I. OVERVIEW
The following information will appear in the 2010 - 2011 catalog

OFADM 313 Office Skills 3 Units

A study of various positions available in an office. Emphasis on location, skills, salary, benefits, and retirement packages of office positions. Covers entry-level skills and experiences necessary for beginning office positions, including career planning, telephone, and time management skills. Recommended as a first semester course for students pursuing an Office Administration or Clerical certificate or degree.

Field trips might be required. (A-F or P/NP - Student choice) Lecture

II. LEARNING CONTEXT
Given the following learning context, the student who satisfactorily completes this course should be able to achieve the goals specified in Section III, Desired Learning:

A. COURSE CONTENT

1. Required Content:

   a. Office Careers

      i. Job titles and descriptions

      ii. Salary and benefit comparisons

      iii. Job availability and comparison by location

      iv. Necessary career skills and qualities

      v. Employment outlook

      vi. Job advancement

      vii. Work ethic

   b. Job Preparedness

      i. Opportunities

      ii. Portfolio

      iii. Resume

      iv. Job shadowing

      v. Sources of jobs

      vi. Business attire

   c. Education Plans
i. Catalog use
ii. Choices of majors
iii. Graduation requirements
iv. Course sequencing
v. Prepare/update personal MJC educational plan

d. Telecommunications
   i. Telephone equipment
   ii. Handling incoming and outgoing calls
   iii. Telephone etiquette
   iv. Electronic messaging

e. Time Management
   i. Time management techniques
   ii. Prioritization
   iii. Goal setting
   iv. Delegation of work
   v. Managing distractions or interruptions

f. Stress Management
   i. Causes of stress
   ii. Stress reduction

g. Human Relations
   i. Office professional role
   ii. Personality assessment
   iii. Attitude
   iv. Effective human relations techniques
   v. Office etiquette and public relations

h. Confidentiality
   i. Moral integrity
   ii. Ethics
   iii. Office politics
B. **HOURS AND UNITS**

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C. **METHODS OF INSTRUCTION (TYPICAL)**

Instructors of the course might conduct the course using the following method:

1. Lecture
2. Demonstration
3. Group/Panel discussions
4. Assignments
5. Possible field trips

D. **ASSIGNMENTS (TYPICAL)**

1. **EVIDENCE OF APPROPRIATE WORKLOAD FOR COURSE UNITS**

   *Time spent on coursework in addition to hours of instruction (lecture hours)*

   a. Weekly assignments utilizing the Internet to research course topics
   b. Weekly reading and writing assignments
   c. One research project on a chosen career per term
   d. Weekly job journal of various office postings
   e. Preparation of educational plan for certificate and/or degree per term
   f. Three-hour job shadow of office professional

2. **EVIDENCE OF CRITICAL THINKING**

   *Assignments require the appropriate level of critical thinking*

   a. Analysis of personal skills in relationship to job journal postings
   b. Analysis of reading assignments in relationship to course topics
   c. Written responses to ethical situations
   d. Creation of educational goals and planning to accomplish those goals
   e. Critique of job shadowing assignment and follow-up

E. **TEXTS AND OTHER READINGS (TYPICAL)**

2. Other: MJC Catalog, Current Edition
III. DESIRED LEARNING

A. COURSE GOAL
   As a result of satisfactory completion of this course, the student should be prepared to:

   identify the skills and qualities necessary in office positions and be able to apply some of those same skills and qualities to their academic life. Also, they will have a college plan for coursework that will lead to a certificate, an AA or an AS degree.

B. STUDENT LEARNING GOALS
   Mastery of the following learning goals will enable the student to achieve the overall course goal.

   1. Required Learning Goals
      Upon satisfactory completion of this course, the student will be able to:

      a. Identify various positions available within an office
      b. Utilize position descriptions and salary information to evaluate available jobs
      c. Explain differences in duties of various office careers
      d. List and explain use of Occupational Outlook Handbook
      e. Describe components of a typical worker’s benefits and retirement package
      f. Perform a job search utilizing key components (résumé, job sources, and attire)
      g. Create/update an educational plan for graduation in the student’s major
      h. Utilize the Modesto Junior College Catalog to list graduation requirements for a given major
      i. Demonstrate proper use of telephone equipment for incoming and outgoing calls
      j. Employ proper etiquette when using the telephone
      k. Compare and describe various methods of effective time management
      l. Identify key causes of stress and list methods of reducing it
      m. Describe how personality and attitude can affect the office environment
      n. Identify appropriate ethical behavior in the work place
      o. Explain the concept of good work ethic

IV. METHODS OF ASSESSMENT (TYPICAL)

A. FORMATIVE ASSESSMENT
   1. Quizzes
   2. Daily assignments/written exercises

B. SUMMATIVE ASSESSMENT
   1. Unit Exams
   2. Comprehensive Final Exam