

Glendale College

Course Outline of Record Report

Course ID 005164
Cyclical Review - May 2025

CABOT105 : Introduction To Office Correspondence

General Information

Author:	<ul style="list-style-type: none"> Cynthia Haiduk-Pollack Bender, Jason
Course Code (CB01) :	CABOT105
Course Title (CB02) :	Introduction To Office Correspondence
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:	Yes
Will this course be taught asynchronously?:	No
Course Control Number (CB00) :	CCC000207721
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:	<p>CABOT 105 teaches students to create effective documents in appropriate styles and formats. These documents include business letters, memos, e-mail messages, telephone messages, and other written communications typically generated by an employee in an entry-level position. Students also prepare short original essays responding to rhetorical works in the fields of business and economics.</p>
Justification:	Mandatory Revision
Academic Career:	<ul style="list-style-type: none"> Credit
Mode of Delivery:	No value
Author:	No value
Course Family:	No value

Academic Senate Discipline

Primary Discipline:	<ul style="list-style-type: none"> Office Technologies (Secretarial skills, office systems, word processing, computer applications, automated office training)
Alternate Discipline:	<ul style="list-style-type: none"> Business
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

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

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

Laboratory	0
Studio	0
Total	54

Course Out-of-Class Hours

Lecture	108
Laboratory	0
Studio	0
Total	108

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**Prerequisite**

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.

Outcomes

- Produce cohesive and grammatically correct sentences for business documents
- Create and edit a variety of business documents, revise for mailability with at least 70 percent accuracy
- Revise poorly written sentences by using appropriate proofreading marks;

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	Lecture
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Methods of Instruction	Demonstrations
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Methods of Instruction	Discussion
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Methods of Instruction	Multimedia
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Methods of Instruction	Collaborative Learning
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Out of Class Assignments

Writing assignments

- memorandums
- business letters
- email messages for various business-related purposes
- application to several different fields of business

Methods of Evaluation

Rationale

Exam/Quiz/Test	Quizzes
Exam/Quiz/Test	Midterm examination
Exam/Quiz/Test	Final examination

Textbook Rationale

No textbook that meets the class's needs is available now.

Textbooks				
Author	Title	Publisher	Date	ISBN
Sabin, William	The Gregg Reference Manual: A Manual of Style, Grammar, Usage, and Formatting	McGraw-Hill	2011	978-0073397108
VanHuss, Susie	Basic Letter & Memo Writing	Mason: Thomson/South-Western	2005	0-538-72783-7
Other Instructional Materials (i.e. OER, handouts)				
No Value				

Learning Outcomes

Course Objectives

Solve problems and accomplish tasks through written communication.

Initiate entry-level correspondence and respond to correspondence initiated by others.

Evaluate and critique composition per standards of effective business writing.

Paraphrase and summarize information.

Formulate summaries and opinions as essay responses to works in business-related fields.

Proofread, edit, and revise composition.

Use library databases to gather research materials related to a business topic.

Identify parts of a business letter.

Compose entry-level correspondence and respond to correspondence initiated by others.

Choose appropriate business language designed to enhance human relations and build goodwill.

SLOs

Create and format documents commonly used for communication in business.

