AIS 012: OFFICE SUPPORT SKILLS

Originator
mrichards

Justification / Rationale
Change title and basic review to realign with direction of program. Collective suggestions from Office Professionals, research, training, AIS/CIS Faculty, and Advisory Committee recommendations.

Effective Term
Fall 2023

Credit Status
Credit - Degree Applicable

Subject
AIS - Applications and Information Systems

Course Number
012

Full Course Title
Office Support Skills

Short Title
OFFICE SUPPORT SKILLS

Discipline

Disciplines List
Computer Information Systems (Computer network installation, microcomputer technology, computer applications)
Office Technologies (Secretarial skills, office systems, word processing, computer applications, automated office training)

Modality
Face-to-Face
100% Online
Hybrid

Catalog Description
Topics covered in this course include a survey of office support skills and applied procedures; practical application of office technologies; applied organization skills; meeting and travel planning; human relations, company politics and ethics; job attitudes and burnout prevention tools; and servant leader office support role wellbeing.

Schedule Description
Office Support Skills. Advisory: AIS 005

Lecture Units
3
Lecture Semester Hours
54

Lab Units
0

In-class Hours
54

Out-of-class Hours
108

Total Course Units
3
Total Semester Hours
162

Prerequisite Course(s)
Advisory: AIS 005

Required Text and Other Instructional Materials
Resource Type
Book
Open Educational Resource
No

Formatting Style
MLA

Author
Burrows, Jeremy

Title
The Leader Assistant: Four Pillars of a Confident, Game-Changing Assistant

Edition
1st

City
Las Vegas

Publisher
Assistants Lead

Year
2020

College Level
Yes

ISBN #
978-1-5445-0945-7

Resource Type
Book
Open Educational Resource
No

Formatting Style
MLA

Author
Gielan, Michelle

Title
Broadcasting Happiness: The Science of Igniting and Sustaining Positive Change

Edition
1st

City
Dallas

Publisher
BenBella Books

Year
2015

College Level
Yes

ISBN #
978-1-941631-30-0

For Text greater than five years old, list rationale:

Broadcasting Happiness was published in 2015 and is based around creating and maintaining a positive work space and environment based on extensive research. The book is not about the technical skills portion of the class but is about the environment, professionalism, and professional development of Office Assistants. This is not a book that needs to be within 5 years as a result.

Class Size Maximum

35

Entrance Skills

Understanding of office equipment and applications

Requisite Course Objectives

AIS 005-Understand computer and internet security and ethical issues and challenges.
AIS 005-Understand emails basics, security and etiquette.
AIS 005-Understand basic networking concepts.
AIS 005-Demonstrate the ability to save and retrieve documents on a variety of appropriate storage devices
AIS 005-Create basic Word documents and Power Point presentations.
AIS 005-Understand types of information systems and their role in business.
AIS 005-Understand the basics about computers and their role in business
AIS 005-Create basic electronic presentation slides
AIS 005-Demonstrate the ability to email, save, and retrieve documents
AIS 005-Demonstrate keyboard skills at a minimum of 25 wpm
AIS 005-Understand email basic software and netiquette

Course Content
1. Working in an office and remotely.
    a. Recognize job classifications, job titles, and job responsibilities.
    b. Identify personality and skill requirements.
    c. Apply effective verbal and nonverbal communication skills.
    d. Understand organizational structures.
    e. Recognize need for good business ethics.
    f. Develop effective time and stress management techniques.
    g. Use office procedures and style manuals.
    h. Develop leadership and teamwork skills.
    i. Understand other cultures.
2. Using the Telephone Effectively in an Office Workplace.
    a. Develop good telephone techniques.
    b. Use teleconferencing.
    c. Manage voice mail.
3. Focusing on the Client.
    a. Greet clients.
    b. Project a positive self and company image.

