

**WASHTENAW COMMUNITY COLLEGE  
MASTER SYLLABUS**

Course Discipline Code & No: BOS107 Title: Office Administration I Effective Term Fall 2006  
 Division Code: BCD Department Code: BOS Org #: 13300  
 Don't publish:  College Catalog  Time Schedule  Web Page

**Reason for Submission.** Check all that apply.  
 New course approval  Reactivation of inactive course  
 Three-year syllabus review/Assessment report  Inactivation (Submit this page only.)  
 Course change

**Change information: Note all changes that are being made. Form applies only to changes noted.**

Consultation with all departments affected by this course is required.  Total Contact Hours (total contact hours were: \_\_\_\_\_)  
 Course discipline code & number (was \_\_\_\_\_)\*  Distribution of contact hours (contact hours were:  
 \*Must submit inactivation form for previous course. lecture: \_\_\_\_\_ lab \_\_\_\_\_ clinical \_\_\_\_\_ other \_\_\_\_\_)  
 Course title (was \_\_\_\_\_)  Change in Grading Method  
 Course description  Outcomes/Assessment  
 Course objectives (minor changes)  Objectives/Evaluation  
 Credit hours (credits were: \_\_\_\_\_)  Other \_\_\_\_\_

**Rationale for course or course change. Attach course assessment report for existing courses that are being changed.**  
 To meet requirements for curriculum and assessment

**Approvals** Department and divisional signatures indicate that all departments affected by the course have been consulted.

**Department Review by Chairperson**  New resources needed  All relevant departments consulted

Print: Dosye A. Thompson Faculty/Preparer Signature Dosye A. Thompson Date: 11-23-05  
 Print: Dosye A. Thompson Department Chair Signature Dosye A. Thompson Date: 11-23-05

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**Division Review by Dean**  
 Request for conditional approval  
 Recommendation  Yes  No James Wilson Date: 2/2/06  
 Dean's/Administrator's Signature

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**Curriculum Committee Review**  
 Recommendation  Tabled  Yes  No J. J. R. Date: 2/23/06  
 Curriculum Committee Chair's Signature

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**Vice President for Instruction Approval**  
Roger M. Palocz Date: 3/13/06  
 Vice President's Signature  
 Approval  Yes  No  Conditional

Do not write in shaded area.  
 Entered in: Banner 3/8 C&A Database 3/8 Log File 2/9/06 Basic skills spreadsheet updated  Contact fee

Please return completed form to the Office of Curriculum & Assessment.

**\*Complete ALL sections which apply to the course, even if changes are not being made.**

<b>Course:</b> BOS107	<b>Course title:</b> Office Administration I
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<b>Credit hours:</b> 4 If variable credit, give range: _____ to _____ credits	<b>Contact hours per semester:</b> <table style="width:100%; border-collapse: collapse;"> <tr> <td style="text-align: right; padding-right: 10px;">Student</td> <td style="text-align: center; padding: 0 10px;">Instructor</td> </tr> <tr> <td>Lecture:</td> <td style="text-align: center;">60</td> </tr> <tr> <td>Lab:</td> <td style="text-align: center;">_____</td> </tr> <tr> <td>Clinical:</td> <td style="text-align: center;">_____</td> </tr> <tr> <td>Practicum:</td> <td style="text-align: center;">_____</td> </tr> <tr> <td>Other:</td> <td style="text-align: center;">_____</td> </tr> <tr> <td><b>Totals:</b></td> <td style="text-align: center;">60</td> </tr> </table>	Student	Instructor	Lecture:	60	Lab:	_____	Clinical:	_____	Practicum:	_____	Other:	_____	<b>Totals:</b>	60	<b>Are lectures, labs, or clinicals offered as separate sections?</b> <input type="checkbox"/> Yes - lectures, labs, or clinicals are offered in separate sections <input checked="" type="checkbox"/> No - lectures, labs, or clinicals are offered in the same section	<b>Grading options:</b> <input type="checkbox"/> P/NP (limited to clinical & practica) <input type="checkbox"/> S/U (for courses numbered below 100) <input checked="" type="checkbox"/> Letter grades
Student	Instructor																
Lecture:	60																
Lab:	_____																
Clinical:	_____																
Practicum:	_____																
Other:	_____																
<b>Totals:</b>	60																

**Prerequisites. Select one:**

College-level Reading & Writing

Reduced Reading/Writing Scores

No Basic Skills Prerequisite

(Add information at Level I prerequisite)

(College-level Reading and Writing is not required.)

**In addition to Basic Skills in Reading/Writing:**

Level I (enforced in Banner)

Course	Grade	Test	Min. Score	Concurrent Enrollment <small>(Can be taken together)</small>	Corequisites <small>(Must be enrolled in this class also during the same semester)</small>
<input type="checkbox"/> and <input type="checkbox"/> or _____	_____	_____	_____	<input type="checkbox"/>	_____
<input type="checkbox"/> and <input type="checkbox"/> or _____	_____	_____	_____	<input type="checkbox"/>	_____
<input type="checkbox"/> and <input type="checkbox"/> or _____	_____	_____	_____	<input type="checkbox"/>	_____

Level II (enforced by instructor on first day of class)

Course	Grade	Test	Min. Score
<input checked="" type="checkbox"/> and <input checked="" type="checkbox"/> or BOS 101C	C	3 min	33 GWAM
<input type="checkbox"/> and <input type="checkbox"/> or _____	_____	_____	_____

**Enrollment restrictions (In addition to prerequisites, if applicable.)**

and  or Consent required

and  or Admission to program required

and  or Other (please specify):

Program: \_\_\_\_\_

**Please send syllabus for transfer evaluation to:**

Conditionally approved courses are not sent for evaluation.

