

# Glendale College

## Course Outline of Record Report

Course ID 005161  
Cyclical Review - May 2025

### CABOT101 : Business Office Procedures

#### General Information

Author:	<ul style="list-style-type: none"> <li>Jason Bender</li> <li>Haiduk-Pollack, Cynthia</li> </ul>
Attachments:	DE Addendum_CABOT_101 COR_05_15_2023 CoDE_09_26_2023.pdf
Course Code (CB01) :	CABOT101
Course Title (CB02) :	Business Office Procedures
Department:	CABOT
Proposal Start:	Spring 2026
TOP Code (CB03) :	(0501.00) Business and Commerce, General
CIP Code:	(52.0101) Business/Commerce, General.
SAM Code (CB09) :	C - Clearly Occupational
Distance Education Approved:	No
Will this course be taught asynchronously?:	No
Course Control Number (CB00) :	CCC000590051
Curriculum Committee Approval Date:	05/28/2025
Board of Trustees Approval Date:	07/08/2025
Last Cyclical Review Date:	05/28/2025
Course Description and Course Note:	CABOT 101 introduces students to general office procedures, including choosing office supplies; processing mail; using postal services; telephone and email techniques; handling travel arrangements; preparing office documents; banking procedures; processing payroll, insurance, and tax records; and job preparation.
Justification:	Mandatory Revision
Academic Career:	<ul style="list-style-type: none"> <li>Credit</li> </ul>
Mode of Delivery:	No value
Author:	No value
Course Family:	No value

#### Academic Senate Discipline

Primary Discipline:	<ul style="list-style-type: none"> <li>Office Technologies (Secretarial skills, office systems, word processing, computer applications, automated office training)</li> </ul>
Alternate Discipline:	No value
Alternate Discipline:	No value

### Course Development

**Basic Skill Status (CB08)**

Course is not a basic skills course.

Allow Students to Gain Credit by Exam/Challenge

**Course Special Class Status (CB13)**

Course is not a special class.

**Pre-Collegiate Level (CB21)**

Not applicable.

**Grading Basis**

- Grade with Pass / No-Pass Option

**Course Support Course Status (CB26)**

Course is not a support course

### General Education and C-ID

**General Education Status (CB25)**

Not Applicable

**Transferability**

Not transferable

**Transferability Status**

Not transferable

### Units and Hours

#### Summary

<b>Minimum Credit Units (CB07)</b>	3
<b>Maximum Credit Units (CB06)</b>	3
<b>Total Course In-Class (Contact) Hours</b>	54
<b>Total Course Out-of-Class Hours</b>	108
<b>Total Student Learning Hours</b>	162

#### Credit / Non-Credit Options

**Course Type (CB04)**

Credit - Degree Applicable

**Noncredit Course Category (CB22)**

Credit Course.

**Noncredit Special Characteristics**

No Value

**Course Classification Code (CB11)**

Credit Course.

Variable Credit Course

**Funding Agency Category (CB23)**

Not Applicable.

Cooperative Work Experience Education

Status (CB10)

#### Weekly Student Hours

	In Class	Out of Class
Lecture Hours	3	6
Laboratory Hours	0	0
Studio Hours	0	0

#### Course Student Hours

<b>Course Duration (Weeks)</b>	18
<b>Hours per unit divisor</b>	0
<b>Course In-Class (Contact) Hours</b>	
Lecture	54

Laboratory	0
Studio	0
<b>Total</b>	<b>54</b>

**Course Out-of-Class Hours**

Lecture	108
Laboratory	0
Studio	0
<b>Total</b>	<b>108</b>

**Time Commitment Notes for Students**

No value

**Units and Hours - Weekly Specialty Hours**

Activity Name	Type	In Class	Out of Class
No Value	No Value	No Value	No Value

**Prerequisites, Corequisites, Recommended Corequisites, and Recommended Preparation****Advisory**

STV31 - Business Writing: Email

**Objectives**

- Write concrete email messages.
- Demonstrate proficiency in email etiquette.
- Apply editing and proofreading skills.
- Create email messages appropriate for the workplace.

OR

**Advisory**

STV33 - Workplace Writing: From Emails to Letters

**Objectives**

- Identify parts of a business letter.
- Apply memo templates.
- Compose correctly formatted letters.
- Implement the five-step writing process.

OR

**Advisory**

CABOT205 - Keyboarding &amp; Document Processing I (in-development)

**Objectives**

- Apply proper formatting to tables, letters, various reports, memorandums, envelopes and labels.
- Use the proper position of their hands and fingers, as well as correct posture for touch typing.
- Work toward meeting preset speed and accuracy goals in each lesson.
- Apply rules associated with production typewriting which will include margins, tabs, vertical spacing, footnotes, word division, enumerations, grammar, punctuation, and characteristics of the different letter styles.

