



OFFICE MANAGEMENT

Course Syllabus

3-0-3.0

Date: 11/29/11

COURSE NUMBER: MGT 110

PREREQUISITE(S): AOT 134 with a minimum grade of “C”

CO-REQUISITE(S): CPT 101 with a minimum grade of “C”

COURSE DESCRIPTIONS

This course is a study of various approaches to office organization and management, personnel selection and training and ergonomics in the modern office. Additional topics will include leadership, decision making and motivation skills as well as work force diversification issues.

TEXTBOOK(S): Odgers, Pattie. Administrative Office Management, 13th edition, Cincinnati; South-Western Educational Publishing, 2005. **ISBN: 0-538-43857-6.**

REFERENCE(S): None

OTHER REQUIRED MATERIALS, TOOLS, AND EQUIPMENT: Computer with Internet access, Internet Explorer 5.0 or higher or other current browser, Java, word processing software (must be able to save Word format), and anti-virus software.

Storage media – hard drive or USB jump drive

METHOD OF INSTRUCTION:

This course will be taught via the Internet using online lecture notes, discussion board, and electronic messaging. Students are expected to read each assigned textbook chapter. Assignments should be submitted to the instructor through students' Blackboard accounts. Assignments and tests are due according to the course calendar. **NO LATE WORK IS ACCEPTED! NO MAKE-UP TESTS WILL BE GIVEN.**

<u>GRADING SYSTEM:</u>	90	-	100	=	A
	80	-	89	=	B
	70	-	79	=	C
	60	-	69	=	D
	Below	-	60	=	F

The standard mathematical procedure of rounding will be applied to arrive at a whole number percentage in final grade calculation.

<u>GRADE</u>	Tests	=	40%
<u>CALCULATION</u>	Projects	=	35%
<u>METHOD:</u>	Discussion Topics	=	25%
		=	<u>100%</u>

CONFIDENTIALITY: All students' e-mail addresses may be available to other students in the class. Although some assignments in an online course may encourage or require peer communication, the instructor will make every effort to protect the confidentiality of any personal communication (for example, grades). However, you should recognize that e-mail and other electronic media are not secure; there is no guarantee of the privacy of your e-mail or other personal information.

APPROPRIATE ONLINE BEHAVIOR: The use of Spartanburg Community College's website, e-mail service or course management software for creation and/or distribution of material not pertaining to course participation is prohibited and is grounds for dismissal according to College policy under "disruptive behavior." Such actions, include, but are not limited to:

- Inappropriate use of email and discussion boards for:
 - ✓ Harassment
 - ✓ Unlawful solicitation
 - ✓ "Spamming"
 - ✓ "Flaming"
- Use of online editing tools within the course management software to:
 - ✓ Create offensive material
 - ✓ Link to inappropriate materials

**ATTENDANCE
POLICY:**

An electronic e-mail is required from each student to the instructor by the end of the drop/add period. At this time the Instructor will drop the student from the course if it is not received.

Instructors maintain attendance records. However, it is the student's responsibility to withdraw from a course. A student who stops attending the online class and fails to initiate a withdrawal will remain on the class roster. *With this in mind, for every assignment, test or exam not completed while still enrolled in the course the student will receive a grade of zero and the final course grade will be calculated accordingly.*

Withdrawal Policy: During the first 75% of the course, a student may initiate withdrawal and receive a grade of W. A student cannot initiate a withdrawal during the last 25% of the course. Extenuating circumstances require documentation and approval by the appropriate department head and academic dean.

**ACADEMIC
CONDUCT:**

ACADEMIC DISHONESTY: Students are expected to uphold the integrity of the College's standard of conduct, specifically in regards to academic honesty. All forms of academic dishonesty including, but not limited to, cheating on assignments/tests, plagiarism, collusion, and falsification of information will call for disciplinary action. Disciplinary action imposed may include one or more of the following: written reprimand, loss of credit for assignment/test, termination from course, and probation, suspension, or expulsion from the College. For further explanation of this and other conduct codes, please refer to the Student Handbook.

**CLASS/LAB
PROCEDURES:**

This class is a study of the basic skills necessary to manage an office. The textbook is a learning resource. It is the responsibility of the student to read and follow each assigned chapter, reference the material available on the web site, post answers to the discussion topics, utilize any online reference materials available, submit required assignments and contact the instructor with any questions or concerns.

It is your responsibility to insure that you have the technical skills and that your hardware/software remains in operating

condition in order for you to complete the course. Personal computer problems are **NOT** a valid reason for failure to meet course requirements. Computer labs are available on the SCC campus and should be used as needed.

The Learning Center, located in the rooms E-2 & E-5 of the East Building, provides computers for your use. Check the website <http://www.sccsc.edu/resources/tutoring/tlc> or call 592-4968 for current semester operating hours.

ACCOMMODATIONS: Students who need special accommodations in this class because of a documented disability should notify Student Disability Services by calling (864) 592-4818, toll-free 1-800-922-3679; via email through the SCC web site at www.sccsc.edu/resources/disabilities; or by visiting the office located in the East Building Room 30-B on the SCC Central campus. Contacting Student Disability Services early in the semester gives the College an opportunity to provide necessary support services and appropriate accommodations.

PROGRAM DIRECTOR

Mr. Peter Stone
592-4694
stonep@sccsc.edu

PROGRAM CHAIR

Mrs. Karen Ravan
592-4840
ravank@sccsc.edu

COURSE OUTCOMES & OBJECTIVES: Upon satisfactory completion of this course, the student will be able to:

- I. Identify and discuss the evolution of management practices
 1. Identify the functions of management
 2. Examine the different schools of management thought
 3. Describe the changes in the traditional office

- II. Describe ways to handle administrative management challenges
 - 1. Identify challenges that affect administrative managers
 - 2. Describe ways to manage the “Infotech” worker
 - 3. Discuss staying motivated as a manager
 - 4. Identify the manager’s needed skill set
- III. Discuss emerging elements impacting administrative management practices
 - 1. Examine workplace trends
 - 2. Identify the look of current organizations
 - 3. Examine the reshaping of organizational charts
 - 4. Discuss alternative work styles
 - 5. Discuss networking and the virtual environment
- IV. Discuss steps management can take to establish an ethical workplace
 - 1. Define workplace ethics
 - 2. Describe corporate values
 - 3. Discuss the importance of open communications
 - 4. Explain ethical-awareness training
- V. Discuss management of human resources in the workplace
 - 1. Identify laws that affect HR management
 - 2. Examine on-the-job practices such as recruitment, selection, orientation, training, and performance appraisals
 - 3. Explain employee compensation and recognition practices
 - 4. Discuss handling of layoffs and terminations
 - 5. Examine health-related issues
- VI. Illustrate the importance of practicing leadership and communication skills
 - 1. Describe effective leadership
 - 2. Examine the communication process used in the workplace
 - 3. List essential workplace communication basics
 - 4. Discuss intercultural communication

5. Examine the nature of groups and team-building
 6. Identify methods for conflict resolution
- VII. Design an office layout and plan efficient workflow
1. Discuss proper usage of work space
 2. Define ergonomics
 3. Explain office work hazards
 4. Examine the need for office safety
 5. Discuss manual versus automated workflow
 6. Identify points of importance within the office that are related to ergonomics
- VIII. Describe to the class how a successful office manager would handle a typical on-the-job situation
1. Present solutions to give scenarios to the class through the discussion board