

**NORTHEASTERN TECHNICAL COLLEGE
COURSE OUTLINE**

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| COURSE: MGT | PREFIX NO. 110 | EFFECTIVE DATE May 2007 | NEXT REVIEW DATE May 2007 | | |
| TITLE: Office Management | | CREDITS 3 | CONTACTS | | |
| | | | CLASS | LAB | TOTAL |
| | | | 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, 13th 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 will 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.

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.

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|------------|--|-----------|
| Part One | Identifying Basic Concepts and Trends | Ch. 1-5 |
| Part Two | Managing Human Resources In The Workplace | Ch. 6-10 |
| Part Three | Practicing Leadership And Communication Skills | Ch. 11-14 |
| Part Four | Managing Essential Administrative Services | Ch. 15-17 |

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