**AND**

**Advisory**

CABOT102 - English For Business (in-development)

**Objectives**

- Identify basic parts of speech in written documents.
- Define and discuss the concept of subject-verb agreement.
- Identify and review Subject and Object pronouns.
- Review and practice writing sentences with transitive, intransitive, and linking verbs.
- Use conjunctions to combine sentences;

**OR**

**Advisory**

ESL141 - Grammar And Writing IV

**Objectives**

- Compose a 400 to 450-word thesis-based essay which: (a) summarizes and cites appropriately a reading passage provided as a prompt, (b) includes a clear thesis statement, (c) uses evidence to support the thesis, (d) shows clear organization into an introduction, body, and conclusion, and (e) uses appropriate rhetorical modes such as comparison/contrast, cause/effect, and persuasion in order to support a thesis.

**Entry Standards**

Entry Standards	Description
No value	No value

**Course Limitations**

Cross Listed or Equivalent Course	Description
No value	No value

## Specifications

### Methods of Instruction

Methods of Instruction Discussion

Methods of Instruction Collaborative Learning

Methods of Instruction Lecture

### Out of Class Assignments

- Homework assignments (e.g. prepare meeting minutes)
- Business report (e.g. organize, write, and type a business report)

### Methods of Evaluation

### Rationale

Exam/Quiz/Test

Quizzes

Exam/Quiz/Test

Unit test

Exam/Quiz/Test

Final examination

### Textbook Rationale

No other textbook is available at this time that meets the class's needs.

### Textbooks

Author	Title	Publisher	Date	ISBN
Dianne Rankin	The Administrative Professional	Nelson Educarion	2020	9780176832186

### Other Instructional Materials (i.e. OER, handouts)

No Value

## Learning Outcomes

### Course Objectives

Use office procedures such as sorting mail, answering telephones, filing and processing documents.

Work as an effective team member to complete office projects.

Use the Internet to complete office tasks such as travel arrangements and mail.

Use the Internet to research administrative assistant jobs.

## SLOs

### Identify the role of office support personnel in the current office environment.

Expected Outcome Performance: 70.0

<i>CABOT</i> Receptionist/Office Clerk	Identify the personal traits that lead to effective human relation skills in business and develop skills to work more effectively with customers and other employees in a business environment.
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<i>CABOT</i> Administrative Assistant - Certificate	The student will be able to use a variety of office procedures to perform such tasks as sorting mail, filing and processing documents; develop interpersonal skills to conduct and participate in job interviews, practice effective human relation skills in business, handle telephone conversations with ease, and develop skills to communicate more effectively with customers and other employees verbally.
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<i>CABOT</i> General Office - A.S. Degree Major	Use a variety of office procedures to perform such tasks as sorting mail and answering telephones; filing and processing documents; edit and revise memos, e-mails, letters and reports. The student will be able to identify the personal traits that lead to effective human relation skills in business and develop skills to work more effectively with customers and other employees, including communicating with clients verbally face-to-face and over the telephone.
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<i>CABOT</i> General Office - Certificate	Use a variety of office procedures to perform such tasks as sorting mail and answering telephones; filing and processing documents; edit and revise memos, e-mails, letters and reports. The student will be able to identify the personal traits that lead to effective human relation skills in business and develop skills to work more effectively with customers and other employees, including communicating with clients verbally face-to-face and over the telephone.
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<i>CABOT</i> Administrative Assistant - A.S. Degree Major	Use a variety of office procedures to perform such tasks as sorting mail, filing and processing documents; develop interpersonal skills to conduct and participate in job interviews, practice effective human relation skills in business, handle telephone conversations with ease, and develop skills to communicate more effectively with customers and other employees verbally.
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<i>CABOT</i> Business Information Worker (BIW)	maintain an office calendar for one or more individuals,
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### Use basic accounting concepts to prepare financial statements, payroll, and accounts receivable in computerized formats.

