Department:

Business

Course Description:

This course is designed to give students knowledge about the concepts, terminology, skills, and procedures used in a business office. The course will focus on topics such as basic filing, office design, computer and office technology, business writing, and presentations.

Course Competencies:

Upon completion of the course, the student should be able to:

1. Identify common information-related tasks performed in a business office.
2. Identify specific office competencies and explain why employers expect them from their office professionals.
3. Identify typical, traditional, and electronic information resources.
4. Apply effective written communication skills when composing letters, reports, memos, and presentations.
5. Use proper filing methods such as alphabetic, numeric, geographic, and subject.
6. Define and explain the use of retention schedules, requisitions, retrieval, charge-outs, and follow-up procedures in a filing system.
7. Apply effective oral communication skills when presenting individual and group presentations with and without visual aids.
8. Identify and use effective listening and nonverbal communication skills.

Course Content:

A. The Office in a Changing Business World
B. Office Competencies
C. Information: A Vital Business Resource
D. Written Communication Skills
E. Oral Communication Skills
F. Record Management Systems
G. Managing Records

Learning Assessments:

Competencies will be assessed by assignments, case problems, quizzes, chapter tests, hands-on projects, lab assignments, midterm test, and final test. The tests can be in the objective format or in a problem solving format.
Instructional Materials:

Textbooks: Office Filing Procedures Simulation, Fosegan, Ginn, 8th Ed., Thomson/SW.
The Office: Procedures and Technology, Oliverio, Pasewark, White, 5th Ed., Thomson/SW.

Guidelines for Requesting Accommodations Based on Documented Disability or Medical Condition

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

On-Campus Students: At enrollment, any on campus student may complete a form that will allow them to self-identify any disability.

Off-Campus Regional Students: Self-identify your disability and accommodation needs with the Regional Coordinator and/or instructor, preferably prior to the first class meeting.

Online Students: Self-identify your disability and accommodation needs by contacting the Disabilities Coordinator. Students must provide their own programs to allow accessibility on their home computer.

Any student may also identify their disability by completing an online form located on the HCC homepage under Students Services/Resources/Disabilities. Questions should be directed to the Disabilities Coordinator.