



**El Camino College**  
**COURSE OUTLINE OF RECORD – Official**

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| <b>Course Acronym:</b>              | BUS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Course Number:</b>               | 102                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Descriptive Title:</b>           | Business Office Administration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Division:</b>                    | Business                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Department:</b>                  | Office Administration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Course Disciplines:</b>          | Business, Business Education                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Catalog Description:</b>         | <p>This course is designed to introduce business office administration, including the internal activities within the workplace. Topics include the workplace, business ethics, customer service, communications, workflow management, records management, and business ethics. In addition, students are introduced to critical professional skills such as leadership, working with teams, self-management, and personal career advancement.</p> <p>Note: This course is offered in the fall semester only.</p> |
| <b>Prerequisite:</b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Co-requisite:</b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Recommended Preparation:</b>     | Eligibility for English C1000 or equivalent                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Enrollment Limitation:</b>       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Hours Lecture (per week):</b>    | 3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Hours Laboratory (per week):</b> | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Outside Study Hours:</b>         | 6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Total Course Hours:</b>          | 54                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Course Units:</b>                | 3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Grading Method:</b>              | Letter Grade only                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Credit Status:</b>               | Credit, degree applicable                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Transfer CSU:</b>                | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Effective Date:</b>              | January 2022                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Transfer UC:</b>                 | No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Effective Date:</b>              | n/a                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>General Education:</b>           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>ECC</b>                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Term:</b>                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Other:</b>                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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| <b>CSU GE:</b>                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Term:</b>                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Other:</b>                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>IGETC:</b>                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Term:</b>                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Other:</b>                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>CalGETC:</b>                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Term:</b>                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Other:</b>                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Student Learning Outcomes:</b> | <p><b>SLO #1 Business Environment</b></p> <p>Demonstrate an understanding of office administration in a business environment.</p> <p><b>SLO #2 Time Management</b></p> <p>Demonstrate an understanding of time management principles and organizational skills in an office environment.</p> <p><b>SLO #3 Interpersonal and Problem Solving Skills</b></p> <p>Demonstrate effective interpersonal and problem-solving skills.</p>                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Course Objectives:</b>         | <ol style="list-style-type: none"> <li>1. Demonstrate office standards and principles of time and stress management.</li> <li>2. Create business documents such as memos, business letters, abstracts, news releases, flyers, and reports-using correct formats, researching business resources, and correctly using the basic communication skills of grammar, sentence and paragraph structure, organization, and word usage.</li> <li>3. Demonstrate effective interpersonal relations skills and an understanding of international business communications.</li> <li>4. Demonstrate effective business meeting principles and problem-solving skills.</li> </ol>                                                                                                                                                                                        |
| <b>Major Topics:</b>              | <p><b>I. The Administrative Professional in the Workplace (4 hours, lecture)</b></p> <ol style="list-style-type: none"> <li>A. Job market for administrative professionals.</li> <li>B. Employer expectations for employees.</li> <li>C. Required and desired skills and education for every position.</li> <li>D. Decision making and problem solving abilities.</li> <li>E. Self-organization ability.</li> </ol> <p><b>II. Ethics (4 hours, lecture)</b></p> <ol style="list-style-type: none"> <li>A. Values, morals, and character.</li> <li>B. Personal values.</li> <li>C. Making ethical choices.</li> <li>D. The ethical organization.</li> <li>E. Possible conflicts between personal ethics and corporate ethics.</li> </ol> <p><b>III. Teams (4 hours, lecture)</b></p> <ol style="list-style-type: none"> <li>A. The value of teams</li> </ol> |

- B. Types of teams in business.
- C. Formation, process, and completion
- D. In-person or remote.
- E. Challenges involving teams.

#### **IV. Communications (5 hours, lecture)**

- A. The communication process.
- B. Barriers to communication.
- C. Global communication issues.
- D. Telecommunications (landlines, Voip, and mobile).
- E. eMail and instant messaging.
- F. Postal service.
- G. Delivery services.
- H. Security considerations.

#### **V. Developing Reports and Presentations (4 hours, lecture)**

- A. Planning and efficient researching.
- B. Organizing for the effective audience.
- C. Types of reports.
- D. Methods of delivery.

#### **VI. Presentation Delivery (5 hours, lecture)**

- A. Slide deck development.
- B. The value of visual aids for clarity.
- C. Presenting with slides.
- D. Challenges when delivering with slides.

#### **VII. Meeting planning (4 hours, lecture)**

- A. Types of meetings including face to face and distant.
- B. Meeting responsibilities for organizing and managing meetings.
- C. The importance of timely agenda.
- D. Meeting notification and assignments.
- E. Follow-up after a meeting.