Expected Outcome Performance: 70.0

<i>ILOs</i> Core ILOs	Demonstrate depth of knowledge in a course, discipline, or vocation by applying practical knowledge, skills, abilities, theories, or methodologies to solve unique problems.
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<i>MOA</i> Medical Front Office - A.S. Degree Major	Learn the specialized medical terminologies needed to complete appropriate forms in preparing, maintaining/filing, and charting medical records including insurance claims.
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<i>MOA</i> Medical Front Office - Certificate	Learn the specialized medical terminologies needed to complete appropriate forms in preparing, maintaining/filing, and charting medical records including insurance claims.
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<i>CABOT</i> Administrative Assistant - Certificate	The student will be able to use a variety of office procedures to perform such tasks as sorting mail, filing and processing documents; develop interpersonal skills to conduct and participate in job interviews, practice effective human relation skills in business, handle telephone conversations with ease, and develop skills to communicate more effectively with customers and other employees verbally.
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<i>CABOT</i> General Office - A.S. Degree Major	Use a variety of office procedures to perform such tasks as sorting mail and answering telephones; filing and processing documents; edit and revise memos, e-mails, letters and reports. The student will be able to identify the personal traits that lead to effective human relation skills in business and develop skills to work more effectively with customers and other employees, including communicating with clients verbally face-to-face and over the telephone.
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**CABOT**  
General Office -  
Certificate

Use a variety of office procedures to perform such tasks as sorting mail and answering telephones; filing and processing documents; edit and revise memos, e-mails, letters and reports. The student will be able to identify the personal traits that lead to effective human relation skills in business and develop skills to work more effectively with customers and other employees, including communicating with clients verbally face-to-face and over the telephone.

**CABOT**  
Administrative  
Assistant - A.S.  
Degree Major

Use a variety of office procedures to perform such tasks as sorting mail, filing and processing documents; develop interpersonal skills to conduct and participate in job interviews, practice effective human relation skills in business, handle telephone conversations with ease, and develop skills to communicate more effectively with customers and other employees verbally.

**Define and apply the appropriate hardware and software to be used for a variety of office tasks.**

Expected Outcome Performance: 70.0

**ILOs**  
Core ILOs

Demonstrate depth of knowledge in a course, discipline, or vocation by applying practical knowledge, skills, abilities, theories, or methodologies to solve unique problems.

**CABOT**  
Administrative Assistant -  
Certificate

The student will be able to use a variety of office procedures to perform such tasks as sorting mail, filing and processing documents; develop interpersonal skills to conduct and participate in job interviews, practice effective human relation skills in business, handle telephone conversations with ease, and develop skills to communicate more effectively with customers and other employees verbally.

**CABOT**  
General Office - A.S.  
Degree Major

Use a variety of office procedures to perform such tasks as sorting mail and answering telephones; filing and processing documents; edit and revise memos, e-mails, letters and reports. The student will be able to identify the personal traits that lead to effective human relation skills in business and develop skills to work more effectively with customers and other employees, including communicating with clients verbally face-to-face and over the telephone.

**CABOT**  
General Office -  
Certificate

Use a variety of office procedures to perform such tasks as sorting mail and answering telephones; filing and processing documents; edit and revise memos, e-mails, letters and reports. The student will be able to identify the personal traits that lead to effective human relation skills in business and develop skills to work more effectively with customers and other employees, including communicating with clients verbally face-to-face and over the telephone.

**CABOT**  
Receptionist/Office Clerk

Use a variety of office procedures to perform such tasks as sorting mail, answering telephones, and filing and processing documents using the latest computer technologies.

**CABOT**  
Administrative Assistant -  
A.S. Degree Major

Use a variety of office procedures to perform such tasks as sorting mail, filing and processing documents; develop interpersonal skills to conduct and participate in job interviews, practice effective human relation skills in business, handle telephone conversations with ease, and develop skills to communicate more effectively with customers and other employees verbally.

**MOA**  
Medical Front Office -  
Certificate

Use appropriate computer programs to key basic documents and to navigate the Internet.

**MOA**  
Medical Front Office -  
A.S. Degree Major

Use appropriate computer programs to key basic documents and to navigate the Internet.

**CABOT**  
Business Information  
Worker (BIW)

discuss computer equipment and programming system needs,  
produce basic business correspondence and reports with appropriate formatting using Word,  
troubleshoot basic computer problems

**Develop the interpersonal skills of the administrative office professionals.**

Expected Outcome Performance: 70.0

**MOA**  
Medical Front Office -  
A.S. Degree Major

Acquire the basic communication skills.

**MOA**  
Medical Front Office -  
Certificate

Acquire the basic communication skills.

**ILOs**  
Core ILOs

Demonstrate depth of knowledge in a course, discipline, or vocation by applying practical knowledge, skills, abilities, theories, or methodologies to solve unique problems.

