

# H. COUNCILL TRENHOLM STATE COMMUNITY COLLEGE

## COURSE SYLLABUS

Spring Term, 2018  
Office Administration Program

**COURSE NUMBER AND NAME:** SET 217 Office Management (Hybrid)

**MEETING DAYS/TIMES:** Tu./Thurs. 10:00 – 11:30 a.m.

**COURSE LOCATION:** MCCTEC Annex, Room 107

**INSTRUCTOR'S NAME:** Mr. William C. Turner

**OFFICE HOURS AND LOCATION:** Posted on Office Door/MCCTEC Annex Rm. 107

**TELEPHONE NUMBER:** 334-724-1236

**E-MAIL ADDRESS:** wturner@trenholmstate.edu

**COURSE DESCRIPTION:** This course is designed to develop skills necessary for supervising office functions. Emphasis is on achieving the goals of business in a culturally diverse workplace, office organization, teamwork, workplace ethics, office politics, and conflict-resolution. Upon completion, the student should be able to demonstrate skills needed to effectively supervise people and technology in the modern office.

**CREDIT HOURS:** 3 **CONTACT HOURS:** 3

**PREREQUISITE:** None

**REQUIRED MATERIALS** (*Student's responsibility – Students will not be allowed to participate in this course without these required materials.*):

**REQUIRED TEXTBOOK:** Essentials of Management, 9th Edition, Andrew J. DuBrin, South-Western (Cengage Learning), 2012.

**OTHER REQUIRED MATERIALS:** Flash drive, notebook, paper, pencil, pen

**REQUIREMENTS FOR LAB/SHOP/CLINICAL PARTICIPATION:** none

**COURSE PARTICIPATION POLICY:** According to the college attendance policy (see college catalog), students must demonstrate a minimum level of participation to receive college credit for a course. For online students, this means attending class on campus three times (course orientation, midterm exam, and final exam) and weekly, active participation at the course website. Active participation is demonstrated by contributions to online class discussion forums, chats, or virtual classroom sessions and the completion of all online homework, quizzes, and/or tests that are due for the week. Failure to actively participate in the course for any three weeks (consecutive or not) will result in an unofficial withdrawal from the course!

**For traditional students, the following attendance policy applies:**

Each student is expected to participate in all assigned course activities. In order to receive credit for the course, a student must attend 85% of the scheduled class meetings. Prior to 70% of the term being completed, instructors must unofficially withdraw (drop) students who are absent in excess of

15% of the scheduled class meetings. Any combination of three tardies or early exits will count as one missed class meeting. No absences are excused except those due to official military orders or jury duty. Students should submit documentation for excused absences in advance to prevent an instructor-initiated withdrawal.

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**Maximum Number of Absences Allowed**

Class Meetings Per Week	Allowed Absences Fall or Spring Semester	Allowed Absences Summer Semester
1	2	1
2	5	3
3	7	4
4	10	6
5	12	7
6	14	9

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If a student officially withdraws or is unofficially withdrawn (breaks the Attendance Policy) prior to 70% of the term he/she will receive a "W". After 70% of the term has been completed, a student who breaks the attendance policy will not be allowed to make up any missed work unless he/she receives prior approval from the instructor. A student will not be issued an "I" based on absences; instead, a student will receive the grade he/she earns, with a grade of "0" being given for any homework, exam, project, or other assignment not completed. Final grades will be calculated based on all assignments required, regardless of whether or not the student has completed those assignments. Thus, a student who fails to attend class after the "W" grade can no longer be issued will earn the grade of "0" for assignments due on days when he/she does not attend.

**STUDENT LEARNING OUTCOMES:** A student who successfully completes this course should be able to:

1. Explain the term manager, and identify different types of management.
2. Explain good leadership and communication skills.
3. Demonstrate an understanding of managing human resources in the workplace.
4. Apply knowledge of alternative work styles.
5. Describe changes in the traditional office workplace caused by advances in modern technology.
6. Apply the traditional elements of management and their functions.

