

SAN DIEGO COMMUNITY COLLEGE DISTRICT
CONTINUING EDUCATION
COURSE OUTLINE

SECTION I

SUBJECT AREA AND COURSE NUMBER

OFSY 560

COURSE TITLE

OFFICE SKILLS LABORATORY

TYPE COURSE

NON-FEE

VOCATIONAL

CATALOG COURSE DESCRIPTION

This open entry/open exit course is designed to prepare students for employment in an office. Utilizing an individualized lab, the student can select from the following topics: spelling, punctuation, résumé writing, telephone techniques, filing/records management, using reference resources, multilevel keyboarding, business communications, and business math. (FT)

LECTURE/LABORATORY HOURS

54

NOTE: In order to earn one (1) unit of high school credit, the student will be required to complete an additional 16 hours of work in an open lab for a total of 70 hours.

ADVISORIES

NONE

RECOMMENDED SKILL LEVEL

Eighth grade reading level, communicate effectively in the English language, knowledge of general math.

INSTITUTIONAL STUDENT LEARNING OUTCOMES

1. Social Responsibility
SDCE students demonstrate interpersonal skills by learning and working cooperatively in a diverse environment.
2. Effective Communication
SDCE students demonstrate effective communication skills.

INSTITUTIONAL STUDENT LEARNING OUTCOMES (CONTINUED)

3. Critical Thinking
SDCE students critically process information, make decisions, and solve problems independently or cooperatively.
4. Personal and Professional Development
SDCE students pursue short term and life-long learning goals, mastering necessary skills and using resource management and self advocacy skills to cope with changing situations in their lives.

COURSE GOALS

To provide instruction in a variety of basic office skills; to provide the opportunity for students to demonstrate competence through hands-on projects and activities; to enhance communication skills through group or team projects; to improve reading, writing and math skills through assigned projects and provide “real world” experiences to increase awareness of necessary job skills and career opportunities.

COURSE OBJECTIVES

After successful completion of this course, students will be able to:

1. Perform filing functions using appropriate system.
2. List various filing systems.
3. Improve spelling.
4. Demonstrate orally the use of appropriate business telephone etiquette and ability to write clear and concise messages.
5. Demonstrate calculator proficiency performing a variety of calculations on a timed test.
6. Demonstrate competence in Business Communications I by writing complete sentences using correct punctuation, spelling, and capitalization.
7. Demonstrate competence in Business Communications II by writing effective business letters, memos, reports, preparing a résumé.
8. Demonstrate competence in Business Math I by performing basic math operations and applying these to practical applications.
9. Demonstrate competence in Business Math II by performing basic math operations using fractions, decimals and percentages, to calculate discounts, interest, payroll and taxes.
10. Demonstrate ability to transcribe shorthand on a timed test.

Depending on completion of topics selected course objectives may vary.

SECTION II

COURSE CONTENT AND SCOPE

1. Filing and Introduction to Records Management
 - 1.1. Alphabetic, numeric and geographic
 - 1.2. Filing systems and supplies

COURSE CONTENT AND SCOPE (CONTINUED)

2. Spelling
 - 2.1. Misused words
 - 2.2. Vocational words
3. Telephone Techniques
 - 3.1. Telephone dynamics
 - 3.2. Using telephones and communication equipment
 - 3.3. Writing messages
4. Electronic Calculators/10-Key
 - 4.1. Operating fundamentals
 - 4.2. Practice drills to improve proficiency
 - 4.3. Practical business problems
 - 4.4. Demonstrate acceptable speed and accuracy on a timed test
 - 4.5. Calculate business problems
5. Business Communications I (See Business Communications I Course Outline)
 - 5.1. Vocabulary
 - 5.2. Construction of the sentence
 - 5.2.1. Compound, complex and simple sentences
 - 5.2.2. Pronouns
 - 5.2.3. Subject and verb agreement
 - 5.2.4. Parallel construction
 - 5.2.5. Adverbs
 - 5.2.6. Adjectives
 - 5.3. Punctuation
 - 5.3.1. Commas, semicolons, and colons
 - 5.3.2. End punctuation
 - 5.3.3. Quotation marks
 - 5.4. Capitalization
 - 5.5. Proofreading
 - 5.6. Spelling
 - 5.6.1. ie and ei words and other rules
 - 5.6.2. Plurals
 - 5.6.3. Possessives
 - 5.6.4. Homonyms and misused words
 - 5.6.5. Prefixes and suffixes
 - 5.6.6. Spelling
 - 5.6.7. Word division
 - 5.6.8. Abbreviations
 - 5.7. Dictionary usage/reference books/thesaurus
6. Business Communications II (See Business Communications II Course Outline)
 - 6.1. Writing skills
 - 6.1.1. Organization of ideas
 - 6.1.2. Usage of words, sentences, paragraphs
 - 6.1.3. Proofreading and editing
 - 6.2. Writing an effective business letter
 - 6.3. Writing a memo

