

**PALOMAR COLLEGE**  
**COURSE OUTLINE OF RECORD FOR**  
**DEGREE CREDIT COURSE**

Transfer course     A.A. degree applicable course  
(check all that apply)

**COURSE NUMBER AND TITLE:** OIS 205 Office Procedures

**UNIT VALUE:** 3

**MINIMUM NUMBER OF SEMESTER HOURS:** 80

**BASIC SKILLS REQUIREMENTS:** Appropriate language and computational skills.

**ENTRANCE REQUIREMENTS**

**PREREQUISITE:** None.

**COREQUISITE:** None.

**RECOMMENDED PREPARATION:** A minimum grade of "C" in OIS 102.

**SCOPE OF COURSE:** The role of support personnel in today's office, including topics in human relations, job attitudes, and public relations; basic administrative support skills and applied procedures; practical application of office technologies; applied records management; meeting, travel, and conference planning; management and supervision skills; company politics and ethics; and changing job roles. The last six weeks of the course simulates work in either a general or medical office, depending on the student's major field of study. *Offered in fall semester, night only; spring semester, day only.*

**SPECIFIC COURSE OBJECTIVES:** Successful students will

1. identify the various aspects and functions of today's business office and the support staff's role within that structure;
3. prepare a variety of business documents including letters, memos, reports, tables, charts, and presentations;
4. compare and contrast various methods of document filing systems;
5. prepare travel arrangements, meeting itineraries, and minutes;
6. apply effective oral and written communication skills;
7. demonstrate knowledge of the handling of incoming and outgoing mail;
8. demonstrate knowledge of time management;

9. demonstrate knowledge of supervision and management styles;
10. organize and prepare a job portfolio.

**CONTENT IN TERMS OF SPECIFIC BODY OF KNOWLEDGE:**

- A. Understanding the Office Environment
- B. Career Planning
- C. Utilizing Computer Hardware and Software and Other Office Equipment
- D. Effective Communication Skills
- E. Ethics in the Workplace
- F. Office Communications
- G. Meetings, Conferences, and Travel
- H. Mail Techniques
- I. Records Management
- J. Time Management
- K. Supervision/Management Skills

**REQUIRED READING:**

Fulton-Calkins, Patsy. Office 2000 Technology and Procedures. 11<sup>th</sup> edition. Cincinnati: South-Western Educational Publishing, 1998.

**SUGGESTED READING:**

A variety of office-related magazines as recommended by the instructor. For example, Office Pro published by the International Association of Administrative Professionals (IAAP).

**REQUIRED WRITING:** Students will prepare a project that can be a job portfolio or a desk procedures manual; these two projects are compiled in a three-ring binder for student reference. Students may also attend a professional meeting in the career of their choice and prepare a 3-5 page double-spaced report or present an oral report to the class.

**OUTSIDE ASSIGNMENTS:**

**Students are expected to spend a minimum of three hours per unit per week in class and on outside assignments, prorated for short term classes.** Activities will include chapter readings, assignments, projects, and exams. Students are encouraged to attend seminars, professional meetings, computer shows/demonstrations, etc., related to the field of office support.

**INSTRUCTIONAL METHODOLOGY:**

**Check all that apply:**

- lecture
- laboratory
- lecture-laboratory combination
- directed study

**This course may be offered as a distance education course and meets Title 5 regulations 55370, 55372, 55374, 55376, 55378, and 55380.** Yes  No

**If yes, check all that apply.**

- Television Course (Video one-way, e.g. ITV, video cassette, etc.)
- Online Course (Text one-way, e.g. newspaper, correspondence, electronic file, etc.)
- Two-Way Video Conferencing (Two-way interactive video and audio)
- One-Way Video Conferencing (One-way interactive video and two-way interactive audio)
- Computer Assisted Instruction (A specialized form of mediated instruction relying primarily on student access to information and prepared lessons or teaching materials through a computer terminal, but not under immediate supervision of a qualified instructor.)

**GRADING POLICY AND STANDARDS** (include methods of determining whether the stated objectives have been met by students):

Weekly Assignments	40%
Quizzes/Tests	20%
Project (job portfolio, procedures manual, professional meeting, etc.)	20%
Final Exam	20%

**IS COURSE REPEATABLE FOR REASON(S) OTHER THAN DEFICIENT GRADE?**

Yes \_\_\_ No X Number of times course may be taken for credit: 1

If yes, identify specific provision of Title 5 Division 2 section(s) 55761-55763 and 58161 which qualifies course as repeatable:

**CONTACT PERSON:** Judy Dolan, x2875.

\*I certify that this course meets all the minimum requirements for A.A. degree applicable courses.

Course outlines of record should be reviewed regularly and revised as necessary.

NOTE: Some revisions to course outlines of record require Curriculum Committee approval, others may not. Please consult your dean or the Instruction Office if you need assistance.