    c. Focus on client needs.
    d. Understand and adhere to the company mission statement.
    e. Resolve client problems.
4. Handling Travel Arrangements.
    a. Plan an itinerary.
    b. Make travel arrangements.
    c. Prepare expense reports.
5. Organizing Meetings.
    a. Prepare for the meeting.
    b. Send notices for meetings.
    c. Prepare the agenda.
    d. Participate in meetings.
    e. Follow parliamentary procedure.
    f. Record and keyboard the minutes.
    g. Follow legal procedures for meetings of public bodies (i.e. the Brown Act).
6. Preparing Written and Oral Communications.
    a. Use e-mail efficiently.
    b. Prepare letters and memos.
    c. User the Internet and library databases to locate business information.
    d. Organize and write a report.
    e. Present statistical information.
    f. Prepare and deliver oral presentations.
    g. Use presentation software.
7. Typing Speed and Accuracy.
8. Developing and Maintaining an Organized and Efficient Office Space.
9. Avoiding Burnout and Maintaining Well-Being to Optimize the Workplace.

Course Objectives

	Objectives
Objective 1	Identify the role of office professionals.
Objective 2	Demonstrate effective and professional written communication skills for the office environment.
Objective 3	Define and apply the appropriate hardware and software to be used for a variety of office tasks.
Objective 4	Develop and apply effective organization skills in handling a variety of office support documents.
Objective 5	Describe ethical behavior as it applies to the administrative assistant's role in the office and working remotely.
Objective 6	Identify the qualities of an effective servant leader in an office support role.
Objective 7	Define interpersonal skills required of the administrative office professionals.
Objective 8	Identify elements necessary to organize a meeting.
Objective 9	Develop typing speed and accuracy at a minimum level of 60 wpm.

Student Learning Outcomes

	Upon satisfactory completion of this course, students will be able to:
Outcome 1	Demonstrate competencies of real-world Office Professional job duties and tasks.
Outcome 2	Identify the role of an administrative office professional within a business or organization.
Outcome 3	Articulate a plan to create, apply, and maintain wellness in the workplace while in a servant leadership role.

Methods of Instruction

Method	Please provide a description or examples of how each instructional method will be used in this course.
Discussion	In class discussion and/or online Canvas discussions.
Collaborative/Team	Creation of cooperative learning tasks such as a small group or paired activities.

| Technology-based instruction | Use of hardware and software according to objectives. |
| Lecture | Presentation of topic in content. |

Methods of Evaluation

Method	Please provide a description or examples of how each evaluation method will be used in this course.	Type of Assignment
College Level Essays	Writing Assignments (50% in class, 50% out of class, approximately 1 hour per week).	In and Out of Class
Student participation/contribution	Class discussion and questions either in class or online discussion boards (50% in class, 50% out of class, approximately 1 hour per week).	In and Out of Class
Tests/Quizzes/Examinations	Timed Quizzes (50% in class, 50% out of class, approximately 30 minutes per week).	In and Out of Class
Self/peer assessment and portfolio evaluation	Self Assessments (50% in class, 50% out of class, approximately 1 hour per week).	In and Out of Class
Group activity participation/observation	Activity based learning applied to concepts of the course (50% in class, 50% out of class, approximately 1 hour per week).	In and Out of Class
Presentations/student demonstration observations	Discussion questions, presentations, and/or video projects (50% in class, 50% out of class, approximately 2 hours per week).	In and Out of Class

Assignments

Other In-class Assignments

1. Quizzes/examinations designed to define the skills and knowledge needed to succeed in the office.
2. Individual or group projects designed to identify and apply effective time management principles.
3. Online research and activities designed to identify effects of stress on job performance and ways to reduce job-related stress.
4. Case studies designed to identify what constitutes ethical behavior and how such behaviors affect the workplace.
5. Individual or class projects designed to evaluate technology and software needed for today's office.
6. Online individual, small group, or paired presentations designed to identify and apply effective communication tools and techniques.
7. Online activities to identify and use a variety of mail services.
8. Individual portfolios designed to apply effective techniques for conducting a job search, writing a cover letter, and resume, and preparing for a job interview.
9. Simulation activities designed to identify and apply organizational skills in preparing for meetings.
10. Individual or group projects designed to apply effective records management techniques.

