

DESCRIPTION OF A STUDY COURSE – SYLLABUS

Title of a course	Office Automation				
Head of course	PhD Bernard Vukelić, College Professor				
Study programme	Specialist professional graduate study of Information Technology in Business Systems				
Status of a course	Elective				
Year of study	2.	Semester	III	ECTS credits	6
Teaching plan (L + E + S+ Pr)	1+1+2+0				
Goals of a course					
Develop the knowledge and skills in the field of office business in contemporary business conditions. Through the course, students will need to acquire the skills necessary to use information and communication technology that enables automation in the office business system.					
Conditions for enrolling course					
No conditions					
Learning outcomes on a level of a study programme which includes course					
Outcome 1: Apply management and marketing tools in managing business processes Outcome 2: Identify deficiencies and propose improvements to team functioning Outcome 3: Analyze and design improvements to business procedures and processes Outcome 4: Choose the right approach to communicate business content and motivate associates to achieve goals					
Expected learning outcomes on a level of a course					
1. Define the term office and its functions and principles. 2. Describe office work. 3. Define office information system features. 4. Determine the impact of the use of information and communication technology on office work. 5. Apply software tools to help automate office processes. 6. Plan hardware and software support solutions for office information system.					
Content of a course					
Business operations in a digital society, activities and functions, principles, development, advantages. Prerequisites for automation, history, evolution of office information systems, types and models of office information systems, security procedures, regulations and standards, office automation in the government administration, business communication, data processing and storage. Presentation procedures and multimedia documents. Office automation at a distance (telecommuting). Computer component of office automation, integrated office applications, data transfer technologies, electronic and mobile business operations, working at a distance. Multimedia approach. Computer networks and their services. Internet telephony. Business operations via Internet, planning and designing office automation: impact on productivity, effectiveness and efficiency, telephone, telefax, teletext-videotext, video conferences-teleconferences, paging systems.					
Teaching modes	<input checked="" type="checkbox"/> lectures <input type="checkbox"/> auditory exercises <input checked="" type="checkbox"/> seminars and workshops <input type="checkbox"/> distance learning <input type="checkbox"/> field classes		<input checked="" type="checkbox"/> individual assignments <input type="checkbox"/> multimedia and network <input type="checkbox"/> laboratory <input type="checkbox"/> supervisor's work <input type="checkbox"/> other _____		
Comments					
Students' obligations					
Submit a seminar or solved assignment and evaluate it.					
Grading, evaluation and monitoring of students' work continuously during lectures and exams					

Grading is based upon evaluation of course's learning outcomes' adoption. Grading is performed continuously during lectures and/or during exam, in compliance with the provisions of Regulation on the assessment of students.

Continuous check-up:

Outcomes	Written test	Seminar work	Assignment	Threshold	Max
Outcome 1	10%			5%	10%
Outcome 2	10%			5%	10%
Outcome 3	10%			5%	10%
Outcome 4	10%			5%	10%
Outcome 5			40%	20%	40%
Outcome 6		20%		10%	20%
Percentage of ECTS	2,4	1,2	2,4	-	-
Total	40%	20%	40%	50 %	100 %

A student has passed the exam if he has acquired a percentage of credits for each learning outcome higher or equal to defined threshold.

Exam term:

Outcomes	Theoretical part / Written exam	Practical part / Assignment / Seminar	Max
Outcome 1	10%		10%
Outcome 2	10%		10%
Outcome 3	10%		10%
Outcome 4	10%		10%
Outcome 5		40%	40%
Outcome 6		20%	20%
Percentage of ECTS	2,4	3,6	-
Total	40%	60%	100 %

A student has passed the exam if he has acquired a percentage of credits for each learning outcome higher or equal to defined threshold.

Grading:

A student has passed the exam if he has acquired at least 50% of anticipated credits of a specific learning outcome.

If a student has passed learning outcomes of all courses, the accomplished credits (percentages) of all passed learning outcomes are being added, while the final grade is defined upon following table:

Range of credits (percentages)	Numerical grade	ECTS grade
90,00 – 100,00	Excellent (5)	A
75,00 – 89,99	Very good (4)	B
60,00 – 74,99	Good (3)	C
50,00 – 59,99	Sufficient (2)	D
0,00 – 49,99	Insufficient (1)	F

Obligatory literature

1. Srića V., Uredsko poslovanje : strategija i koncepti automatizacije ureda / Velimir Srića, Antun Kliment, Blaženka Knežević. - Zagreb: Sinergija nakladništvo, 2003.

Additional literature

1. The Office: Procedures and Technology (Business Procedures) 7th Edition by Mary Ellen Oliverio (Author), William R. Pasewark (Author), Bonnie R. White (Author); Technology in the Law Office By Thomas F. Goldman Thomas Edison State College

