

College of Micronesia – FSM
P.O. Box 159
Kolonia, Pohnpei FM 96941

Course Outline Cover Page

Filing, Office Procedure/Office Machine
Course Title

BU 095
Department and Number

Course Description:

The course is designed to teach students to demonstrate proficiency in general office procedures including the proper communication within the internal and external business environment; the proper use of office machines such as telephone technique; perform office support functions such as work priority schedules, planning meetings and travel arrangements; and demonstrate the ability to select an appropriate filing system.

Course Prepared by: Randy Nunez-Business Department **State** Chuuk
State Campus

Hours per week	No. of Week	Total Hours	Semester Credits
Lecture <u>3</u>	x <u>16</u>	x <u>48</u>	= <u>3</u>
Laboratory _____	x _____	x _____	= _____
Workshop _____	x _____	x _____	= _____
Total Semester Credits			<u>3</u>

Purpose of Course : Degree Requirement _____
Degree Elective _____
Certificate XX
Remedial _____
Other (Workshop) _____

Prerequisite Course (s) : none

Signature, Chairperson, Curriculum Committee **Date Approved by Committee**

Signature, President, COM-FSM **Date Approved by President**

General Objectives:

The course is designed to have students demonstrate proficiency in general office procedures including the proper communication within the internal and external business environment; the proper use of office machines such as telephone technique; perform office support functions such as work priority schedules, planning meetings and travel arrangements; and demonstrate the ability to select an appropriate filing system.

Learning Outcomes:

Upon successful completion of this course, the student shall be able to:

1. Describe the office workplace and its environment.
2. Identify techniques for being productive in the office.
2. Demonstrate and explain the ethical behavior in the workplace.
3. Use the office machines such as computers, fax, calculators, copy machines, telephones, etc.
4. Relate to others effectively inside and outside the organization by written or oral communication.
5. Set-up and control a suitable filing system.
6. Arrange business trips, meetings, and conferences.
7. Prepare financial documents such as invoice, statement, writing checks, and reconciling bank statements.

Outline of Contents:

This course contains:

- A. The 21st Century Office
 1. The changing workplace
 2. The office team and environment
 3. Productivity in the office
- B. Office technology
 1. Information Process
 - 2, Computer Software
 - 3, Reprographic resources
- C. Office Communication
 1. The communication process
 2. Written communication
 3. Presentations
 4. Telecommunication skills
 5. Office mail

- D. Records Management
 - 1. Rules and procedures

- E. Meetings, travel, and Financial documents
 - 1. Meetings and conferences
 - 2. Travel arrangements
 - 3. Financial documents

Learning Outcomes:

On completion of this course , the student will be able to:

Learning Outcome 1	Describe the office workplace and its environment.
Assessment Criteria	<ul style="list-style-type: none"> a. Identify career opportunities in the office fields. b. Define the skills and knowledge needed to succeed in the office. c. Demonstrate how to work effectively with internal and external teams. d. Demonstrate how to be effective with office visitor.
Assessment Method	Multiple choice question, short answer question , class presentation
Learning Outcome 2	Identify techniques for being productive in the office.
Assessment Criteria	<ul style="list-style-type: none"> a. Determine why managing stress and time is important in the workplace. b. Apply appropriate coping techniques to minimize negative stress. c. Establish time and stress management action plans.
Assessment Method	Multiple choice question, short answer question, class presentation
Learning Outcome 3	Demonstrate and explain the ethical behavior in the workplace.
Assessment Criteria	<ul style="list-style-type: none"> a. Identify the characteristics of an ethical organization . b. Identify the characteristics of an ethical office professional.
Assessment Method	Multiple choice question, short answer questions, class presentation

Learning Outcome 4

Use the office machines, such as computers, fax, calculators, copy machines, telephones, etc.

Assessment Criteria

- a. Identify projected future computer directions.
- b. Use applications software in performing tasks on computer.
- c. Describe how to care for office machines.
- d. Identify the types of copiers, and fax machines available, and explain the features available on them.

Assessment Method

Multiple choice question, short answer questions, class presentation

Learning Outcome 5

Relate to others effectively inside and outside the organization by written or oral communication.

Assessment Criteria

- a. Explain the communication process.
- b. Use effective communication process.
- c. Apply effective writing principles when composing e-mail, memorandums, letters, and reports.
- d. Prepare and deliver oral presentations.
- e. Explain how telecommunication affects the way information is transmitted.
- f. Identify telecommunication equipment and services.
- g. Develop and use proper telephone techniques.
- h. Identify mail classification and mail services.
- i. Process outgoing and incoming mail.

Assessment Method

Multiple choice question, short answer questions, class presentation

Learning Outcome 6

Set-up and control a suitable filing system.

Assessment Criteria

- a. Learn and use filing rules.
- b. Identify and use the basic storage methods.
- c. Determine the types of paper storage equipment available.

Assessment Method

Multiple choice question, short answer questions, class presentation

Learning Outcome 7

Arrange business trips, meetings, and conferences.

Assessment Criteria

- a. Explain the elements of an effective meeting.

alternatives.

- b. Identify and explain electronics meeting.
- c. Define the responsibilities of the office professionals for meetings and conferences.
- d. Make travel arrangements.
- e. Prepare itineraries.
- f. Describe the duties to be performed while the executive is traveling and when he or she returns, prepare and expense report.

Assessment Method

Multiple choice question, short answer questions, class presentation

Learning Outcome 8

Prepare financial documents such as invoice, statements, writing checks, and reconciling bank statements.

Assessment Criteria

- a. Describe electronic technology used in the banking industry.
- b. Explain the basic financial statements and the various parts of the statements.
- c. Explain payroll and other tax laws.

Assessment Method

Multiple choice question, short answer questions, class presentation

Required Course Materials:

Instructor:

- a. Computer Aided Instruction classroom with whiteboard or chalkboard
- b. Textbook, workbook
- c. Overhead projector, transparencies

Student:

- a. Text books, handouts provided by instructor
- b. Folder
- c. College ruled note sheet, pen or pencil

Required Text: Procedures for the Office Professionals , 4th ed.
By Fulton – Calkins Hanks

Methods of Instruction:

1. Lecture
2. Class Presentation using audio visual
3. Field trips

Evaluation:

Grades will be assigned based on the following percentage to total points received from exams, projects, quizzes, practice sets, and the mid-term and final exams:

A.....	90% - 100%
B.....	80% - 89%
C.....	70% - 79%
D.....	60% - 69%
F.....	59% and below

There is no credit by examination for this course.

Attendance Policy:

The COM – FSM Attendance Policy will be observed.

Academic Honesty Policy:

The COM – FSM Academic Honesty Policy will be observed.