COURSE CONTENT AND SCOPE (CONTINUED)

- 6.4. Writing an effective business report based on data supplied or from your own research
- 6.5. Preparing a résumé and cover letter
- 7. Business Math I (See Business Math Course Outline)
 - 7.1. Basic operations
 - 7.1.1. Subtraction
 - 7.1.2. Multiplication
 - 7.1.3. Division
 - 7.1.4. Addition
 - 7.1.5. Whole numbers
 - 7.1.6. Fractions
 - 7.1.7. Decimals
 - 7.1.8. Percent
 - 7.1.9. Interest
 - 7.1.10. Word problems
 - 7.2. Practical applications
 - 7.2.1. Reconcile bank statement
 - 7.2.2. Compute pay stub
 - 7.2.3. Calculate sales tax
 - 7.2.4. Calculate discounts
- 8. Business Math II (See Business Math II Course Outline)
 - 8.1. Basic operations
 - 8.1.1. Adding and subtracting fractions
 - 8.1.2. Multiplying and dividing fractions
 - 8.1.3. Decimals
 - 8.1.4. Percents
 - 8.1.5. Trade and cash discounts
 - 8.1.6. Mark-up and mark-down
 - 8.1.7. Interest
 - 8.1.8. Money
 - 8.1.9. Payroll
 - 8.1.10. Quarterly reports
 - 8.1.11. Employee taxes
 - 8.2. Applied applications
 - 8.2.1. Payroll
 - 8.2.2. Quarterly reports, employee taxes
- 9. Shorthand
 - 9.1. Dictation and transcription practice
 - 9.2. Transcription testing

APPROPRIATE READINGS

Appropriate readings may include, but are not limited to, textbooks, supplemental reading assignments, relevant industry periodicals, reference manuals, and computer manuals. Appropriate writing assignments may include, but are not limited to, maintaining a notebook/portfolio of class assignments and projects, providing answers to selected textbook questions, writing business letters, memos, résumés, and related employment documents.

OUTSIDE ASSIGNMENTS

Outside assignments may include, but are not limited to, reading texts, reference resources or handouts; research as needed to complete projects; and organizing and preparing written answers to assigned questions.

APPROPRIATE ASSIGNMENTS THAT DEMONSTRATE CRITICAL THINKING

Assignments which demonstrate critical thinking may include, but are not limited to, written and oral analysis of readings and/or classroom materials, researching and analyzing manual and electronic filing system, researching data and preparing an effective business report.

EVALUATION

Evaluation will be based on, but not limited to, the following criteria:

1. Written and practical tests.
2. Completion of assigned projects.
3. Attendance and punctuality.
4. Completion of performance objectives.
5. Participation in class.

Upon successful completion of each individual course a Certificate of Course Completion will be issued. Upon successful completion of all courses included in the program a Certificate of Program Completion will be issued.

METHOD OF INSTRUCTION

Methods of instruction will include, but not be limited to, self-paced lab, lecture, demonstration, individualized study, use of audio-visual aids, tutorials, group/team work and other unique instructional strategies such as, field trips, job shadowing, volunteering and guided student job assignments, may be utilized.

TEXTS AND SUPPLIES

Texts must be current and relevant to the course such as:

- Crisp: Telephone Skills from A to Z, Revised Edition: The Telephone Doctor(R) Phone Book (Fifty-Minute Series Book)* (Paperback) by Nancy J. Friedman, latest edition
- Alphabetic Indexing Rules: Application by Computer*, Fosegan, South-Western Publishing Company, latest edition
- Office Procedures and Technology*, Moon, Delmar Publishers, Inc., latest edition
- Office Systems-People, Procedures, and Technology*, Fruehling, Paradigm Publishing International, latest edition
- 12 Hours to Accomplished Transcription* by Snyder (Western Tape), latest edition
- Victor Electronic Calculators (Modules 1 and 2)*, latest edition

Supplies:

Storage media (i.e. a zip disk, flash or thumbnail drive)

PREPARED BY	<u>Office Systems Professors</u>	DATE	<u>April 21, 1987</u>
REVISED BY	<u>Marcy Schroeder</u>	DATE	<u>September 15, 1989</u>
REVISED BY	<u>Vi Huprich</u>	DATE	<u>January 17, 1996</u>
REVISED BY	<u>Sharian Lott</u>	DATE	<u>February 22, 2007</u>
REVISED BY	<u>Instructional Services/SLO's Added</u>	DATE	<u>April 25, 2013</u>

Instructors must meet all requirements stated in Policy 3100 (Student Rights, Responsibilities and Administrative Due Process), and the Attendance Policy set forth in the Continuing Education Catalog.

REFERENCES:

San Diego Community College District Policy 3100
California Community Colleges, Title 5, Section 55002
Continuing Education Catalog