New Undergraduate Course Request  
Montana State University

<table>
<thead>
<tr>
<th>Workforce Programs</th>
<th>GALLATIN COLLEGE</th>
<th>TASK</th>
<th>127</th>
<th>Spring 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department</td>
<td>College</td>
<td>Rubric</td>
<td>Course Number</td>
<td>First Semester to be Offered</td>
</tr>
</tbody>
</table>

**Business Office Procedures**  
Course Title (for Catalog)

**BUS OFFICE PROCEDURES**  
Course Title (for Schedule - maximum of 22 characters)

Have you checked with the Registrar's office (X4155) to make sure the new course number has not been used in the past ten years?  **Yes**

Frequency Offered: ☑Annual ☐Alternate Years  If alternate, starting year:

Semesters(s) Offered: ☐Summer ☐Fall ☑Spring

Credits by Mode of Instruction:  
- Lecture: 3
- Independent Study: 
- Recitation/Discussion: 

Seminar: 
- Lab/Studio: 
- Total: 3

Primary Mode of Delivery (Check One):  
- ☑Face-To-Face  
- ☐Audio and/or Video Tape  
- ☐Internet/Web-Based  
- ☐Interactive Video

Time and Location (Contact Registrar's Office for room availability):

<table>
<thead>
<tr>
<th>Days</th>
<th>Times</th>
<th>BOZ HIGH SCHOOL</th>
<th>B10</th>
<th>20</th>
</tr>
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<tbody>
<tr>
<td>MW</td>
<td>1600-1715</td>
<td>Bldg</td>
<td>Room</td>
<td>Capacity</td>
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</tbody>
</table>

Prerequisite course(s) (Upper-division courses are normally expected to have prerequisites. When listing multiple prerequisites, please be clear about whether the courses are all required (separated by "and" or if only one is required (separated by "or"): N/A

Co-requisite Courses: N/A

Course Description (40 word limit): **Please attach a typed copy of the catalog course description immediately following this cover page.**

Person Initiating This Request: **Melissa Bradley**  
Instructor's Banner ID or SSN: **01388240**  
Phone: X3979  
E-mail: melissa.bradley1@montana.edu

**APPROVAL**  
You only need to obtain the 2 that are indicated with an asterisk (*)

Department Head:  
Date: 8/21/12

College Dean or Assistant Dean:  
Date: 8/21/12

Chair, Undergraduate Studies Committee:  
Date:  

Vice Provost Academic Affairs:  
Date:  

Revised 10.20.05
New Undergraduate Course Narrative
Montana State University
Updated August 23, 2012

Please provide the following information in narrative format. Substantive responses to all criteria are required. Although not required, a draft syllabus can also be helpful to the committee in understanding the details of the proposed course.

General Course Information
1. Requested Rubric, Course Number, and Core Designation (if any)

> TASK127

2. Course Title

> Business Office Procedures

3. Provide a general description of the course explaining the need for the course, its goals, and its overall structure. This is the most important part of the application and should offer a good sense of what students will experience by taking this class.

> This course is designed to prepare students for performing various administrative and office functions in the contemporary business environment. Topics to be covered include the use of Microsoft Outlook, records management and filing systems, processing mail, handling credit and collections, managing and troubleshooting computer systems, and ten-key typing skills. This course will be a required component of the Bookkeeping Program of Gallatin College. Employers frequently seek out bookkeepers who can perform such office tasks in addition to their primary role of processing accounting information. The value of learning these skills cannot be understated.

4. Based on what types of student work (e.g., tests, homework assignments, papers, performances, etc.) will grades be determined?

> Student assessment will be based on exams, quizzes, projects and assignments.

5. Provide a course content outline containing all major topics plus a brief description of the material to be covered under each major topic heading.

> 1) Microsoft Outlook - manage email messages, calendars, contacts, and tasks; customization of Outlook 2) Records Management & Filing Systems - methods of storing records (alphabetical, subject, geographical, numeric and combination subject systems), maintaining security of systems, filing procedures, and electronic vs. physical records 3) Processing Mail - mail merge feature of Word and mail services 4) Credit and Collections - effective procedures for collecting on past due accounts, use of collection agencies, and avoiding bad debt loss 5) Managing and Troubleshooting Computer Systems - computer networks and basic troubleshooting processes 6) Ten-Key Typing Skills - efficient use of desktop and computer calculators
6. List required texts or other required references.

