

Department:

Business Technology

Course Description:

This course provides for an understanding of the concepts, terminology, skills, and procedures needed for employment in an office. This course covers such topics 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 office 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. Demonstrate proper filing procedures using alphabetic, numeric, geographic, and subject filing methods.
6. Explain the terminology and 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. Becoming a Professional
- B. Office Competencies
- C. Working Ethically
- D. Understanding the Workplace Team
- E. Developing Customer Focus
- F. Improving Communication Skills
- G. Developing Presentation Skills
- H. Managing Physical Records

Learning Assessments:

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

Instructional Materials:

Textbooks: Rankin, D. & Shumack, K. A. (2017). *The Administrative Professional: Technology and Procedures* (15th ed.). Boston, MA: Cengage Learning. ISBN-13: 978-1305581166

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.

In order to begin the process all students **must** complete the “Disabilities Self-Identification Form” on our [Disability Services website](#).

This form can also be accessed at the Highland Community College homepage under Students Services/Student Resources/Disability Service or by contacting the Disabilities Coordinator.

A Note on Harassment, Discrimination and Sexual Misconduct

Highland Community College seeks to assure all community members learn and work in a welcoming and inclusive environment. Title VII, Title IX, and College policy prohibit harassment, discrimination and sexual misconduct. Highland Community College encourages anyone experiencing harassment, discrimination or sexual misconduct to talk to report to the Vice President for Student Services, the Human Resources Director or complete an [online report](#) about what happened so that they can get the support they need and Highland Community College can respond appropriately.

There are both confidential and non-confidential resources and reporting options available to you. Highland Community College is legally obligated to respond to reports of sexual misconduct, and therefore we cannot guarantee the confidentiality of a report, unless made to a confidential resource. Responses may vary from support services to formal investigations. As a faculty member, I am required to report incidents of sexual misconduct and thus cannot guarantee confidentiality. I must provide our Title IX coordinator with relevant details such as the names of those involved in the incident. For more information about policies and resources or reporting options, please review our [Equity Grievance Policy](#).