

Washtenaw Community College Comprehensive Report

BOS 250 Office Administration

Effective Term: Winter 2024

Course Cover

College: Business and Computer Technologies

Division: Business and Computer Technologies

Department: Business

Discipline: Business Office Systems

Course Number: 250

Org Number: 13200

Full Course Title: Office Administration

Transcript Title: Office Administration

Is Consultation with other department(s) required: No

Publish in the Following: College Catalog , Time Schedule , Web Page

Reason for Submission: Three Year Review / Assessment Report

Change Information:

Consultation with all departments affected by this course is required.

Outcomes/Assessment

Rationale: Three-year review

Proposed Start Semester: Winter 2024

Course Description: In this course, students will be introduced to the functions and roles of technology in a business office environment. Emphasis is placed on the expanding duties of an administrative professional such as time management, business composition, human relations skills, teamwork, office environment, and multi-cultural business etiquette. The importance of verbal and written communication is also emphasized. Students develop effective job-hunting techniques and a portfolio to prepare for employment in the administrative field. To be successful in this class, students should be familiar with Windows and keyboard at least 25 words per minute (wpm).

Course Credit Hours

Variable hours: No

Credits: 4

Lecture Hours: Instructor: 60 Student: 60

Lab: Instructor: 0 Student: 0

Clinical: Instructor: 0 Student: 0

Total Contact Hours: Instructor: 60 Student: 60

Repeatable for Credit: NO

Grading Methods: Letter Grades

Audit

Are lectures, labs, or clinicals offered as separate sections?: NO (same sections)

College-Level Reading and Writing

College-level Reading & Writing

College-Level Math

Requisites**Prerequisite**

BOS 157

General Education**General Education Area 7 - Computer and Information Literacy**

Assoc in Arts - Comp Lit

Assoc in Applied Sci - Comp Lit

Assoc in Science - Comp Lit

Request Course Transfer**Proposed For:****Student Learning Outcomes**

1. Identify roles and duties of administrative assistants in a productive business office.

Assessment 1

Assessment Tool: Outcome-related common quiz questions

Assessment Date: Winter 2025

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: Random sample of minimum 50% of students

How the assessment will be scored: Answer key

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental faculty

2. Recognize and apply business standards to verbal and written communication.

Assessment 1

Assessment Tool: Outcome-related common quiz questions

Assessment Date: Winter 2025

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: Random sample of minimum 50% of students

How the assessment will be scored: Answer key

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental faculty

3. Prepare and format various business documents including itineraries, agendas, minutes, letterheads, and expense reports.

Assessment 1

Assessment Tool: Outcome-related portfolio

Assessment Date: Winter 2025

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: Random sample of minimum 50% of students

How the assessment will be scored: Departmentally-developed rubric

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental faculty

4. Perform various general office activities including communication, records management, proofreading and editing, and keying office documents.

Assessment 1

Assessment Tool: Outcome-related portfolio

Assessment Date: Winter 2025

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: Random sample of minimum 50% of students

How the assessment will be scored: Departmentally-developed rubric

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental faculty

5. Develop appropriate job hunting skills for seeking clerical positions in a changing business environment.

Assessment 1

Assessment Tool: Outcome-related portfolio

Assessment Date: Winter 2025

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: Random sample of minimum 50% of students

How the assessment will be scored: Departmentally-developed rubric

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental faculty

Course Objectives

1. Identify soft skills necessary in a business office.
2. Explain the differences between ethics, etiquette, protocol, and politics in a business office.
3. Describe ways the administrative assistant can benefit from services provided by a corporate travel agency.
4. Participate in team activities.
5. Identify time and stress management principles used by administrative assistants.
6. Identify the advantages and disadvantages of telecommuting.
7. Explain the roles and functions of computer hardware and software in administrative assistant positions.
8. Compose and format business letters, memos, and reports.
9. Present an oral report.
10. Identify communication barriers that might exist in an office and ways to overcome them.
11. Apply proofreading and grammar rules.
12. Prepare and format various business documents including itineraries, agendas, minutes, letterheads, and expense reports.
13. Identify errors in format, grammar, punctuation, spelling, capitalization, and number expression.
14. Develop effective job search techniques.
15. Handle records management.
16. Use appropriate proofreading marks to edit and correct errors.
17. Identify filing equipment and materials used in the office.
18. Identify and explain United States Postal Service (USPS) mail classes and services.
19. Determine appropriate methods of sending office correspondence.

New Resources for Course

Course Textbooks/Resources

Textbooks

Manuals

Periodicals

Software

Equipment/Facilities

Reviewer

Action

Date

Faculty Preparer:

Joyce Jenkins Faculty Preparer *Jun 15, 2023*

Department Chair/Area Director:

Joyce Jenkins Recommend Approval *Jun 15, 2023*

Dean:

Eva Samulski Recommend Approval *Jun 26, 2023*

Curriculum Committee Chair:

Randy Van Wagnen Recommend Approval *Oct 03, 2023*

Assessment Committee Chair:

Jessica Hale Recommend Approval *Oct 06, 2023*

Vice President for Instruction:

Brandon Tucker Approve *Oct 06, 2023*

Washtenaw Community College Comprehensive Report

BOS 250 Office Administration

Effective Term: Winter 2014

Course Cover

Division: Business and Computer Technologies

Department: Business Office Systems

Discipline: Business Office Systems

Course Number: 250

Org Number: 13310

Full Course Title: Office Administration

Transcript Title: Office Administration

Is Consultation with other department(s) required: No

Publish in the Following: College Catalog , Time Schedule , Web Page

Reason for Submission: Course Change

Change Information:

Course title

Course description

Outcomes/Assessment

Objectives/Evaluation

Rationale: Content from BOS 107 being merged into BOS 250.