> Microsoft Outlook 2010: Complete (Shelly, Romanoski, Freund, & Enger)

7. What are the estimated enrollment and student credit hour (SCH) production?
   \[ \text{SCH} = \text{enrollment} \times \text{credits} \]

> Estimated enrollment is 20 students and course is 3 credits; SCH = 20*3 = 60

8. Will there be an enrollment cap that restricts enrollment below the level of student demand? If so, what is the enrollment cap and why is it necessary?

> There will be an enrollment cap of 20 students; an enrollment cap is required due to the limited number of resources (computers and desktop calculators). In addition, students will be best served in a smaller class setting while learning the various computer functions previously described.

9. Will course be a “restricted enrollment” course? If so, why is restricted enrollment necessary?

> The course will be restricted to Bookkeeping majors at Gallatin College. The restricted enrollment is necessary due to the enrollment cap of 20 students. This is a required course for the Bookkeeping Certificate of Applied Science and therefore needs to be filled with majors only to ensure program completion.

10. Describe how the success of the course will be evaluated? (“End-of-semester student evaluations” is not the answer to this question. How will the instructor determine if the learning outcomes are being met, and how will the department determine if the course is fulfilling its intended purpose?)

> Periodic course reviews will be given throughout the semester to gather student feedback using Desire2Learn. Exams and projects will indicate students’ mastery of material.

11. Is the instructor a member of the regular faculty (i.e., tenured or tenure-track)? If no, please describe the instructor’s qualifications, attach a Vita, and provide a separate letter of support, signed by the department head (or appropriate unit director), addressing the instructor’s qualifications to teach this course.

> Yes, the instructor is tenure-track faculty.

**Level of Offering**

12. Has the course been offered previously under 280/291 or 480/491? If so, when? Under what number? What was the enrollment? What level of students took the course?

> No.

13. Justify the level of course offering.

> This is an introductory and elementary course; therefore, it is most appropriately offered at the 100 level.
Relationship to other Courses, Curricula, and Departments

14. Does this course build on or interrelate with other courses in your curriculum or related curricula? If so, which ones?

> No.

15. Do the topics in the proposed course duplicate or reiterate those in other courses in this or any other department? If so, how do the coverage and educational experience differ and how is this duplication or reiteration justified? Also, what liaison (which is expected in cases of apparent overlap) has been conducted with other departments? Report reactions, both favorable and unfavorable.

> No.

16. What programs (departments, colleges) will be impacted by the SCH production of this course? That is, where do you think the SCH in the proposed course are likely to come from? If the expected SCH production of the proposed course is greater than 1000, and the SCH are expected to come from other colleges, what steps have been taken to make the other units aware of the potential loss of SCH? Report reactions, both favorable and unfavorable.

> Gallatin College will be impacted. SCH is only 60.

17. If this proposed course has a significant interdisciplinary component, please explain briefly. Otherwise, indicate n/a.

> This course has the capacity to be incorporated in other disciplines due to the versatile nature of the content. Those programs who expect their graduates to work in an office setting may benefit greatly from this course, if additional sections are created.

Students Served

18. Does the proposed course serve majors only? Non-majors only? Both majors and non-majors? What other majors might be interested in this course? State areas or disciplines to be served and indicate the specific efforts that will be made to make the course material relevant to all disciplines served.

> This course is designed specifically for Bookkeeping majors at Gallatin College.

Resources

19. What additional resources (e.g., additional instructional FTE, required technologies), if any, will be required to offer this course? Are there any resource issues for the students who will take the course (e.g., required technologies, travel, on-line access requirements)? Will there be an additional fee charged to students taking this course? Please explain.

> Computers will be required to perform the skills learned in the Microsoft Outlook module, Processing Mail module, and Network/Computer Troubleshooting module. Desktop calculators will be required to perform the skills learned in the Ten-Key module. These resources have already been purchased by Gallatin College. No additional fees will be assessed to students enrolled in this course. Students will have access to the computer labs on campus and will therefore not have issues completing coursework.
20. What existing information resources – print (books, journals, documents), audiovisual (videos, DVDs, CDs or other), and/or electronic (e-books, databases, electronic journals and web sites) – provided by the MSU Libraries will be used by students in this course? Provide examples as well as descriptive information. If additional information resources are necessary, please discuss those acquisitions with the library (x6549 Collection Development) at least three months prior to the beginning of the semester in which this course will be taught.

> Some reading material will be placed in the Library Online Reserves. For example, a textbook chapter entitled "Managing Records" will be made available to students since their required textbook will not cover this topic.

