



Course Outline

2026-2027 Catalog

BCIS 50 - Office Administration

Catalog Description

Transfer Status: CSU

Unit(s): 3.00

Lecture: 51.00 Contact hours/102.00 Out of class hours/153.00 Total hours/3.00 Unit(s)

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Objectives

Upon successful completion of this course, the student should be able to:

1. Evaluate the attitudes, responsibilities, expectations, and traits of the office administrative professional.
2. Recognize and evaluate appropriate behaviors essential for maintaining ethical and inclusive standards in all aspects of professional life.
3. Develop and apply effective oral and written communication skills for engaging with diverse individuals and groups, emphasizing clarity, appropriate expression, and professionalism.
4. Identify and apply the key responsibilities of an administrative assistant in today's workplace, including conducting research, coordinating travel arrangements, and organizing meetings and conferences.
5. Create job search documents and evaluate effective job search strategies while showcasing advanced interviewing techniques when applying for employment.
6. Integrate the use of current business technology and procedures into the workplace to support the goals of business.
7. Describe supplies, equipment, media, and procedures for filing electronic and physical records and select appropriate filing classifications for alphabetic and numeric filing systems.
8. Analyze the difference between leadership and management and describe major leadership and management theories.

Course Content

Topic Titles / Suggested Time Topic

Lecture

<u>Topics</u>	<u>Lec Hrs</u>
Defining the roles and responsibilities of an ethical administrative professional.	3.00
Developing the business technology tools necessary for the successful administrative professional.	6.00
Exploring techniques for creating good time management, reducing stress, dealing with difficult people, and developing positive business relationships.	8.00
Coordinating meeting planning, taking minutes, and effectively utilizing workplace collaboration tools (email, instant messaging, video conferencing, and shared workspace).	9.00
Planning national and international business travel, anticipating cultural differences, and preparing expense reports.	7.00
Researching, applying, and preparing for the job and the job interview.	8.00
Describing supplies, equipment, media, and procedures for filing electronic and physical records and select appropriate filing classifications for alphabetic and numeric filing systems.	7.00
Developing and reinforcing professional oral and written communication techniques in the workplace.	3.00
Total Hours:	51.00

Methods of Instruction

- A. Collaborative Group Work
- B. Demonstrations
- C. Guest Speakers
- D. Homework: Students are required to complete two hours of outside-of-class homework for each hour of lecture
- E. Lecture
- F. Multimedia Presentations

Methods of Evaluation

- A. Quizzes
- B. Oral Presentation
- C. Projects
- D. Examinations

Examples of Assignments

Reading Assignments

1. Read "Becoming a Professional" from the textbook. Identify three short-term and three long-term professional goals. Create a timeline for reaching each goal, including steps along the way, and be prepared to share your timeline with your class.
2. Given a document from an employee handbook with a reading level of 9.0, reduce the reading level to 8.0, making it easier for all to better understand the message.

Writing Assignments

1. Research a company from the list of Fortune 100 companies. Write a one-page report that will focus on what is an ethical company and why the selected Fortune 100 company has met the qualifications to be included on this list.
2. Using correct formatting techniques and appropriate business communication skills, prepare all of the necessary documents required to apply for an Administrative Secretary III position at Butte College. Include a resume, cover letter, diversity statement, and application.

Out-of-Class Assignments

1. Attend a business meeting on the Butte College campus, take minutes of the meeting, and prepare the minutes as if they were to be distributed to the attendees.
2. Complete a time management study to determine how your time is spent. Upon completion of the study, submit a two-page, written evaluation that includes a summary of the results, recognition of potential time wasters, and techniques you can use to improve the use of your time in the future.

Recommended Materials of Instruction

Fulton-Calkins, P., Ph.D., CPS. (2017). The Administrative Professional Technology & Procedures. *Cengage*, 15th. 978-1305581166.

Minimum Qualifications

Office Technologies

Created/Revised by: Kelley, Michelle

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