFORMATION


VI. REQUIRED MATERIALS

USB portable storage device, paper, pen, folder

VII. SUPPLEMENTAL REFERENCES

Business magazines, books, and computerized databases in the library as are needed for committee reports.

VIII. METHODS OF EVALUATION

Projects/case studies--25%
Committee work/reports--25%
Tests--45%
Attendance--5%

IX. ADA STATEMENT

Any student requiring special accommodations should inform the instructor and the Coordinator of Disability Support Services (Library-phone 636-797-3000, ext. 169)

X. ACADEMIC HONESTY STATEMENT

All students are responsible for complying with campus policies as stated in the Student Handbook (see College website)