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BUS 240T.01: Administrative Support for the Automated Office

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THE UNIVERSITY OF MONTANA
MISSOULA
COLLEGE OF TECHNOLOGY
BUSINESS TECHNOLOGY DEPARTMENT

COURSE SYLLABUS

COURSE NUMBER AND TITLE: BUS 240 Administrative Support for the Automated Office

DATE REVISED: Fall 2005

SEMESTER CREDITS: 2

CONTACT HOURS PER SEMESTER: 60

Lecture hours per week: 2

Lab hours per week: 2

Clinical/internship hours per week: 0

PREREQUISITES: Basic computer knowledge

FACULTY: Niki Robinson

E-MAIL: niki.robinson@mso.umt.edu

PHONE: 243-7802

OFFICE LOCATION: Across from AD12

OFFICE HOURS: 10 - 11 a.m.

COURSE DESCRIPTION: Overview of the procedures and scope of the administrative assistant's role in today's automated office, including traditional and electronic communications, operation of multi-media equipment, and managing office technology.

STUDENT PERFORMANCE OUTCOMES:

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

1. Explain how business has changed and understand the impact of technology on business organizations.
2. Explain the changing role of administrative support staff in today's office.
3. Identify and operate major types of input media and devices.
4. Identify equipment resources and procedures used to prepare data for input in the electronic office.
5. Operate information processing devices such as copiers, FAX machines, scanners, and shredders.
6. Use traditional and electronic distribution and communication systems.
7. Prepare and organize meetings, conferences and travel accommodations.

8. Utilize telephone techniques for incoming and outgoing calls, voice messaging and teleconferencing.
9. Identify ways to manage time, workstations, and issues related to health and safety.
10. Perform office procedures such as banking, supplies control, mail management, and reception.

STUDENT PERFORMANCE ASSESSMENT METHODS AND GRADING PROCEDURES:

Total points earned divided by total points possible will represent the percentage grade.

Grading Scale:	Test I	50 pts
A = 94 - 100	Test 2	50 pts
B = 87 - 93	Presentation	50 pts
C = 80 - 86	Final Presentation	50 pts
D = 75 - 79	Class Projects	50 pts

ATTENDANCE POLICY: It is expected that students will attend regularly. Points awarded for in-class or group activities cannot be made up. Assignments must be submitted to the instructor by the stated time and due date. Late assignments will be dropped one letter grade. Make-up tests are not offered unless prior arrangements are made with the instructor.

REQUIRED TEXT: Procedures for the Office Professional, (Fifth Edition) by Fulton-Calkins and Hanks, South-Western Educational Publishing, 2000.

SUGGESTED REFERENCE MATERIAL: Gregg Reference Manual

COURSE OUTLINE:

- I. The Electronic Office
 - A. Technology
 - B. Qualities and skills
 - C. Managing stress and time
 - D. Professional growth
 - E. Career opportunities
 - F. The future
- II. Telecommunications
 - A. Telephone etiquette and techniques
 - B. Telephone logs and visitor records
 - C. Multi-line phone systems
 - D. Voice messaging
 - E. FAX machines
 - F. Multi-function printer/copier/scanner/FAX
 - G. Cell phones, paging devices

- III Reception
 - A. Appointment making, canceling, rescheduling
 - B. Manual and electronic calendaring
 - C. Managing the office environment
 - D. Office safety
 - E. Security systems

TEST I

- IV Mail and Records Management
 - A. Incoming mail
 - B. Outgoing mail
 - C. Shipping services
 - D. Electronic mail
 - E. Postage meters
 - F. Document processing, storage and retrieval
 - G. Paper recycling
 - H. Document shredding

Presentation I

- V. Organizing Business Meetings
 - A. Planning and scheduling
 - B. Taking, preparing and distributing minutes of a meeting
 - C. Scheduling conferences and conventions
 - D. Using the Internet to make travel arrangements
 - E. Transportation and hotel reservations
 - G. Agendas and itineraries
 - H. Teleconferencing

TEST II

- VI. Multi-media Information Processing
 - A. Computers/Laptops/Palmtops
 - B. Printers
 - C. Copiers
 - D. Typewriters
 - E. Scanners
 - F. Binding machines
 - G. Video cameras
 - H. VCRs
 - I. LCD panels
 - J. Overhead projectors
 - k. Digital camera
 - L. Mobile computer/projector cart
 - M. Remote mouse

- VII. Money and Banking

- A. Bank deposits
- B. Endorsements
- C. Petty cash
- D. 10-key adding machine
- E. Bank Reconciliations

Final Presentation