

AIS 013: OFFICE WORKPLACE EMPLOYMENT PREPARATION

Originator

mrichards

Justification / Rationale

This course is being proposed due to Office Professional (Office Support) research, trainings, and Advisory Committee recommendations. There was a need expressed on students needing to be better equipped with people and communication skills and employment preparation skills. We will create assignments around these skills with the theme of actual hands-on office professional skills.

Effective Term

Fall 2023

Credit Status

Credit - Degree Applicable

Subject

AIS - Applications and Information Systems

Course Number

013

Full Course Title

Office Workplace Employment Preparation

Short Title

OFFICE EMPLOYMENT PREP

Discipline**Disciplines List**

Office Technologies (Secretarial skills, office systems, word processing, computer applications, automated office training)

Modality

Face-to-Face

100% Online

Hybrid

Catalog Description

Topics covered in this course will be intertwined with practical use of software, media, and technology; people and communication skills; creativity, collaboration, flexibility, and leadership skills; and employment preparation tools necessary for an office support work environment.

Schedule Description

Employment preparation skills for the office support workplace.

Lecture Units

3

Lecture Semester Hours

54

In-class Hours

54

Out-of-class Hours

108

Total Course Units

3

Total Semester Hours

162

Prerequisite Course(s)

Take AIS 005

Required Text and Other Instructional Materials**Resource Type**

Web/Other

Open Educational Resource

No

Description

No textbook required. Videos and articles will be provided.

Class Size Maximum

35

Requisite Course Objectives

AIS 005-Understand basics about computers and their role in business

AIS 005-Understand email basic software and netiquette

AIS 005-Understand how to evaluate online information

Course Content**21st Century Skills**

- Learning Skills- Critical Thinking, Creativity, Collaboration, Communication
- Literacy Skills- Information, Media, Technology
- Life Skills- Flexibility, Leadership, Initiative, Productivity, Social Skills

Job Search Skills

- Transferrable Skills
- Interview Skills
- Resume
- Cover Letter
- Thank You Letter
- Network/Business Cards
- LinkedIn and Social Media
- Career Opportunity Outlook and Possibilities

Course Objectives

| | Objectives |
|-------------|---|
| Objective 1 | Demonstrate use of office environment software, media, and technology. |
| Objective 2 | Hands-on practice with social, people, communication, and service-oriented skills in an office environment. |
| Objective 3 | Demonstrate critical thinking and creativity in problem solving scenarios. |
| Objective 4 | Compare and contrast the relationship between collaborating, initiating, producing, flexibility, and taking initiative. |
| Objective 5 | Create an effective job skills tool box filled with practical applications necessary for the office support role. |

Student Learning Outcomes

| | Upon satisfactory completion of this course, students will be able to: |
|-----------|--|
| Outcome 1 | Develop a professional and effective job skills tool box as preparation for the job application and interview process. |
| Outcome 2 | Demonstrate people, support, and customer service skills necessary for an office environment. |

Outcome 3 Compare, contrast, and apply professional social media, voicemail, email etiquette as an effective employment preparation tool.

Methods of Instruction

| Method | Please provide a description or examples of how each instructional method will be used in this course. |
|------------------|---|
| Role Playing | Video-based assignments used to improve soft skills such as telephone greetings and customer interactions. |
| Participation | Discussions and group assignments where collaboration, people skills, and interaction all intertwine. |
| Lecture | Based on topics in content. |
| Self-exploration | Career assignments such as resumes, cover letters, transferrable skills, and interviews will include a lot of self-exploration. |

Methods of Evaluation

| Method | Please provide a description or examples of how each evaluation method will be used in this course. | Type of Assignment |
|--|--|---------------------|
| Presentations/student demonstration observations | Create a video presentation on a course topic and share with class for a collaborative discussion (75% out of class, 25% in class, approximately 30 minutes per week). | In and Out of Class |
| Product/project development evaluation | Create a slide presentation on course topic and share with class for a collaborative discussion (75% out of class, 25% in class, approximately 3-4 hours per week). | Out of Class Only |
| Self/peer assessment and portfolio evaluation | Create a draft assignment, share with class for discussion and suggestions, then produce a final version (such as a cover letter or generic resume) (75% out of class, 25% in class, approximately 1 hour per week). | In and Out of Class |
| Student participation/contribution | Discussions and collaborative assignments (75% out of class, 25% in class, approximately 30 minutes per week). | In and Out of Class |
| Term or research papers | Term paper on a course topic (100% out of class, approximately 2 hours per week). | Out of Class Only |

Assignments

Other In-class Assignments

Mock interviews.
Customer service scenarios in a role playing format.
Phone etiquette role playing exercises.
Collaboration exercises.
Leadership assignments.

