

Prepared by the Department of Business
Date of Departmental Approval: February 12, 2013
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Effective: Fall 2013

1. **Course Number:** BIT202
Course Title: Standard Office Procedures
2. **Description:** Students develop the concepts and skills needed to function effectively in an administrative assistant position. The course includes the following: human relations; customer service; communication services; meetings, minutes, and agendas; travel arrangements and itineraries; financial statements and reports; professionalism; machine transcription; and resumes and interview techniques.
3. **Student Learning Outcomes (instructional objectives & intellectual skills):** Students develop an awareness of the variety of activities occurring in the contemporary office setting and the ability to address all phases of the office work flow in an effective and efficient manner. Upon successful completion of this course, students are able to do the following:
General Objectives:
 1. Use and describe the need for effective interpersonal skills.
 2. Explain the evolving role of administrative support personnel in the business office environment.
 3. Develop an awareness of the variety of electronic information processing and communication systems used in the office setting.
 4. Make career choices; develop plans for attaining the desired position and plan for future promotions
 5. Develop the skills and knowledge necessary to function effectively in an administrative office position.**Performance Objectives:**
 1. Realize the need for moral values in the business milieu.
 2. Describe the changes occurring in the office arena.
 3. Describe the ways in which technological changes are impacting the role of the secretary.
 4. Describe the use and applications of the personal computer in today's office.
 5. Schedule appointments/plan itineraries
 6. File correspondence and documentation accurately.
 7. Describe the variety of services offered by telephone companies.
 8. Describe an electronic data base.
 9. Describe information processing
 10. Prepare bank reconciliation statements.
 11. Describe career opportunities available in the electronic office setting.
 12. Prepare an effective resume and letter of application.
 13. Compose and produce accurate and effective business letters.
 14. Coordinate business meetings.
 15. Make travel arrangements.
 16. Describe different systems and file business correspondence using basic filing rules.
 17. Write reports.
 18. Practice interview procedures.
4. **Credits:** 3 credits
5. **Satisfies General Education Requirement:** No
6. **Prerequisite(s):** GIT110
7. **Semester Offered:** Spring
8. **Suggested General Guidelines for Evaluation:** Oral presentation, text assignments, quizzes, midterm, and final
9. **General Topical Outline (Optional):**
 - Duties of the administrative assistant
 - Time management

- Certified Professional Secretary (CPS)
- Job descriptions
- Oral communication and written documents
- Conversational tone, transitional words, sexual bias
- Minutes, news releases, and reports
- Human relations skill development
- Telecommunications
- Time zones, foreign long distance, voice techniques, paging
- Processing mail
- Human relations skill development - social behavior in the office and dealing with an angry client
- Records management
- Human relations skill development - standing up for your rights and accepting and rejecting advice from co-workers
- Role playing: difficult job situations
- Meetings and conventions
- Human relations skill development - working with pessimistic people and problems with your supervisor
- Travel including schedules, lodging, automobile rentals, itineraries, passports, and visas
- Business terminology including market systems, types of business organizations, stocks, bonds, and financial statements
- Human relations skill development - extra hours and another job and irritating habits
- Office ergonomics including safety, physical environment
- Banking, purchases, office supplies, and inventory
- Seeking employment including interviews, thank you letters, call backs, etc.
- Growing in your profession - networking and professional organizations
- Tips of the trade including improving office efficiency, handling stress, dressing for the office, improving map-reading skills, handling work-related problems.