Other Out-of-class Assignments

Students are expected to spend a minimum of six hours per week on outside assignments. These assignments will include completion of laboratory work, assigned readings from the Internet, and other homework assignments such as end of section exercises. Students will practice and develop typing speed and accuracy at a minimum level of 60 wpm.

Grade Methods

Letter Grade Only

Distance Education Checklist

Include the percentage of online and on-campus instruction you anticipate.

Online %
50
On-campus %
50

Instructional Materials and Resources

If you use any other technologies in addition to the college LMS, what other technologies will you use and how are you ensuring student data security?
Everything based in Canvas.

If used, explain how specific materials and resources outside the LMS will be used to enhance student learning.
n/a

Effective Student/Faculty Contact

Which of the following methods of regular, timely, and effective student/faculty contact will be used in this course?

Within Course Management System:

Discussion forums with substantive instructor participation
Online quizzes and examinations
Private messages
Regular virtual office hours
Timely feedback and return of student work as specified in the syllabus
Video or audio feedback
Weekly announcements

External to Course Management System:

Direct e-mail
Posted audio/video (including YouTube, 3cmediasolutions, etc.)
Teleconferencing
Telephone contact/voicemail

For hybrid courses:

Library workshops
Orientation, study, and/or review sessions
Scheduled Face-to-Face group or individual meetings
Supplemental seminar or study sessions

Briefly discuss how the selected strategies above will be used to maintain Regular Effective Contact in the course.
This class, if online, is being taught via Canvas. Instructors will use asynchronous text and video messages to interact with the students. Also, discussions boards, constant announcements will be used. Zoom virtual office hours with screen sharing and interaction capabilities will be available.

If interacting with students outside the LMS, explain how additional interactions with students outside the LMS will enhance student learning.
Canvas is used for external interaction as well.

Other Information

MIS Course Data

CIP Code
52.0401 - Administrative Assistant and Secretarial Science, General.

TOP Code
051400 - Office Technology/Office Computer Applications

SAM Code
C - Clearly Occupational

Basic Skills Status
Not Basic Skills

Prior College Level
Not applicable

Cooperative Work Experience

Not a Coop Course

Course Classification Status

Credit Course

Approved Special Class

Not special class

Noncredit Category

Not Applicable, Credit Course

Funding Agency Category

Not Applicable

Program Status

Program Applicable

Transfer Status

Transferable to CSU only

General Education Status

Y = Not applicable

Support Course Status

N = Course is not a support course

Allow Audit

No

Repeatability

No

Materials Fee

No

Additional Fees?

No

Files Uploaded

Attach relevant documents (example: Advisory Committee or Department Minutes)

AIS 012_CIS-012_CCC000513196.pdf
Office Professional Advisory Meeting Minutes SP22.docx

Approvals

Curriculum Committee Approval Date
11/01/2022

Academic Senate Approval Date
11/10/2022

Board of Trustees Approval Date
12/16/2022

Chancellor's Office Approval Date
12/22/2022

Course Control Number
CCC000635126

Programs referencing this course

Hospitality Management Certificate of Achievement (http://catalog.collegeofthedesert.eduundefined/?key=117)

Human Resource Generalist Certificate of Achievement (http://catalog.collegeofthedesert.eduundefined/?key=118)

General Business AS Degree (http://catalog.collegeofthedesert.eduundefined/?key=190)

BIW I Office Support Technologies Certificate of Achievement (http://catalog.collegeofthedesert.eduundefined/?key=199)

Building Energy Systems Professionals (BESP) AS Degree (http://catalog.collegeofthedesert.eduundefined/?key=202)

Applications and Information Systems AS Degree (http://catalog.collegeofthedesert.eduundefined/?key=223)

BIW III Remote Office Support and Technologies Certificate of Achievement (http://catalog.collegeofthedesert.eduundefined/?key=339)

Office Support Essentials Certificate of Achievement (http://catalog.collegeofthedesert.eduundefined/?key=384)

Hospitality Management AS Degree (employment preparation) (http://catalog.collegeofthedesert.eduundefined/?key=60)