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 Entrepreneurship**				
Status of a course	Elective				
Year of study	2.	**Semester**	III.	**ECTS credits**	5
Teaching plan (L + E + S+ Pr)	1+1+2+0				

Goals of a course

Students should develop knowledge and skills in the field of office business in contemporary business conditions. Throughout the course, students must acquire skills necessary for using information and communication technology that enables automation of the office business system.

Conditions for enrolling course

No conditions

Learning outcomes on a level of a study programme which includes course

Outcome 3: Apply management and marketing tools in managing business processes.
Outcome 11: Identify deficiencies and propose improvements of team functioning.
Outcome 12: Choose the right approach to communicating business content and motivating associates to achieve goals
Outcome 15: Analyse and design improvements to business procedures and processes

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 in 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 in digital company, activities and functions, principles, development, advantages. Preconditions of automation, history, evolution of office information systems, types and models of office information systems, security procedures, regulations and standards, office work in the state governing bodies, business communication, processing and saving documents. Presentation procedures and multimedia documents. Office work in distance. Electronic component of office work, integrated office packages, technologies for data transfer, electronic and online business, distance work. Multimedia approach. Computer networks and their services, Internet telephony. Internet run business, planning and development of office information systems; influence upon productivity, efficiency and effectiveness, phone, fax, teletext – video-text, video conferences – tele-conferences, paging systems.

Teaching modes	☒ lectures ☐ auditory exercises ☒ seminars and workshops ☐ distance learning ☐ field classes	☒ individual assignments ☐ multimedia and network ☐ laboratory ☐ supervisor's work ☐ 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	1	2	-	-
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	3	-
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