Insert course number and title you wish the course to transfer as.

E.M.U. as \_\_\_\_\_

\_\_\_\_\_ as \_\_\_\_\_

U of M as \_\_\_\_\_

\_\_\_\_\_ as \_\_\_\_\_

\_\_\_\_\_ as \_\_\_\_\_

\_\_\_\_\_ as \_\_\_\_\_

<p><b>Course</b> BOS107</p>	<p><b>Course title</b> Office Administration I</p>	
<p><b>Course description</b> State the purpose and content of the course. Please limit to <u>500</u> characters.</p>	<p>This course is useful to students entering the world of business for the first time, as well as those workers currently employed in business-related occupations. In this course, students learn a variety of general job functions which will assist, inform, and train them for office careers. These include processing of office mail, handling telephone and faxing services, records management, and proofreading and editing skills. Students learn job-hunting procedures and prepare for employment in the clerical field through an understanding of the changing business world. To be successful in this class students should be familiar with Windows and keyboard at least 30 gross words a minute.</p>	
<p><b>Course outcomes</b> List skills and knowledge students will have after taking the course.</p> <p><b>Assessment method</b> Indicate how student achievement in each outcome will be assessed to determine student achievement for purposes of course improvement.</p>	<p><b>Outcomes</b> (applicable in all sections)</p> <p>Perform various general office activities including communication, records management, proofreading and editing, and keying office documents.</p> <p>Will have appropriate job hunting skills for seeking clerical positions in a changing business environment.</p>	<p><b>Assessment</b> Methods for determining course effectiveness</p> <p>Pre-test and Post-test</p> <p>Pre-test and Post-test</p>
<p><b>Course Objectives</b> Indicate the objectives that support the course outcomes given above.</p> <p><b>Course Evaluations</b> Indicate how instructors will determine the degree to which each objective is met for each student.</p>	<p><b>Objectives</b> (applicable in all sections)</p> <p><u>Workplace Telecommunications</u></p> <p>Identify professional telephone techniques</p> <p>State how teleconferencing is used in an office</p> <p>State advantages and disadvantages in using fax machines</p> <p><u>Processing Mail</u></p> <p>Key envelopes following U.S. Postal Service guidelines</p> <p>Identify and explain USPS mail classes and services</p> <p>Determine appropriate methods of sending office correspondence</p> <p>Sort incoming mail according to office policies</p> <p><u>Written communication—Proofreading and Editing</u></p> <p>Identify errors in format, grammar, punctuation, spelling, capitalization, and number expression</p> <p>Use appropriate proofreading marks to edit and correct errors</p> <p>Key letters, memos, and reports in acceptable format and style</p>	<p><b>Evaluation</b> Methods for determining level of student performance of objectives</p> <p>Hands-on class activities, exercises, and quizzes</p> <p>Hands-on class activities, exercises, and quizzes</p> <p>Hands-on class activities, exercises, and quizzes</p>

	<p><u>Records Management</u>                  Identify and apply filing rules to five types of filing systems                  Explain use of electronic filing in the office                  Identify filing equipment and materials used in the office</p> <p><u>Seeking Employment</u>                  Use the Internet to assist in a job search                  Write a letter of application                  Write a Resume                  Complete a job application                  Explain steps in a successful job interview                  Write a thank-you letter after an interview</p>	<p>Hands-on class activities, exercises, and quizzes</p> <p>Hands-on class activities, exercises, and quizzes</p>
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**List all new resources needed for course, including library materials.**  
 None

**Student Materials:**

<p><b>List examples of types</b>                  Texts                  Supplemental reading                  Supplies                  Uniforms                  Equipment                  Tools                  Software</p>	<p><i>PROFESSIONAL OFFICE PROCEDURES</i>  <i>PROOFREADING AND EDITING PRECISION</i>                  and Gregg Reference Manual (suggested)</p>	<p><b>Estimated costs</b>                  \$ 120</p>
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**Equipment/Facilities:** Check all that apply. (All classrooms have overhead projectors and permanent screens.)

Check level only if the specified equipment is needed for all sections of a course.

<input type="checkbox"/> Level I classroom Permanent screen & overhead projector	<input type="checkbox"/> Off-Campus Sites
<input type="checkbox"/> Level II classroom Level I equipment plus TV/VCR	<input type="checkbox"/> Testing Center
<input checked="" type="checkbox"/> Level III classroom Level II equipment plus data projector, computer, faculty workstation	<input type="checkbox"/> Computer workstations/lab
	<input type="checkbox"/> ITV
	<input type="checkbox"/> TV/VCR
	<input type="checkbox"/> Data projector/computer
	<input type="checkbox"/> Other _____

**Assessment plan:**

Learning outcomes to be assessed (list from Page 3)	Assessment tool	When assessment will take place	Course section(s)/other population	Number students to be assessed
Perform various general office communication, records management, proofreading and editing, and keying office documents.	Creative/Resisting	After completion of course	All students completing the course	All students completing the course