

COURSE OUTLINE

OFFI-275

Office Simulation

3 Credits

HOWARD COMMUNITY COLLEGE

Description

After successful completion of this course, the student will be able to use Word, Excel, Access, and Power Point to complete office simulation projects. This will include setting priorities, organizing tasks, problem solving and researching on the Web. In addition, general office procedures are included. This course may be completed in fewer than 14 weeks and may be started at any time during the fall, winter, and spring semesters. All work for this course (except tests) may be done outside of class. Prerequisites: CMSY-101, CMSY-103, CMSY-104, CMSY-116, and CMSY-126 or CMSY-129.

Overall Course Objectives

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

1. Explain the procedures for processing incoming and outgoing mail.
2. Demonstrate the proper use of the telephone.
3. Outline the procedures for handling travel arrangements and taking minutes.
4. Set priorities and apply problem-solving techniques.
5. Integrate knowledge and skills previously acquired in software classes and apply them in practical office situations.
6. Demonstrate in class, through office simulation problems, desirable behavior patterns, work habits, attitudes, and a sense of responsibility for the completion of jobs without close supervision.

Major Topics

- I. Organization and Problem Solving Skills
- II. Written Communications
 - A. Processing incoming and outgoing mail
 - B. Managing paper records
- III. Contact with People
 - A. Scheduling Appointments
 - B. Receiving Workplace Visitors
 - C. Applying Proper Telephone Technique
 - D. Planning Meetings and Conferences
 - E. Planning Travel Arrangements
- IV. Report Preparation
 - A. Researching and compiling information for office reports
 - B. Preparing PowerPoint presentations from rough draft material

Course Requirements

Grading/exams: Specific assignments and procedures for evaluating student performance in the class will be described in the individual class syllabus, but will include the following:

- Written tests on office procedures
- Simulation projects using Microsoft office software

Other Course Information

Call 443-518-4876 between 9 a.m. and 3 p.m. for more information about this course.
This course is a business elective.