



El Camino College
COURSE OUTLINE OF RECORD – Approved

I. GENERAL COURSE INFORMATION

Subject and Number: Business 43
Descriptive Title: Business Office Administration
Course Disciplines: Business Education or Business
Division: Business

Catalog Description:

This course is designed to introduce business office administration, including the internal activities within the workplace. Topics include 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.

Note: This course is offered in the fall semester only.

Conditions of Enrollment:

Recommended Preparation: English B

Course Length:	X Full Term	Other (Specify number of weeks):
Hours Lecture:	3.00 hours per week	TBA
Hours Laboratory:	0 hours per week	TBA
Course Units:	3.00	

Grading Method: Letter
Credit Status: Associate Degree Credit

Transfer CSU: X Effective Date: Prior to July 1992
Transfer UC: No

General Education:

El Camino College:

CSU GE:

IGETC:

II. OUTCOMES AND OBJECTIVES

A. COURSE STUDENT LEARNING OUTCOMES (The course student learning outcomes are listed below, along with a representative assessment method for each. Student learning outcomes are not subject to review, revision or approval by the College Curriculum Committee)

1. SLO #1 Business Environment
Demonstrate an understanding of office administration in a business environment.
2. SLO #2 Time Management
Demonstrate an understanding of time management principles and organizational skills in an office environment.
3. SLO #3 Interpersonal and Problem Solving Skills
Demonstrate effective interpersonal and problem-solving skills.

The above SLOs were the most recent available SLOs at the time of course review. For the most current SLO statements, visit the El Camino College SLO webpage at <http://www.elcamino.edu/academics/slo/>.

B. Course Student Learning Objectives (The major learning objective for students enrolled in this course are listed below, along with a representative assessment method for each)

1. Demonstrate office standards and principles of time and stress management.
Objective Exams
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.
Other (specify)
Writing assignments (one-to-two pages)
3. Demonstrate effective interpersonal relations skills and an understanding of international business communications.
Oral exams
4. Demonstrate effective business meeting principles and problem-solving skills.
Objective Exams

III. OUTLINE OF SUBJECT MATTER (Topics are detailed enough to enable a qualified instructor to determine the major areas that should be covered as well as ensure consistency from instructor to instructor and semester to semester.)

Lecture or Lab	Approximate Hours	Topic Number	Major Topic
Lecture	3	I	Introduction to the office environment A. The organization of businesses B. The role of administration in business
Lecture	6	II	Professionalism in the workplace A. Characteristics of a professional B. Teamwork

Lecture	12	III	Professional Behavior A. Personal Image B. Planning C. Time management D. Ethics and Professional Behavior E. Leadership Customer service A. Service as a measure of Success B. Internal and External Customer Service C. Customer Interaction D. Difficult Customers
Lecture	12	IV	Communications A. How to plan for the purpose (positive, negative, and persuasive communications) B. Written Communication C. Telephones as a Communications Tool D. Reports and Presentations E. Technology, digital media, and electronic messages F. Global Communications G. Video Conferences
Lecture	9	V	The History of the Organization A. Physical Records B. Digital Records C. Financial Records D. Financial Reporting E. Record Retention
Lecture	6	VI	Administration of the Business A. Meetings and events B. Travel C. Mail and Materials
Lecture	6	VII	Your Career A. Skills, achievements, and interests B. The job search C. The interview
Total Lecture Hours		54	
Total Laboratory Hours		0	
Total Hours		54	

IV. PRIMARY METHOD OF EVALUATION AND SAMPLE ASSIGNMENTS

A. PRIMARY METHOD OF EVALUATION:

Other - Short essays (1-2 pages)

B. TYPICAL ASSIGNMENT USING PRIMARY METHOD OF EVALUATION:

In a one-to two- page essay, describe the differences between internal and external customers and give an example of each.

C. COLLEGE-LEVEL CRITICAL THINKING ASSIGNMENTS:

1. In a one-to two- page essay, describe your understanding of the concept of ethics.
2. 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.

D. OTHER TYPICAL ASSESSMENT AND EVALUATION METHODS:

Performance exams
Objective Exams
Written homework
Term or other papers
Multiple Choice
Completion

V. INSTRUCTIONAL METHODS

Discussion
Group Activities
Lecture
Multimedia presentations

Note: In compliance with Board Policies 1600 and 3410, Title 5 California Code of Regulations, the Rehabilitation Act of 1973, and Sections 504 and 508 of the Americans with Disabilities Act, instruction delivery shall provide access, full inclusion, and effective communication for students with disabilities.

VI. WORK OUTSIDE OF CLASS

Study
Answer questions
Required reading
Problem solving activities
Written work

Estimated Independent Study Hours per Week: 6

VII. TEXTS AND MATERIALS

A. UP-TO-DATE REPRESENTATIVE TEXTBOOKS

Stulz/Shumack/Fulton-Calkins. Procedures & Theory for Administrative Professionals. 7th ed. Cengage, 2013.

B. ALTERNATIVE TEXTBOOKS

C. REQUIRED SUPPLEMENTARY READINGS

D. OTHER REQUIRED MATERIALS

VIII. CONDITIONS OF ENROLLMENT

A. Requisites (Course and Non-Course Prerequisites and Corequisites)

Requisites	Category and Justification
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B. Requisite Skills

Requisite Skills

C. Recommended Preparations (Course and Non-Course)

Recommended Preparation	Category and Justification
Course Recommended Preparation English-B	

D. Recommended Skills

Recommended Skills
Plan, write, and revise paragraphs based on personal experience and observations, including a topic sentence and supporting details, and avoiding grammatical and mechanical errors that interfere with meaning. ENGL B -Write 5-7 paragraphs of 200-300 words with topic sentences and supporting details, 2 of these paragraphs to be written in class. ENGL B - In assigned writing, use a variety of sentence types and edit them for correct grammar, appropriate word choice, and accurate spelling

E. Enrollment Limitations

Enrollment Limitations and Category	Enrollment Limitations Impact
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Course created by Maxine Trevethen on 01/01/1980.

BOARD APPROVAL DATE:

LAST BOARD APPROVAL DATE: 12/17/2018

Last Reviewed and/or Revised by: David Pahl

Date: 09/26/2018

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