**Other Supporting Material**

21. Include any additional information you feel is needed to support this request.

> This course will replace M108 Business Mathematics in the Bookkeeping program curriculum. Most, if not all, of the material covered in M108 duplicates the content of other Bookkeeping coursework. This is an opportunity for students to explore other facets commonly associated with the Bookkeeping profession, thereby increasing their marketability and employability.
TASK127 Learning Outcomes:
Upon completion of this course, students will demonstrate the abilities listed below:

- Manage e-mail messages, calendars, contacts and tasks in Microsoft Outlook.
- Describe customization methods and configurations of Microsoft Outlook.
- Describe types of records storage systems and apply filing procedures for physical and electronic records.
- Identify and explain various mailing services.
- Apply the mail merge feature of word processing programs to prepare letters, labels or envelopes for mass mailings.
- Explain effective procedures for collecting on past-due accounts and working with collections agencies.
- Describe techniques to avoid bad debt loss with new and current customers or clients.
- Describe types of computer networks and evaluate methods of troubleshooting computer systems or network problems.
- Operate desktop and computer calculators efficiently and accurately through the utilization of ten-key skills.
Instructor: Melissa Bradley, Bookkeeping Program Director
Office: 201 Hamilton Hall
Phone: 994-3979
E-mail: melissa.bradley1@montana.edu
Office Hours: TBD

Required Text:

*Microsoft Outlook 2010: Complete*
Shelly, Romanoski, Freund, and Enger
ISBN: 9780538475303

Course Description:
This course is designed to prepare students for performing various administrative and office functions in the contemporary business environment. Topics to be covered include the use of Microsoft Outlook, records management and filing systems, processing mail, handling credit and collections, managing and troubleshooting computer systems, and ten-key typing skills.

Course Objectives:
Upon successful completion of the course, students will demonstrate the abilities listed below:
- Manage e-mail messages, calendars, contacts and tasks in Microsoft Outlook.
- Describe customization methods and configurations of Microsoft Outlook.
- Describe types of records storage systems and apply filing procedures for physical and electronic records.
- Identify and explain various mailing services.
- Apply the mail merge feature of word processing programs to prepare letters, labels or envelopes for mass mailings.
- Explain effective procedures for collecting on past-due accounts and working with collections agencies.
- Describe techniques to avoid bad debt loss with new and current customers or clients.
- Describe types of computer networks and evaluate methods of troubleshooting computer systems or network problems.
- Operate desktop and computer calculators efficiently and accurately through the utilization of ten-key skills.
Method of Instruction:
The methods of instruction for this course are lecture and demonstration, class exercises, discussion, and assignments. This will prepare each student for quizzes and exams which compose the largest portion of the overall grade.

Grading:
Assignments/Participation/In-Class Activities  15%
Quizzes  10%
Exam #1  20%
Exam #2  20%
Exam #3  20%
Projects  15%

Grading Scale:
90% - 100%  A
80% - 89%  B
70% - 79%  C
60% - 69%  D
59% or below  F

(+/-) grades will be assigned for scores 89% and below. Instructor has the discretion to round up a borderline grade dependent upon student’s efforts and work ethic demonstrated throughout the semester. A grade of C- or better is required to pass this course.

Course Policies:

Attendance: Attendance is required and is part of your participation grade. This course provides specific demonstrations of the skills you need to master and your success will be directly related to your presence in class. If you are absent, it is your responsibility to determine what you missed and get notes from another member of the class. At times, in-class activities will be given and these cannot be made up.

Homework: This course requires a significant amount of independent practice. To succeed in this class, it is necessary to read the material and complete all homework assignments on time. The reading assignments must be completed prior to class so you are prepared to participate in class discussions and activities. No late homework will be accepted.

Quizzes: A number of quizzes will be given over the course of the semester. Make-up quizzes will not be provided; however, the lowest quiz score will be dropped. All quizzes will be announced in advance.

Exams: Students are required to take all exams at the schedule times. If you have a conflict, you must notify the instructor prior to the date of the exam. You must take a make-up exam as soon as possible. Failure to notify the instructor in advance will result in a zero. Exams will be returned to students for review only after all have taken the exam. Exams will be kept by the
instructor and cannot leave the classroom. You may look at any of your exams during office hours.

Cell Phone Use: All cell phones or other communication devices need to be either turned off or in silent mode during class-time to minimize distractions. Texting is not permitted.

Computer Use: These computers are to be used for academic purposes. Facebook, MySpace, e-mail or other personal use is not permitted during class time unless otherwise authorized by the instructor. You will receive a verbal warning for your first violation of this policy; however, subsequent violations will result in a failing grade for the course.

University Policies:

Safety: Campus building occupants are required to evacuate buildings when a fire alarm activates. Familiarize yourself with all exit doors of each classroom and building. Students requiring evacuation assistance should inform instructor during the first week of class. Do not re-enter a building unless given instructions by the fire department or campus/local police.

