

FLORIDA STATE COLLEGE AT JACKSONVILLE

NON-COLLEGE CREDIT COURSE OUTLINE

COURSE NUMBER: OTA 0901  
COURSE TITLE: Introductory Business Systems and Technology  
PREREQUISITE(S): None  
COREQUISITE(S): None  
TOTAL CONTACT HOURS: 150 (135-165)

(For Office Use Only:  
Vocational Credits 5.0 )

FACULTY WORKLOAD POINTS: 5  
STANDARDIZED CLASS SIZE  
ALLOCATION: 30

COURSE DESCRIPTION:

This course is designed to build upon the experiences and content of Business Systems and Technology I so that a fundamental core of knowledge, skills and attitudes required for today's business environment is established. Emphasis is placed on developing proficiency with database, spreadsheet, presentation and integrated software applications as tools for accomplishing business related job objectives and enhancing workplace performance. After successful completion of the Business Technology Education Core courses (Business Systems and Technology I and II), students will have met occupational completion point - data code B, General Office Clerk - OES 55347.

SUGGESTED TEXT(S): None  
IMPLEMENTATION DATE: Fall Term, 1998  
REVIEW OR MODIFICATION DATE:

COURSE TOPICS	<u>CONTACT HOURS PER TOPIC</u>
I. Information Systems	19
II. Workplace Communications	19
III. Current Trends/Issues in the Workplace	19
IV. Management	19
V. Computation and Finance	19
VI. Job Readiness and Career Development	19
VII. Human Relations/Interpersonal Skills	19
VIII. Administrative Office Procedures	17

PROGRAM TITLE: Medical Secretarial

COURSE TITLE: Introductory Business Systems and Technology

CIP NUMBER: 0507.060501

LIST PERFORMANCE STANDARD ADDRESSED:

NUMBER(S): TITLE(S):

01.0 DEMONSTRATE KNOWLEDGE, SKILL, AND APPLICATION OF INFORMATION SYSTEMS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE -- The student will be able to:

- 01.07 Enhance proficiency with touch keyboarding skills (speed and accuracy) to enter and manipulate data.
- 01.08 Use current and emerging computer technology and software to perform personal and business related tasks, solve problems, and organize and communicate information.
- 01.09 Troubleshoot problems with computer hardware, peripherals, and other office equipment.
- 01.10 Use communications and networking systems to perform tasks and solve problems in business environments.
- 01.11 Describe ergonomic principles important to the configuration of computer workstations.
- 01.12 Describe ethical issues and problems associated computers and information systems.

02.0 APPLY COMMUNICATION SKILLS (READING, WRITING, SPEAKING, LISTENING, AND VIEWING) IN A COURTEOUS, CONCISE, AND CORRECT MANNER ON PERSONAL AND PROFESSIONAL LEVELS -- The student will be able to:

- 02.07 Select and use modes of communications appropriate to specific job and workplace situations.
- 02.08 Select and use standard written communication formats used for professional and business communication.
- 02.09 Use professional business vocabulary appropriate internal and external communications in business environments.

03.0 USE TECHNOLOGY TO ENHANCE THE EFFECTIVENESS OF COMMUNICATIONS IN ORDER TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE -- The student will be able to:

- 03.08 Use computer networks (e.g., Internet, on-line Databases, e-mail) to facilitate collaborative or individual learning and communication.
- 03.09 Explore current and emerging telecommunication systems.
- 03.10 Discuss communication systems-cultural, organizational, technological, and interpersonal.

## LIST PERFORMANCE STANDARD ADDRESSED: (CONTINUED)

NUMBER(S): TITLE(S):

04.0 USE INFORMATION TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE

- The student will be able to:

04.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail) to solve business problems and complete business tasks.

05.0 ANALYZE CURRENT AND EMERGING WORKPLACE TRENDS AND ISSUE AND DETERMINE POTENTIAL IMPACT ON CAREER AND JOB OBJECTIVES AND WORKPLACE PERFORMANCE -- The student will be able to:

05.03 Identify, define, and discuss current trends and issues that impact global and local business/workplace environments.

05.04 Communicate (individually and in groups) current and emerging businesses trends and recommend strategies for controlling the impact of these trends on personal and professional levels.

06.0 DEVELOP AN AWARENESS OF MANAGEMENT FUNCTIONS AND ORGANIZATIONAL STRUCTURES AS THEY RELATE TO TODAY'S WORKPLACE AND EMPLOYER/EMPLOYEE ROLES -- The student will be able to:

06.03 Design, implement, and evaluate organizational structures for managing project teams.

06.04 Demonstrate an awareness of the employee's role in maintaining productive business environments in today's workplace.

07.0 PRACTICE QUALITY PERFORMANCE IN THE LEARNING ENVIRONMENT AND THE WORKPLACE - The student will be able to:

07.03 Routinely assess personal performance and identify and implement strategies for improvement.

07.04 Assess peers and/or group members' performance in order to develop and implement strategies for improvement.

08.0 INCORPORATE APPROPRIATE LEADERSHIP AND SUPERVISION TECHNIQUES, CUSTOMER SERVICE STRATEGIES, AND STANDARDS OF PERSONAL ETHICS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE -- The student will be able to:

08.04 Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment.

08.05 Facilitate focus group discussions regarding service, supervision, and ethical considerations that impact the workplace, business, or learning environment.

## LIST PERFORMANCE STANDARD ADDRESSED: (CONTINUED)

NUMBER(S):            TITLE(S):

- 09.0 APPLY MATHEMATICAL OPERATIONS AND PROCESSES AS WELL A FINANCIAL PLANNING STRATEGIES TO COMMONLY OCCURRING SITUATIONS IN THE WORKPLACE TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE -- The student will be able to:
- 09.05 Use common standards of measurement in solving work-related or business problems (e.g., length, weight, currency, time).
- 10.0 ASSESS PERSONAL STRENGTHS AND WEAKNESSES AS THEY RELATE TO JOB OBJECTIVES, CAREER EXPLORATION, PERSONAL DEVELOPMENT, AND LIFE GOALS -- The student will be able to:
- 10.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 10.04 Reassess and analyze individual talents, interests, and personal characteristics and relate to desired career options.
- 11.0 INCORPORATE KNOWLEDGE GAINED FROM INDIVIDUAL ASSESSMENT AND JOB/CAREER EXPLORATION TO DESIGN AN INDIVIDUAL CAREER PLAN THAT REFLECTS THE TRANSITION FROM SCHOOL TO WORK, LIFELONG LEARNING, AND PERSONAL AND PROFESSIONAL GOALS -- The student will be able to:
- 11.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated Job requirements and career expectations.
- 11.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
- 11.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
- 12.0 DEMONSTRATE HUMAN RELATIONS/INTERPERSONAL SKILL APPROPRIATE FOR THE WORKPLACE -  
The student will be able to:
- 12.01 Accept constructive criticism.
- 12.02 Apply appropriate strategies to manage conflict in work situations.
- 13.0 PERFORM OFFICE FUNCTIONS AND RESPONSIBILITIES TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE -- The student will be able to:
- 13.01 Perform office tasks (e.g., filing and records management, scheduling, reprographics, and mail handling).