CABOT Receptionist/Office Clerk	Identify the personal traits that lead to effective human relation skills in business and develop skills to work more effectively with customers and other employees in a business environment.
CABOT Administrative Assistant - Certificate	The student will be able to use a variety of office procedures to perform such tasks as sorting mail, filing and processing documents; develop interpersonal skills to conduct and participate in job interviews, practice effective human relation skills in business, handle telephone conversations with ease, and develop skills to communicate more effectively with customers and other employees verbally.
CABOT General Office - Certificate	Use a variety of office procedures to perform such tasks as sorting mail and answering telephones; filing and processing documents; edit and revise memos, e-mails, letters and reports. The student will be able to identify the personal traits that lead to effective human relation skills in business and develop skills to work more effectively with customers and other employees, including communicating with clients verbally face-to-face and over the telephone.
CABOT General Office - A.S. Degree Major	Use a variety of office procedures to perform such tasks as sorting mail and answering telephones; filing and processing documents; edit and revise memos, e-mails, letters and reports. The student will be able to identify the personal traits that lead to effective human relation skills in business and develop skills to work more effectively with customers and other employees, including communicating with clients verbally face-to-face and over the telephone.
CABOT Administrative Assistant - A.S. Degree Major	Use a variety of office procedures to perform such tasks as sorting mail, filing and processing documents; develop interpersonal skills to conduct and participate in job interviews, practice effective human relation skills in business, handle telephone conversations with ease, and develop skills to communicate more effectively with customers and other employees verbally.
CABOT Business Information Worker (BIW)	communicate, make informed decisions, and handle personnel problems in office environments

**Prepare and implement a job search plan.**

Expected Outcome Performance: 70.0

ILOs Core ILOs	Demonstrate depth of knowledge in a course, discipline, or vocation by applying practical knowledge, skills, abilities, theories, or methodologies to solve unique problems.
CABOT General Office - Certificate	Use a variety of office procedures to perform such tasks as sorting mail and answering telephones; filing and processing documents; edit and revise memos, e-mails, letters and reports. The student will be able to identify the personal traits that lead to effective human relation skills in business and develop skills to work more effectively with customers and other employees, including communicating with clients verbally face-to-face and over the telephone.
CABOT General Office - A.S. Degree Major	Use a variety of office procedures to perform such tasks as sorting mail and answering telephones; filing and processing documents; edit and revise memos, e-mails, letters and reports. The student will be able to identify the personal traits that lead to effective human relation skills in business and develop skills to work more effectively with customers and other employees, including communicating with clients verbally face-to-face and over the telephone.

**Additional SLO Information****Does this proposal include revisions that might improve student attainment of course learning outcomes?**

No

**Is this proposal submitted in response to learning outcomes assessment data?**

No

**If yes was selected in either of the above questions for learning outcomes, explain and attach evidence of discussions about learning outcomes.**

No Value

**SLO Evidence**

No Value

## Course Content

### Lecture Content

#### Office Environment (10 hours)

- Job classification, job title, and job responsibilities
- Personality and skill requirements
- Workday
- Office equipment and supplies
- Organizational structures
- Telephone techniques for incoming and outgoing calls

#### Mail and Shipments (7 hours)

- Sort and route mail received
- Postal services
- Shipping services

#### Travel Arrangements (8 hours)

- Travel arrangements using the Internet
- Executive's itinerary
- Hotel or motel reservations
- Expense reports

#### Details of Meetings (6 hours)

- Meeting preparations
- Meeting notices
- Meeting agenda
- Meeting minutes

#### Business Reports (10 hours)

- Use library databases to locate business information
- Present statistical information
- Organize, write, and type a business reports

#### Financial Duties (7 hours)

- Banks
- Investment and insurance records
- Payroll and tax records
- Legal facets of office work

#### Professional Future (6 hours)

- Job search
- Job search documents
- Job interview
- Work Advancement

**Total Hours: 54**

## Additional Information

### Repeatability

Not Repeatable

### Justification (if repeatable was chosen above)

No Value

### Is it possible this course will have a material fee?

No

I have contacted my library liaison (<https://campusguides.glendale.edu/faculty/liasons>):

No

What term(s) will this course be offered?

Fall/Spring

Will any additional resources be needed for this course? (Click all that apply)

- No

If additional resources are needed, add a brief description and cost in the box provided.

No Value

## Resources

Did you contact your departmental library liaison?

Yes

If yes, who is your departmental library liaison?

Aisha Conner-Gaten (Business, ESL-Credit)

Did you contact the DEIA liaison?

Yes

Were there any DEIA changes made to this outline?

Yes

If yes, in what areas were these changes made:

- Course Description

Will any additional resources be needed for this course? (Click all that apply)

- No

If additional resources are needed, add a brief description and cost in the box provided.

Added the words "students" to course description. Jason Bender may know of any additional resources needed for this course