Academic Integrity and Plagiarism: Students shall follow the guidelines set forth in the Student Conduct Code and Academic Integrity Guidelines available on the MSU web site at: http://www2.montana.edu/policy/student_conduct. Paraphrasing or quoting another’s work without citing the source is a form of academic misconduct. Even inadvertent or unintentional misuse or appropriation of another's work (such as relying heavily on source material that is not expressly acknowledged) is considered plagiarism. If you have any questions about using and citing sources, you are expected to ask for clarification.

Collaboration: University policy states that, unless otherwise specified, students may not collaborate on graded material. Any exceptions to this policy will be stated explicitly for individual assignments. If you have any questions about the limits of collaboration, you are expected to ask for clarification.

Accommodations for Disabilities: If you have a documented disability for which you are or may be requesting an accommodation(s), you are encouraged to notify the instructor and the Disabled Student Services (DSS) as soon as possible. You can find additional information relating to accommodation provided through DSS at www.montana.edu/wwwres.

E-mail: Effective Fall Semester 2006, all MSU communications, including listserv messages will be sent to your university e-mail address (your firstname.yourlastname@montana.edu). In accordance with University policy, Gallatin College expects student to open and read such communications in a timely fashion. I expect that you will check your university e-mail messages at least every other day, as I will send important information about the course via email. If you prefer using a home email account, you may have your MSU mail forwarded to it. Come by my office or check with the IT Help Desk (in the basement of the library) if you need assistance in doing so.
Behavioral Expectations: Montana State University expects all students to conduct themselves as honest, responsible and law-abiding members of the academic community and to respect the rights of other students, members of the faculty and staff and the public to use, enjoy and participate in the University programs and facilities. For additional information reference see http://www2.montana.edu/policy/student_conduct/student_conduct-code_2008-2009.htm.

Academic Expectations: Section 310.00 in the MSU Conduct Guidelines states that students must:

A.  be prompt and regular in attending classes;
B.  be well prepared for classes;
C.  submit required assignments in a timely manner;
D.  take exams when scheduled;
E.  act in a respectful manner toward other students and the instructor and in a way that does not detract from the learning experience; and
F.  make and keep appointments when necessary to meet with the instructor.

Student Educational Records: All records related to this course are confidential and will not be shared with anyone, including parents, without a signed, written release. If you wish to have information from your records shared with others, you must provide written request/authorization to the office/department. Before giving such authorization, you should understand the purpose of the release and to whom and for how long the information is authorized for release. Students have the right to access their educational records by appointment. This information is protected by the Family Educational Rights and Privacy Act (FERPA). For more information contact the Dean of Students office at 994-2826.

Withdrawals: Should you need to withdraw from this class, fill out a drop/withdrawal form, bring it to class for me to sign, have your academic advisor sign and finally take it to the Registrar to be processed. If you have not withdrawn by April 12, 2013 the grade you have earned in the course will be posted to your final transcript.
**Course Schedule**  
*Subject to change at discretion of instructor.*

<table>
<thead>
<tr>
<th>Week</th>
<th>Course Topic</th>
<th>Reading Assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction and Course Syllabus</td>
<td>Chapter 1</td>
</tr>
<tr>
<td></td>
<td>Outlook: managing e-mail messages</td>
<td></td>
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<tr>
<td>2</td>
<td>Outlook: managing e-mail messages</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Outlook: managing calendars</td>
<td>Chapter 2</td>
</tr>
<tr>
<td>4</td>
<td>Outlook: managing calendars</td>
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<tr>
<td></td>
<td><strong>Exam #1</strong></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Outlook: managing contacts and personal contact information</td>
<td>Chapter 3</td>
</tr>
<tr>
<td>6</td>
<td>Outlook: creating and managing tasks</td>
<td>Chapter 4</td>
</tr>
<tr>
<td>7</td>
<td>Outlook: creating and managing tasks</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Outlook: customization</td>
<td>Chapter 5</td>
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<tr>
<td></td>
<td><strong>Exam #2</strong></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Records management and filing procedures</td>
<td>Supplement</td>
</tr>
<tr>
<td>10</td>
<td>Mail services and mail merge</td>
<td>Handout</td>
</tr>
<tr>
<td>11</td>
<td>Credit and collections</td>
<td>Supplement</td>
</tr>
<tr>
<td>12</td>
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<td>Supplement</td>
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<td><strong>Exam #3</strong></td>
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<tr>
<td>14</td>
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