AOAP 118—OFFICE PROCEDURES 3 CREDITS
SYLLABUS

CATALOG DESCRIPTION

Students will learn the importance of following the proper procedures of maintaining an efficient office required in today's technologically advanced business environment. Emphasis on the importance of punctuality, neatness/dress, and responsibility, establishing procedures for basic office tasks, learning to greet clients, make travel arrangements, answer the phone, create convention/seminar arrangements, and develop well–organized resume and job interviewing techniques.

Prerequisites: RDNG 050 and ENGL 050, or appropriate Reading and English Accuplacer scores.

Semester Offered: Fall and Spring

Common Student Learning Outcomes
Upon successful completion of San Juan College programs and degrees, the student will demonstrate competency in…

BROAD AND SPECIALIZED LEARNING

Students will actively and independently acquire, apply, and adapt skills and knowledge with an awareness of global contexts.

CRITICAL THINKING

Students will think analytically and creatively to explore ideas, make connections, draw conclusions and solve problems.

CULTURAL AND CIVIC ENGAGEMENT

Students will act purposefully, reflectively, and ethically in diverse and complex environments.

EFFECTIVE COMMUNICATION

Students will exchange ideas and information with clarity in multiple contexts.

INFORMATION LITERACY

Students will be able to recognize when information is needed and have the ability to locate, evaluate, and use it effectively.

INTEGRATING TECHNOLOGIES

Students will demonstrate fluency in the application and use of technologies in multiple contexts.

Student work from this class may be randomly selected and used anonymously for assessment of course, program, and/or institutional learning outcomes. For more information, please refer to the Dean of the appropriate School.

Course Learning Outcomes

Upon successful completion of the course, the student will be able to…

GENERAL LEARNING CONTENT:

1.   To train students to choose and work toward the business career of their choice.
2.   To master the general office skills required for job entry.
3.   To learn what is expected in the business world pertaining to dress and personal appearance.

EXPECTED LEARNING OUTCOMES:

1. Identify the forces that are changing the workplace environment and discuss strategies for coping with the change.
2. Describe career opportunities available for the administrative professional and twenty-first century workplace requirements.
3. Explain the importance of ethical behavior by identifying characteristics of an ethical organization and determining how to achieve ethical change.
4. Determine implications of discrimination in an organization.
5. Develop an understanding of effective team behavior and workplace team composition by demonstrating effectiveness in dealing with diverse environments by means of engaging in productive team communication.
6. Explain how telecommunications affects individual's lives today and in the future by describing the major telecommunication pipelines.
7. Use proper cell phone and standard telephone etiquette. Be able to demonstrate skills in handling incoming and outgoing telephone calls.
8. Describe computer classifications, computer components, and storage devices.
9. Identify and explain input and output devices, types of networks, and the future direction of technology.
10. Explain the importance of effective meetings, seminars, and conventions and describe the roles and responsibilities of the administrative professional in assisting with the meetings and conventions.
11. Plan and follow through with air travel, hotel, and rental car arrangements for the executive's domestic or international business trip. Learn how to obtain a passport, visa, trip insurance, and travel funds, and prepare a detailed itinerary.
12. Explain Job Search and Advancement by determining the type of position that matches their skills; identify sources of job information; prepare letters of application and resumes; develop job interview skills, and develop job advancement strategies.
13. Use the numerous library and computer resources for collecting secondary data.