#### **VIII. Record Management (5 hours, lecture)**

- A. Storing physical and digital records.
- B. Record retention systems for business.
- C. Responsibility for stored records.
- D. Handling email and traditional mail.
- E. Ethical and legal considerations.

#### **IX. Travel (4 hours, lecture)**

- A. Modes of travel.
- B. Accommodation options.
- C. Travel documents and their safekeeping.
- D. Health precautions when traveling.

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|                                                                              | <p>E. Other considerations for efficient travel.</p> <p><b>X. Financial Documents (5 hours, lecture)</b></p> <p>A. Understanding the value of financial statements.<br/> B. Income Statement explained.<br/> C. Balance Sheet explained.<br/> D. The importance of the Cash Flow Statement.<br/> E. Budget development and management.<br/> F. Confidentiality</p> <p><b>XI. Employment (6 hours, lecture)</b></p> <p>A. Sources of job information.<br/> B. Completing applications.<br/> C. The value of a cover letter.<br/> D. Writing effective resumes.<br/> E. Preparing for interviews.<br/> F. Leaving a job with respect.</p> <p><b>XII. Leadership (4 hours, lecture)</b></p> <p>A. Leadership traits and styles for effective management.<br/> B. Communicating to all levels of the organization.<br/> C. Delegating and assigning work.<br/> D. Evaluating staff.</p> |
| <b>Total Lecture Hours:</b>                                                  | 54                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Total Laboratory Hours:</b>                                               | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Total Hours:</b>                                                          | 54                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>A.1. Primary Methods of Evaluation (Part 1 - CCN courses only):</b>       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>A.2. Primary Method of Evaluation (Part 2 - all courses; choose one):</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Typical Assignment Using Primary Method of Evaluation:</b>                | In a one-page essay, describe the different leadership styles and give an example of each.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Critical Thinking Assignment 1:</b>                                       | In a one-page essay, describe the differences between a legal and ethical decision and a legal but unethical decision. Give an example of each.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Critical Thinking Assignment 2:</b>                                       | In a one-to two-page essay, describe the issues that should be considered when developing a retention schedule. Describe the four record categories, and explain how these categories impact retention.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Other Evaluation Methods:</b>                                             | Completion, Multiple Choice, Objective Exam, Performance Exams, Term or Other Papers, Written Homework                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

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| <b>Instructional Methods:</b>                                                                                                                      | Discussion, Group Activities, Lecture, Multimedia presentations                                                                                                                                                                                                                                                                                                                                             |
| <b>If other:</b>                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Work Outside of Class:</b>                                                                                                                      | Answer questions, Problem solving activity, Required reading, Study, Written work (such as essay/composition/report/analysis/research)                                                                                                                                                                                                                                                                      |
| <b>If Other:</b>                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Up-To-Date Representative Texts:</b>                                                                                                            | Dianne S. Rankin; Kellie A. Shumack, The Administrative Professional: Technology & Procedures, 15th Edition.<br><br>ISBN-13: 978 1 305 58116 6, 2017                                                                                                                                                                                                                                                        |
| <b>Alternative Texts:</b>                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Required Supplementary Readings:</b>                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Other Required Materials:</b>                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Requisite:</b>                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Category:</b>                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Requisite course(s):</b><br>List both prerequisites and corequisites in this box.                                                               |                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Requisite and Matching skill(s):</b> Bold the requisite skill. List the corresponding course objective under each skill(s).                     |                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Requisite Skill:</b>                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Requisite Skill and Matching Skill(s):</b> Bold the requisite skill(s). If applicable                                                           |                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Requisite course:</b>                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Requisite and Matching skill(s):</b> Bold the requisite skill. List the corresponding course objective under each skill(s).                     |                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Requisite Skill:</b>                                                                                                                            | Eligibility for English C1000 or equivalent                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Requisite Skill and Matching skill(s):</b> Bold the requisite skill. List the corresponding course objective under each skill(s). If applicable | <p><b>This course involves reading college level textbooks, developing projects, and answering essay questions. A student's success in this class will be enhanced if they have these skills.</b></p> <p>Summarize, analyze, evaluate, and synthesize college-level texts.</p> <p>Write a well-reasoned, well-supported expository essay that demonstrates application of the academic writing process.</p> |

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| <b>Enrollment Limitations and Category:</b> |                  |
| <b>Enrollment Limitations Impact:</b>       |                  |
| <b>Course Created by:</b>                   | Maxine Trevethen |
| <b>Date:</b>                                | 01/01/1980       |
| <b>Original Board Approval Date:</b>        |                  |
| <b>Last Reviewed and/or Revised by:</b>     | David Pahl       |
| <b>Date:</b>                                | 11/13/2025       |
| <b>Last Board Approval Date:</b>            | 01/21/2026       |
| <b>Effective Term:</b>                      | FA 2026          |