**ESSEX COUNTY COLLEGE**

**Business Division**

**OCT 252 *–* Administrative Office Simulation**

**Course Outline**

**Course Number & Name:**  OCT 252 Administrative Office Simulation

**Credit Hours:**  3.0 **Contact Hours:**  3.0 **Lecture:** 3.0 **Lab:**  N/A **Other:**  N/A

**Prerequisites**: Grades of “C” or better in OCT 106, OCT 250, OCT 121, CIS 135, and CIS 136

**Co-requisites:** OCT 107 and OCT 251 **Concurrent Courses:** None

**Course Outline Revision Date:**  Fall 2010

**Course Description**: This course provides a realistic administrative assistant simulation at a medium-sized technology company. Students will be working for the manager of the Human Resources and Development department, but will also do work for other departments as deemed necessary by the supervisor. The integrated simulation requires students to use the complete suite of Microsoft Office. It reinforces essential applications skills in desktop publishing, spreadsheet, database, electronic presentation, and beginning to advanced skills in word processing. The simulation also provides opportunities to apply creativity in problem solving and decision making.

**Course Goals:** Upon successful completion of this course, students should be able to do the following:

1. implement effective communication skills to write memos, letters, and other office correspondence;

2. use technology to prepare pie charts, graphs, form letters, and general office forms; and

3. plan and organize schedules to manage time and office work-flow effectively.

**Measurable Course Performance Objectives (MPOs)**: Upon successful completion of this course, students should specifically be able to do the following:

1. Implement effective communication skills to write memos, letters, and other office correspondence:

* 1. *produce business letters, envelopes, memos and create autocorrect entries, electronic calendars, and electronic contacts lists with minimal typographical and formatting errors;* and
  2. *compose transmittal letters and memos*

2. Use technology to prepare pie charts, graphs, form letters, and general office forms:

2.1 *correctly prepare budget worksheets, design bar charts, design pie charts, and prepare schedule worksheets;*

2.2 *correctly prepare formal reports, appendixes, table of contents, fax cover sheets, and agendas*;

2.3 *create electronic presentations, worksheets and databases and create and sort tables;* and

2.4 *design invitations, announcements, application forms, directories, and employment announcements for the Web*

**Measurable Course Performance Objectives (MPOs)** (continued):

3. Plan and organize schedules to management time and office work-flow effectively:

3.1 *use e-mail software to schedule single and recurring appointments;*

3.2 *send and track responses to meeting requests;* and

3.3 *create contact lists and distribution lists*

**Methods of Instruction**: The instruction will consist of a combination of lectures, PowerPoint presentations, computer lab assignments, and individual study and practice.

**Outcomes Assessment:** Quiz and exam questions are blueprinted to course objectives. Checklist rubrics are used to evaluate assignments and projects for the presence of course objectives. Data is collected and analyzed to determine the level of student performance on these assessment instruments in regards to meeting course objectives. The results of this analysis are used to guide necessary pedagogical and/or curricular revisions.

**Course Requirements:** All students are required to:

1. Maintain regular attendance.

2. Complete all projects/assignments by due date.

3. Take part in class discussions.

4. Take all exams when scheduled.

**Methods of Evaluation:** Final course grades will be computed as follows:

**% of**

**Grading Components final course grade**

* Projects/Assignments 50%

This simulation represents a 5-day workweek (Monday through Friday) during which time the student will perform typical administrative tasks. Students are required to complete 8 projects in this integrated Microsoft Office Simulation. These projects will provide evidence of the extent to which students master course objectives.

* **2 or more Exams** (dates specified by the instructor) **25%**

These exams show evidence of the extent to which students meet the course objectives.

* **Final Exam 25%**

The comprehensive departmental final exam will show evidence of the extent to which students have understood and synthesize course material and have met the course objectives.

**Academic Integrity:** Dishonesty disrupts the search for truth that is inherent in the learning process and so devalues the purpose and the mission of the College. Academic dishonesty includes, but is not limited to, the following:

* plagiarism – the failure to acknowledge another writer’s words or ideas or to give proper credit to sources of information;
* cheating – knowingly obtaining or giving unauthorized information on any test/exam or any other academic assignment;
* interference – any interruption of the academic process that prevents others from the proper engagement in learning or teaching; and
* fraud – any act or instance of willful deceit or trickery.

Violations of academic integrity will be dealt with by imposing appropriate sanctions. Sanctions for acts of academic dishonesty could include the resubmission of an assignment, failure of the test/exam, failure in the course, probation, suspension from the College, and even expulsion from the College.

**Student Code of Conduct:** All students are expected to conduct themselves as responsible and considerate adults who respect the rights of others. Disruptive behavior will not be tolerated. All students are also expected to attend and be on time for all class meetings. No cell phones or similar electronic devices are permitted in class. Please refer to the Essex County College student handbook, *Lifeline*, for more specific information about the College’s Code of Conduct and attendance requirements.

**Course Content Outline:** based on the text **The Sports Connection: Integrated Simulation**, by Susie VanHuss, PhD and Connie M Forde, PhD; published by Thomson/South-Western Publishing Company, 2006. ISBN #: 0-538-72858-2

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| **Week** | **Content/Topics** | **Lessons** |
| 1 – 2 | Review class syllabus and overview of jobs  **Project 1: Getting Organized**  Key business letters and envelopes, create autocorrect entries, key memo using a template, create electronic calendar, create electronic contacts lists, set up auto dialer | 1-1 – 1-7 |
| 3 – 4 | **Project 2: Researching**  Prepare budget worksheet, design bar chart, design pie chart, prepare fee schedule worksheets; optional internet activities (research speech) | 2-1 – 2-5 |
| 5 – 6 | **Project 3: Reporting**  Prepare formal report, prepare appendix, compose letter of transmittal, design title page, prepare list of figures, prepare table of contents, create electronic presentation, prepare fax cover sheet, print slides, update contacts list; optional internet activities (clip art, photos, sounds, and motion clips)  **Exam 1** (Internet activities) | 3-1 – 3-9 |
| 7 – 8 | **Project 4: Managing Routine Tasks**  Create and sort table, prepare agenda, edit, sort, and query database, create reports, update calendar, design directory for intranet, modify a table | 4-1 – 4-7 |
| 9 – 10 | **Project 5: Planning the Grand Opening**  Create worksheet, update calendar and contacts list, display map, set up electronic folder for grand opening, format table, key memo and assemble documents, design electronic presentation | 5-1 – 5-7 |
| 11 | **Project 6: Designing Publicity Pieces**  Design invitation, develop article from outline, develop strategy for advertising flyer, prepare newsletter  **Exam 2** (Internet Activities) | 6-1 – 6-5 |
| 12 | **Project 7: Communicating**  Prepare merge letter and envelopes, update and use database, create database, prepare memo and print labels from database, design announcement and print labels from query, develop handouts and labels, merge letter with database | 7-1 – 7-8 |
| **Week** | **Content/Topics** | **Lessons** |
|  |  |  |
| 13 – 14 | **Project 8: Managing Information**  Design application form, research topic and prepare presentation, manage files, prepare employment announcement for Web, compose memo for Web, reformat document for Web, select standard theme for documents | 8-1 – 8-8 |
| 15 | **Comprehensive Departmental Final Exam** |  |