

## Course Syllabus

1	<b>Course title</b>	Office Procedures for the 21st Century
2	<b>Course number</b>	1605313
3	<b>Credit hours</b>	3
	<b>Contact hours (theory, practical)</b>	Theory
4	<b>Prerequisites/corequisites</b>	None
5	<b>Program title</b>	Management Information Systems (MIS)
6	<b>Program code</b>	05
7	<b>Awarding institution</b>	University of Jordan
8	<b>School</b>	Business School
9	<b>Department</b>	Management Information Systems
10	<b>Course level</b>	Second Year
11	<b>Year of study and semester (s)</b>	First term 2022/2023
12	<b>Other department (s) involved in teaching the course</b>	None
13	<b>Main teaching language</b>	English
14	<b>Delivery method</b>	X <input type="checkbox"/> Face to face learning      Blended <input type="checkbox"/> Fully online
15	<b>Online platforms(s)</b>	Moodle   Microsoft Teams <input type="checkbox"/> Skype <input type="checkbox"/> Zoom <input type="checkbox"/> Others Student.com.....
16	<b>Issuing/Revision Date</b>	

### 17 Course Coordinator:

Name: Dr. Laila Dahabiyeh

Contact hours: Sun – Thur 1:30-2:30

Office number:

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### 18 Other instructors:

Name: Dr. Mahmoud Al-Dalahmeh

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Contact hours:

### 19 Course Description:

As stated in the approved study plan.

This course aims to prepare students for the job market. It offers information about the different types of organizations, guidelines on preparing employment documents. It further identifies skills they need to master in order to become a valuable asset in the organization along with techniques and processes that enable them to become efficient and effective workers.

#### A- Aims:

1. Understand the changing nature of office work
2. Classify the skills needed to become a successful worker
3. Identify sources for locating job opportunities
4. Prepare employment documents (CV and Cover letter)
5. Describe strategies and tools for time management
6. Explain the procedures in planning meetings and conferences
7. Develop effective oral presentations skill

#### B- Students Learning Outcomes (SLOs):

Upon successful completion of this course, students will be able to:

CLOs	SLO (1)	SLO (2)	SLO (3)	SLO (4)	SLO (5)	SLO (6)	SLO (7)
PILOs of the course							
1. Examine basic theories of business, management, and information systems by describing related facts and ideas.	*						
2. Describe research methodologies and tools and apply the steps involved in preparing information systems scientific research proposal.							
3. Discover opportunities for business and government organizations by identifying competitive advantages using information systems.							
4. Identify and assess ethical, legal, security, managerial, and professional issues related to the use of emerging technologies in business and government organizations.	*						

5. Analyze, design, and implement business data, information, systems, and knowledge.							
6. Develop and evaluate Information technology systems, solutions and strategies.							
7. Use information systems and databases to retrieve relevant data in order to generate knowledge and support decision making in organizations.							
8. Apply critical thinking, collaboration, teamwork, and communication skills to produce clearly written and concise information systems analyses and deliver clear, well organized, and persuasive oral presentations.		*		*	*		*
9. Assume the assigned responsibilities of an information systems specialist and function within the community set of values and ethics.		*			*	*	

## 21. Topic Outline and Schedule:

Week	Lecture	Topic	Intended Learning Outcome	Learning Methods (Face to Face/Blended / Fully Online)	Platform	Synchronous / Asynchronous Lecturing	Evaluation Methods	Resources
1	1.1	Chp.13 Developing Effective Oral Presentations	CLO7	Face-to-face		Synchronous Lecturing	Exams and presentation	Book
	1.2	Chp. 13 Developing Effective Oral Presentations	CLO7	Face-to-face		Synchronous Lecturing	Exams and presentation	