Expected Outcome Performance: 70.0

MOA Medical Front Office Certificate	Achieve a minimum speed of 25 words per minute
MOA Medical Front Office A.S. Degree	Achieve a minimum speed of 25 words per minute
MOA Medical Front Office - Certificate	Acquire the basic communication skills.
MOA Medical Front Office - A.S. Degree Major	Acquire the basic communication skills.
ILOs Core ILOs	Analyze and solve problems using critical, logical, and creative thinking; ask questions, pursue a line of inquiry, and derive conclusions; cultivate creativity that leads to innovative ideas. Demonstrate depth of knowledge in a course, discipline, or vocation by applying practical knowledge, skills, abilities, theories, or methodologies to solve unique problems.
ACCTG Accounting	Compose entry-level correspondence and respond to correspondence initiated by others.
ACCTG Accounting	Compose entry-level correspondence and respond to correspondence initiated by others.
CABOT General Office - A.S. Degree Major	Perform basic operations in Word, Excel, Access, and PowerPoint; compose entry-level correspondence using appropriate business language and cohesive, grammatically correct sentences; become familiar with Global information systems and be able to sign on to an account and use common utilities including e-mail, Gopher, and Web browsers to search a variety of databases for information.
CABOT General Office - Certificate	Perform basic operations in Word, Excel, Access, and PowerPoint; compose entry-level correspondence using appropriate business language and cohesive, grammatically correct sentences; become familiar with Global information systems and be able to sign on to an account and use common utilities including e-mail, Gopher, and Web browsers to search a variety of databases for information.
ACCTG Bookkeeping - A.S. Degree Major	Set-up and process a company's accounting information and Payroll System Through the use of computers.
ACCTG Bookkeeping - Certificate	Set-up and process a company's accounting information and Payroll System Through the use of computers.
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.
BUSAD Entrepreneurship/Small Business	Understand and apply the business skills necessary to start or manage a successful small business.
BUSAD General Business - Certificate	Understand and apply the four P's of marketing, business law, investments, management, and marketing.

BUSAD General Business - A.S. Degree Major	Understand and apply the four P's of marketing, business law, investments, management, and marketing.
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.
ILOs General Education	communicate clearly and logically in writing, speech, and other media as appropriate
CABOT Business Information Worker (BIW)	produce basic business correspondence and reports with appropriate formatting using Word,
Assist visually-impaired individuals to create, save, modify and print a document using a word processing program and/or appropriate assistive technology.	
Expected Outcome Performance: 70.0	
MOA Medical Front Office Certificate	Achieve a minimum speed of 25 words per minute Acquire basic communication skills
MOA Medical Front Office A.S. Degree	Achieve a minimum speed of 25 words per minute Acquire 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 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 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.
ILOs General Education	communicate clearly and logically in writing, speech, and other media as appropriate
CABOT Business Information Worker (BIW)	discuss computer equipment and programming system needs,

Describe the basic communication process and the impact of new technologies on the communication process.

Expected Outcome Performance: 70.0

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MOA Medical Front Office A.S. Degree	Achieve a minimum speed of 25 words per minute Acquire basic communication skills
MOA Medical Front Office - Certificate	Acquire the basic communication skills. Use appropriate computer programs to key basic documents and to navigate the Internet.
MOA Medical Front Office - A.S. Degree Major	Acquire the basic communication skills. Use appropriate computer programs to key basic documents and to navigate the Internet.
ILOs Core ILOs	Communicate clearly, ethically, and creatively; listen actively and engage respectfully with others; consider situational, cultural, and personal contexts within or across multiple modes of communication.
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ILOs General Education	communicate clearly and logically in writing, speech, and other media as appropriate

Create and use templates to streamline the writing process for business documents.

Expected Outcome Performance: 70.0

MOA Medical Front Office Certificate	Achieve a minimum speed of 25 words per minute
	Acquire basic communication skills
	Earn the specialized medical terminologies needed to complete appropriate forms in preparing, maintaining/filing, and charting medical records including insurance claims
MOA Medical Front Office A.S. Degree	Achieve a minimum speed of 25 words per minute
	Acquire basic communication skills
	Earn the specialized medical terminologies needed to complete appropriate forms in preparing, maintaining/filing, and charting medical records including insurance claims
MOA Medical Front Office - Certificate	Acquire the basic communication skills.
	Use appropriate computer programs to key basic documents and to navigate the Internet.
MOA Medical Front Office - A.S. Degree Major	Acquire the basic communication skills.
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CABOT Business Information Worker (BIW)	produce basic business correspondence and reports with appropriate formatting using Word,

Course Content

Lecture Content

Review of Sentences and Paragraphs (18 hours)

- Grammar and punctuation
- Internal structure
- Patterns
- Common composition errors

The Communication Process (8 hours)

- Basic principles of communication
- Obstacles to effective communication
- The impact of automated technology on communication

Types and Formats of Business Messages (6 hours)

- Letters
- Memos
- E-mail messages

Organizing, Composing, and Revising Business Messages (16 hours)

- Routine business messages
- Negative messages
- Persuasive/Sales messages
- Goodwill and special messages

Summarizing and Paraphrasing Business Materials (6 hours)

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 Value

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.