Course Title: Operations Management I: The Professional Office

Submitted By: B. Skorich

Semester Course Prefix and Number: BOPM 1251

Approval Date: May 2017

Old Quarter Course Prefix and Number:

Revision Date:

Number of Credits: 3

Number of Lecture Credits: 3

Number of Lab Credits: Number of Lab Hours:

Number of Studio/Demonstration/Internship Credits:

Class Size: 30

Negotiated by AASC on: (date)

Course Purpose Code:

0 – Developmental Courses
1 – Non-transferable
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:

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. AASC 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:

- Explain why critical-thinking, decision-making, and problem-solving skills are essential in an office setting
- 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
- Identify types of business meetings and appropriate formats for various situations
- Identify reasons that records are valuable
- Identify methods for preparing and sending outgoing mail
- Describe the types of financial documents used in businesses
- Explain the difference between leadership and management
- Explain the importance of business etiquette

**Student Assessment Methods:**

Assignments, projects, tests, quizzes, and discussion boards.

**Use of Instructional Technology:** (includes software, interactive video and other instructional technologies):

This course will require use of the Internet, the submission of electronically prepared documents and the use of the college’s learning management systems

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

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

**Affiliated Mesabi Range College Courses and Programs:**

**Approvals:**

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**Distribution:** Original – Instructional Services  
**Copies:** Transfer Specialist, Originating Faculty Member, Records  
**Revised:** December 2012