	1.3	Chp.13 Developing Effective Oral Presentations	CLO7	Face-to- face		Synchronous Lecturing	Exams and presenta tion	
2	2.1	Chp. 13 Developing Effective Oral Presentations	CLO7	Face-to- face		Synchronous Lecturing	Exams and presenta tion	Book
	2.2	Chp. 13 Developing Effective Oral Presentations	CLO7	Face-to- face		Synchronous Lecturing	Exams and presenta tion	
	2.3	Chp. 13 Developing Effective Oral Presentations	CLO7	Face-to- face		Synchronous Lecturing	Exams and presenta tion	
<b>Week</b>	<b>Lecture</b>	<b>Topic</b>	<b>Intended Learning Outcome</b>	<b>Learning Methods (Face to Face/Blended / Fully Online)</b>	<b>Platform</b>	<b>Synchronous / Asynchronous Lecturing</b>	<b>Evaluation Methods</b>	<b>Resourc es</b>
3	3.1	Chp. 1 Understanding the Changing and Challenging Office	CLO1	Face-to- face		Synchronous Lecturing	Exams and presenta tion	Book
	3.2	Chp. 1 Understanding the Changing and Challenging Office	CLO1	Face-to- face		Synchronous Lecturing	Exams and presenta tion	
	3.3	Chp. 1 Understanding the Changing and Challenging Office	CLO1	Face-to- face		Synchronous Lecturing	Exams and presenta tion	

4	4.1	Chp. 1 Understanding the Changing and Challenging Office	CLO1	Face-to- face		Synchronous Lecturing	Exam and Participat ion	Book
	4.2	Chp. 1 Understanding the Changing and Challenging Office	CLO1	Face-to- face		Synchronous Lecturing	Exams and presenta tion	
	4.3	Chp. 1 Understanding the Changing and Challenging Office	CLO1	Face-to- face		Synchronous Lecturing	Exams and presenta tion	
5	5.1	Chp.2 Developing Professional Skills	CLO2+7	Face-to- face		Synchronous Lecturing	Exams and presenta tion	Book
	5.2	Chp.2 Developing Professional Skills	CLO2+7	Face-to- face		Synchronous Lecturing	Exams and presenta tion	
	5.3	Chp.2 Developing Professional Skills	CLO2+7	Face-to- face		Synchronous Lecturing	Exams and presenta tion	
6	6.1	Chp.2 Developing Professional Skills	CLO2+7	Face-to- face		Synchronous Lecturing	Exams and presenta tion	Book
	6.2	Chp.2 Developing Professional Skills	CLO2+7	Face-to- face		Synchronous Lecturing	Exams and presenta tion	
	6.3	Chp.2 Developing	CLO2+7	Face-to- face		Synchronous Lecturing	Exams and	

		Professional Skills					presenta tion	
7	7.1	Chp.3 Preparing for Your employment	CLO3+4+7	Face-to-face		Synchronous Lecturing	Exams and presenta tion	Book
	7.2	Chp.3 Preparing for Your employment	CLO3+4+7	Face-to-face		Synchronous Lecturing	Exams and presenta tion	
	7.3	Chp.3 Preparing for Your employment	CLO3+4+7	Face-to-face		Synchronous Lecturing	Exams and presenta tion	
8	8.1	Chp.3 Preparing for Your employment	CLO3+4+7	Face-to-face		Synchronous Lecturing	Exams and presenta tion	Book
	8.2	Chp.3 Preparing for Your employment	CLO3+4+7	Face-to-face		Synchronous Lecturing	Exams and presenta tion	
	8.3	Chp.3 Preparing for Your employment	CLO3+4+7	Face-to-face		Synchronous Lecturing	Exams and presenta tion	
9	9.1	Chp.3 Preparing for Your employment	CLO3+4+7	Face-to-face		Synchronous Lecturing	Exams and presenta tion	Book
	9.2	Chp.3 Preparing for Your employment	CLO3+4+7	Face-to-face		Synchronous Lecturing	Exams and presenta tion	

