

**NORTHEASTERN TECHNICAL COLLEGE  
COURSE OUTLINE**

<b>COURSE:</b> MGT	<b>PREFIX NO.</b> 110	<b>EFFECTIVE DATE</b> May 2008	<b>NEXT REVIEW DATE</b> May 2009		
<b>TITLE:</b> Office Management		<b>CREDITS</b> 3	<b>CONTACTS</b>		
			<b>CLASS</b>	<b>LAB</b>	<b>TOTAL</b>
			3	0	3

**PREREQUISITES:** None

**DESCRIPTION:** This course is a study of various approaches to office organization and management, personnel selection and training, and ergonomics in the modern office.

**TEXTBOOK(S) OR ALTERNATIVE:** Administrative Office Management, 13<sup>th</sup> edition, copyright 2005, Pattie Odgers, South-Western Educational Publishing.

**MATERIALS (specifying those to be purchased by student):** Textbook

**COLLATERAL READING:** NONE

**CLASS MANAGEMENT ACTIVITIES (Attendance, tardies, testing, etc.):**

Academic Honesty:

During a test, as well as on any written assignment, paper, or project, anyone determined to be exchanging information or copying someone else's work will be given a grade of "0" on that work and will face further disciplinary action. Collusion is defined as the unauthorized collaboration with any other person in preparing work offered for credit. This, as well as plagiarism, the appropriation of any other person's work and the unacknowledged incorporation of that work in one's own work offered for credit, will also be subject to a grade of "0" on the work and further disciplinary action. Please refer to the "Student Code Book", "Academic Dishonesty" section, pp. 9-10.

Absences:

Twenty percent (20%) of total class hours will be the maximum amount allowed. There are no excused absences except those verified by other instructors for field trips or school related assignments. A student with a doctor's excuse will be able to make up missed work, but the absence is still counted toward the twenty percent.

Make-up Tests:

Make-up tests will be given at the discretion of the

instructor. This will require the student to give a valid reason for missing the test and must be requested in advance. Any missed test will be put in the Success Center to be made up. The test should be made up within one week or it can be dropped a letter grade.

Tardies:

A student is tardy if he/she arrives for class after the instructor has checked the class roll. Three tardies count as one absence. Any student who shows up for class more than ten minutes late will be counted as absent for that class.

Assigned Work:

If an assignment is given to the class while a student is absent, he/she is required to turn in the work on the first day back in class.

Classroom Etiquette:

An integral part of an education is developing a sense of integrity and responsibility not only toward ourselves but also towards others. In the classroom, as on the job or in your home, exhibiting appropriate behavior reflects on your maturity. Arriving late to class, being unprepared, inappropriate talking while class is in session, etc., negatively reflect on you and your fellow students. Please be considerate.

Student ID: It is **Mandatory** for students to wear his/her ID badge at all times on the Cheraw campus. You may get a temporary ID in the Student Services Office.

**RESOURCES (A-V, persons, tools/equipment):**

Lecture  
Cases  
Discussion

**COURSE TOPICAL OUTLINE (List topics and sub-topics of course) and Calendar or approximate length of time devoted to topic.**

Part One	Identifying Basic Concepts and Trends	Ch. 1-5
Part Two	Managing Human Resources In The Workplace	Ch. 6-10

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Part Three Practicing Leadership And Communication Skills Ch. 11-  
14

Part Four Managing Essential Administrative Services Ch. 15-  
17

Part Five Managing Workplace Systems And Technology Ch. 18-  
20

**OBJECTIVES OF COURSE:**

Building upon the fundamentals of management, this course looks at the humanistic approach to managing and supervising staff in an office environment. Basic principles of problem-solving, systems thinking, productivity evaluation, and technology applications are provided, along with profiles of real-world managers.

**INSTRUCTIONAL METHODS TO COMPLETE OBJECTIVES:**

Lecture  
Discussion  
Cases  
Internet

**EVALUATIVE METHODS TO APPRAISE OBJECTIVES:**

Objective tests, each one covering 2-3 chapters, will be given. There will be approximately six objective tests given.

Written Objective Test ..... 80%  
Assignments/Projects ..... 20%

**GRADING SCALE:**

93 - 100 = A  
85 - 92 = B  
77 - 84 = C  
70 - 76 = D  
Below 70 = F