Proposed Start Semester: Winter 2013

Course Description: In this course, students will be introduced to the functions and roles of technology in a business office environment. Emphasis is placed on the expanding duties of an administrative professional such as time management, business composition, human relations skills, teamwork, office environment, and multi-cultural business etiquette. Importance is placed on verbal and written communication. Students develop effective job-hunting techniques and a portfolio to prepare for employment in the administrative field. To be successful in this class, students should be familiar with Windows and keyboard at least 25 wpm. This course contains content previously taught in BOS 107. The title of this course was previously Office Administration II.

Course Credit Hours

Variable hours: No

Credits: 4

Lecture Hours: Instructor: 60 Student: 60

Lab: Instructor: 0 Student: 0

Clinical: Instructor: 0 Student: 0

Total Contact Hours: Instructor: 60 Student: 60

Repeatable for Credit: NO

Grading Methods: Letter Grades

Audit

Are lectures, labs, or clinicals offered as separate sections?: NO (same sections)

College-Level Reading and Writing

College-level Reading & Writing

College-Level Math

Requisites

Prerequisite

General Education

General Education Area 7 - Computer and Information Literacy

Assoc in Arts - Comp Lit
Assoc in Applied Sci - Comp Lit
Assoc in Science - Comp Lit

Request Course Transfer

Proposed For:

Student Learning Outcomes

1. Identify roles and duties of administrative assistants in a productive business office.

Assessment 1

Assessment Tool: Exam

Assessment Date: Winter 2014

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Answer Sheet

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental Faculty

2. Recognize and apply business standards to verbal and written communication.

Assessment 1

Assessment Tool: Exam

Assessment Date: Winter 2014

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Answer Sheet

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental Faculty

3. Prepare and format various business documents including itineraries, agendas, minutes, letterheads, and expense reports.

Assessment 1

Assessment Tool: Practical exam

Assessment Date: Winter 2014

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Answer Sheet and checklist

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental Faculty

Assessment 2

Assessment Tool: Portfolio

Assessment Date: Winter 2014

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Departmentally-developed rubric

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental Faculty

4. Perform various general office activities including communication, records management, proofreading and editing, and keying office documents.

Assessment 1

Assessment Tool: Exam

Assessment Date: Winter 2014

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Answer Sheet

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental Faculty

Assessment 2

Assessment Tool: Portfolio

Assessment Date: Winter 2014

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Departmentally-developed rubric

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental Faculty

5. Develop appropriate job hunting skills for seeking clerical positions in a changing business environment.

Assessment 1

Assessment Tool: Exam

Assessment Date: Winter 2014

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Answer Sheet

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental Faculty

Assessment 2

Assessment Tool: Portfolio

Assessment Date: Winter 2014

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Departmentally-developed rubric

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental Faculty

Course Objectives

1. Identify soft skills necessary in a business office.

Matched Outcomes

2. Explain the differences between ethics, etiquette, protocol, and politics in a business office.

Matched Outcomes

3. Describe ways the administrative assistant can benefit from services provided by a corporate travel agency.

Matched Outcomes

4. Participate in team activities.
Matched Outcomes
5. Identify time and stress management principles used by administrative assistants.
Matched Outcomes
6. Identify the advantages and disadvantages of telecommuting.
Matched Outcomes
7. Explain the roles and functions of computer hardware and software in administrative assistant positions.
Matched Outcomes
8. Compose and format business letters, memos, and reports.
Matched Outcomes
9. Present an oral report.
Matched Outcomes
10. Identify communication barriers that might exist in an office and ways to overcome them.
Matched Outcomes
11. Apply proofreading and grammar rules.
Matched Outcomes
12. Prepare and format various business documents including itineraries, agendas, minutes, letterheads, and expense reports.
Matched Outcomes
13. Identify errors in format, grammar, punctuation, spelling, capitalization, and number expression.
Matched Outcomes
14. Develop effective job search techniques.
Matched Outcomes
15. Handle records management.
Matched Outcomes
16. Use appropriate proofreading marks to edit and correct errors.
Matched Outcomes
17. Identify filing equipment and materials used in the office.
Matched Outcomes
18. Identify and explain USPS mail classes and services.
Matched Outcomes
19. Determine appropriate methods of sending office correspondence.
Matched Outcomes

New Resources for Course

Course Textbooks/Resources

Textbooks
Manuals
Periodicals
Software

Equipment/Facilities

<u>Reviewer</u>	<u>Action</u>	<u>Date</u>
Faculty Preparer: <i>Joyce Jenkins</i>	<i>Faculty Preparer</i>	<i>Mar 11, 2013</i>
Department Chair/Area Director: <i>Joyce Jenkins</i>	<i>Recommend Approval</i>	<i>Mar 11, 2013</i>
Dean: <i>Rosemary Wilson</i>	<i>Recommend Approval</i>	<i>Mar 21, 2013</i>
Vice President for Instruction: <i>Bill Abernethy</i>	<i>Approve</i>	<i>Apr 22, 2013</i>