	9.3	Chp.3 Preparing for Your employment	CLO3+4+7	Face-to-face		Synchronous Lecturing	Exams and presentation	
10	10.1	Chp. 4 Time Management	CLO5+7	Face-to-face		Synchronous Lecturing	Exams and presentation	Book
	10.2	Chp. 4 Time Management	CLO5+7	Face-to-face		Synchronous Lecturing	Exams and presentation	
	10.3	Chp. 4 Time Management	CLO5+7	Face-to-face		Synchronous Lecturing	Exams and presentation	
11	11.1	Chp. 4 Time Management	CLO5+7	Face-to-face		Synchronous Lecturing	Exams and presentation	Book
	11.2	Chp. 4 Time Management	CLO5+7	Face-to-face		Synchronous Lecturing	Exams and presentation	
	11.3	Chp. 4 Time Management	CLO5+7	Face-to-face		Synchronous Lecturing	Exams and presentation	
12	12.1	Chp. 12 Planning Meetings and Conferences	CLO6+7	Face-to-face		Synchronous Lecturing	Exams and presentation	Book
	12.2	Chp. 12 Planning Meetings and Conferences	CLO6+7	Face-to-face		Synchronous Lecturing	Exams and presentation	



	12.3	Chp. 12 Planning Meetings and Conferences	CLO6+7	Face-to-face		Synchronous Lecturing	Exams and presentation	
13	13.1	Chp. 12 Planning Meetings and Conferences	CLO6+7	Face-to-face		Synchronous Lecturing	Exams and presentation	Book
	13.2	Chp. 12 Planning Meetings and Conferences	CLO6+7	Face-to-face		Synchronous Lecturing	Exams and presentation	
	13.3	Chp. 12 Planning Meetings and Conferences	CLO6+7	Face-to-face		Synchronous Lecturing	Exams and presentation	
14	14.1	Presentations and Discussions	7	Face-to-face		Synchronous Lecturing	Exam and Participation	Book
	14.2			Face-to-face				
	14.3			Face-to-face				
15	15.1							
	15.2							
	15.3							



## 22 Evaluation Methods:

Opportunities to demonstrate achievement of the SLOs are provided through the following assessment methods and requirements:

Evaluation Activity	Mark	Topic(s)	SLOs	Period (Week)	Platform
Mid Exam	30	Chapter 13+1+2	CLO7+1+2	Week 8	On Campus
Quiz	10	Chapter 3	CLO 3,4	Week 10	On Campus
Presentation	10			Throughout the course	On Campus
Final	50	Chapter 1+2+3+4+12+13	1,2,3,4,,5,6,7		On Campus

## 23 Course Requirements

**(e.g: students should have a computer, internet connection, webcam, account on a specific software/platform...etc):**

## 24 Course Policies:

A- Attendance policies: Students are not allowed to miss more than 15% of the classes during the semester. Failing to meet this requirement will be dealt with according to the university disciplinary rules.

B- Absences from exams and submitting assignments on time: according to University bylaws and teacher's instructions.

C- Health and safety procedures: • No smoking in the department. • Fire alarm call points are red 'Break Glass' boxes and are located on exit routes from the department and elsewhere. • Keep all fire doors and fire exit routes clear at all times. • Never enter a building where the fire alarm is going off. • To call the Emergency Services dial 911

D- Honesty policy regarding cheating, plagiarism, misbehavior: Most students understand, in a general way, that their academic achievements are premised on academic integrity: honesty, fairness, trust, respect, accountability, and responsibility. The academic community succeeds when all members adhere to these habits of integrity, and have an important role in fostering students' commitment to academic integrity. • Plagiarism means representing the words, expressions, productions or creative works of another as one's own in any academic undertaking. • All the assignments and work submitted by the student should be his or her own. All actions of academic dishonesty including cheating, plagiarism or helping other students in such actions will be dealt with strictly according to the university regulations.



E- Grading policy: as specified above

F- Available university services that support achievement in the course: The University Library

## 25 References:

A- Required book(s), assigned reading and audio-visuals:

Burton, S., and Shelton, N. 2011. Office Procedures for the 21<sup>st</sup> Century, 8<sup>th</sup> Edition, Prentice Hall

B- Recommended books, materials, and media:

## 26 Additional information:

Name of Course Coordinator: Dr Laila Dahabiyeh-----Signature: ----- Date: -----

Head of Curriculum Committee/Department: --- ----- Signature: -----

Head of Department: ----Dr Hazar Al-Hmoud----- Signature: ----

Head of Curriculum Committee/Faculty: ----- Signature: -----

Dean: Prof. Raed Masaedeh----- Signature: -----