Other Out-of-class Assignments

Create career tools such as resume, cover letter, thank you letter and other self-assessment tools such as transferrable skills.

Grade Methods

Letter Grade Only

Distance Education Checklist

Include the percentage of online and on-campus instruction you anticipate.

Online %

100

On-campus %

0

What will you be doing in the face-to-face sections of your course that necessitates a hybrid delivery vs a fully online delivery?

Nothing necessitates a hybrid delivery. However, student needs may indicate hybrid would be beneficial for orientations, study sessions, and individual &/or group meetings.

Instructional Materials and Resources**If you use any other technologies in addition to the college LMS, what other technologies will you use and how are you ensuring student data security?**

Software may be used which is available in labs on campus or for free download by students (both will be COD based or student personal computer based, and student will create their own passcodes).

If used, explain how specific materials and resources outside the LMS will be used to enhance student learning.

Software use is a necessary requirement for all Office Professionals and the documents and media will be assessed by instructor and performance can be monitored according to reports based on content and SLO's.

Effective Student/Faculty Contact**Which of the following methods of regular, timely, and effective student/faculty contact will be used in this course?****Within Course Management System:**

Discussion forums with substantive instructor participation
Online quizzes and examinations
Private messages
Regular virtual office hours
Timely feedback and return of student work as specified in the syllabus
Video or audio feedback
Weekly announcements

External to Course Management System:

Posted audio/video (including YouTube, 3cm mediasolutions, etc.)
Teleconferencing
Telephone contact/voicemail

For hybrid courses:

Orientation, study, and/or review sessions
Scheduled Face-to-Face group or individual meetings
Supplemental seminar or study sessions

Briefly discuss how the selected strategies above will be used to maintain Regular Effective Contact in the course.

This class, if online, is being taught via LMS. Instructors will use asynchronous text and video messages to interact with the students. Also, discussions boards, weekly announcements will be used. Teleconference virtual office hours with screen sharing and interaction capabilities will be available. All will contribute to Regular Effective Contact.

If interacting with students outside the LMS, explain how additional interactions with students outside the LMS will enhance student learning.

Canvas is used for external interaction as well

Other Information**Provide any other relevant information that will help the Curriculum Committee assess the viability of offering this course in an online or hybrid modality.**

n/a

MIS Course Data**CIP Code**

52.0401 - Administrative Assistant and Secretarial Science, General.

TOP Code

051400 - Office Technology/Office Computer Applications

SAM Code

C - Clearly Occupational

Basic Skills Status

Not Basic Skills

Prior College Level

Not applicable

Cooperative Work Experience

Not a Coop Course

Course Classification Status

Credit Course

Approved Special Class

Not special class

Noncredit Category

Not Applicable, Credit Course

Funding Agency Category

Not Applicable

Program Status

Program Applicable

Transfer Status

Not transferable

General Education Status

Y = Not applicable

Support Course Status

N = Course is not a support course

Allow Audit

No

Repeatability

No

Materials Fee

No

Additional Fees?

No

Files Uploaded

Attach relevant documents (example: Advisory Committee or Department Minutes)

Office Professional Advisory Meeting Minutes SP22.docx

Approvals**Curriculum Committee Approval Date**

11/01/2022

Academic Senate Approval Date

11/10/2022

Board of Trustees Approval Date

12/16/2022

Chancellor's Office Approval Date

12/21/2022

Course Control Number

CCC000635079

Programs referencing this courseBIW II Office Support and Technologies Certificate of Achievement (<http://catalog.collegeofthedesert.eduundefined/?key=200>)Applications and Information Systems AS Degree (<http://catalog.collegeofthedesert.eduundefined/?key=223>)BIW III Remote Office Support and Technologies Certificate of Achievement (<http://catalog.collegeofthedesert.eduundefined/?key=339>)Office Support Essentials Certificate of Achievement (<http://catalog.collegeofthedesert.eduundefined/?key=384>)