MESABI RANGE COMMUNITY & TECHNICAL COLLEGE

Course Outline

Course Title:	**Operations Management I: The Professional Office**	**Submitted By:**	**C.Karpik**
Semester Course Prefix and Number:	**EOM 1251**	**Approval Date:**	
Old Quarter Course Prefix and Number:		**Revision Date:**	
Number of Credits:	**3**	**Number of Lecture Credits:**	**3**
Semester(s) Offered:		**Number of Lab Credits:**	**Number of Lab Hours:**
Class Size:	**30**	**Number of Studio/Demonstration/Internship Credits:**	
Negotiated by AASC on: (date)			

Course Purpose Code:

_____ **0 –** Developmental Courses
_____ **1 –** Non-transferable
__x__ **2 –** Technical course related to career programs
_____ **3 –** College course which has the primary goal of applying certain concepts (e.g. vocal ensemble)
_____ **4 –** Other college course not considered a part of MNTC (e.g. computer science, health, physical education)
_____ **5 –** Course which is intended to fulfill the Minnesota Transfer Curriculum (MNTC) requirements or intended for transfer.
_____ **9 –** Continuing Education/Customized Training specialized credit course (not occurring in 0-5)

Catalog Description:

This course prepares students for the realistic situations, tasks and problems they will encounter in a state-of-the-art office environment. Increased emphasis is given to help students understand employers' expectations, build confidence, and develop into strong, competent employees and leaders.

Prerequisites and/or recommended entry skills/knowledge:

Course Prerequisite(s): None
Reading Prerequisite: None
Composition Prerequisite: None
Mathematics Prerequisite: None

Career Programs and Transfer Majors Accessing this Course:

Executive Office Management

Minnesota Transfer Curriculum Goal(s) partially met by this course if applicable:

(Notes: No more than two goals may be met by any one course. Curriculum Committee review and the Chief Academic Officer's approval are required.)

0. __x__ None
1. _____ Communications
2. _____ Critical Thinking
3. _____ Natural Sciences
4. _____ Mathematical/Logical Reasoning
5. _____ History and the Social and Behavioral Sciences
6. _____ The Humanities and Fine Arts
7. _____ Human Diversity
8. _____ Global Perspectives
9. _____ Ethical and Civic Responsibility
10. _____ People and the Environment

Learning Outcomes: (including any relevant competencies listed in the Minnesota Transfer Curriculum)

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

- Assess the demand for administrative assistants and describe their work and work settings
- Explain why critical-thinking, decision-making, and problem-solving skills are essential to an administrative assistant
- Describe how factors such as appearance, communication, and teamwork skills affect a professional image
- Explain steps for setting and meeting goals and priorities
- Explain basic ethical terms and concepts.
- Describe benefits of teams and identify common types of workplace teams
- Describe the communication process and its elements
- Plan, research, and write presentations
- Explain the value of telecommunication tools
- Identify types of business meetings and appropriate formats for various situations
- Identify reasons that records are valuable
- Identify methods for sending outgoing mail
- Demonstrate planning of business travel
- Describe financial statements for organizations
- Explain the difference between leadership and management
- Explain the importance of business etiquette

Student Assessment Methods:

The student will be assessed through projects, tests, quizzes, and role playing.

Use of Instructional Technology: (includes software, interactive video and other instructional technologies):
This course may require use of the Internet, the submission of electronically prepared documents and the use of the course management software program Microsoft Office 2010. Hardware may include projectors, interactive white boards, computers, printers, and other supporting technologies.

Additional Special Information: (special fees, directives on hazardous materials, etc.)

Transfer Information: (Please list colleges/majors that accept this course in transfer.)

Course Outline Revision History:

Approvals:

Body	Representative Signatures	Date
Curriculum Committee		
Faculty Association		
Academic Affairs Standards Committee		

Chief Academic Officer		

Distribution: Original – Instructional Services
Copies: Transfer Specialist, Originating Faculty Member, Records
Revised: March 2010