**EVALUATION:** Students will be evaluated on their achievement of the identified Student Learning Outcomes with the following assessments:

- A. Demonstrate the ability to manage an organization effectively, and make tactical and strategic decisions that are profitable.
  1. Determine the characteristics of effective leaders.
  2. Recognize characteristics of an ethical organization and ethical employees.
  3. Identify and utilize effective communication techniques.
  4. Use effective stress and time management techniques.
  5. Develop management skills.
  6. Develop decision making and problem-solving skills through mastering real office management job case study situations.

**GRADING:** The final grade for this course will be calculated according to the following criteria:

Daily Assignments	10%
Test (Mid-Term & Final)	30%
Administrative Portfolio/Research Project	25%
Oral Presentations/Case Studies	25%
Work Ethics	10%
Total	100%

Final letter grades for the course will be assigned according to the following scale:

Letter Grade	Scale	Letter Grade	Scale
A	90-100	F	50-59
B	80-89	W	N/A
C	70-79	I	N/A
D	60-69		

**MAKE UP WORK:** Absences, whether excused or not, do not relieve students of the responsibility for assignments and/or material covered during classes missed. Instructors are not obligated to re-cover material, re-issue assignments, or give make up tests due to a student's absence.

**LIBRARY RESOURCES AND ASSIGNMENTS:** The college library will serve as an important resource for graded research assignments for this and other classes offered by the College. The Trenholm State Community College library is located on the 1<sup>st</sup> floor of the Library Tower at 3086 Mobile Highway. A branch of the library is located on the Patterson campus in room 101E of Building E. You can visit the library's website by clicking on the link on the college website homepage or by going directly to the website through your internet browser by typing in the following address:

<http://www.trenholmstate.edu/academics/college-library.cms>

**MIDTERM REVIEW:** Students will meet with the instructor at midterm to review their grades for the course. Any student who has below a "C" average will work with the instructor to develop a plan for improving that class average.

**DISCLAIMER:** The course syllabus provides a general plan for the course; changes may be necessary pending intervening circumstances that in the judgment of the instructor require the addition or deletion of material and/or assignments. Any changes shall be communicated to the students in a timely manner.

### **DEPARTMENTAL/INSTRUCTOR CLASS POLICIES**

The following policies have been adopted by the instructor of the course and/or the academic department to make the class environment as conducive to learning as possible. These policies are designed to ensure that all students are treated equitably and held to standards that will adequately prepare them for further academic study and/or professional success.

1. All class assignments including homework and computer lab/projects are due at the beginning of class on the specified date. Late assignments will be lowered one full grade and will not be accepted beyond one week of the original due date.
2. Students are responsible for the study of all assigned topics in the class. The Instructor is not responsible for reviewing any material, and administering any make-up test, or reissuing assignments missed due to the student being absent. Students are encouraged to bring to the instructor any unresolved problems.
3. Students are NOT allowed to eat, drink, chat on-line, or disturb in any way instruction\study in the classroom or computer lab. Cellular phones and pagers are NOT to be used in class, if you have them they must remain OFF or on vibrate the entire class period; also, children are NOT allowed in class.
4. It is the responsibility of the student to complete satisfactorily all homework assignments.

## **INSTITUTIONAL POLICIES**

### **DISABILITY POLICY**

H. Council Trenholm State Community College complies with the provisions of the Americans with Disabilities Act (ADA) of 1990, which makes it illegal to discriminate against individuals with disabilities in employment, public accommodations, public services, transportation, and telecommunications.

It is the policy of H. Council Trenholm State Community College to provide special assistance and accommodations to those students who require assistance in testing, course and program planning, and registration. If you have any type of disability that may require accommodations to succeed in this course or this program, it is your responsibility to inform your instructor and/or the ADA Coordinator so that you and he or she can plan for such accommodations. You may inform your instructor after class, or you may contact the ADA coordinator on your campus.

### **SEXUAL HARASSMENT POLICY**

H. Council Trenholm State Community College affirms its commitment to ensuring an environment for all employees and students which is fair, humane, and respectful. Therefore, the College will not tolerate any verbal or physical conduct that constitutes sexual harassment of any employee or student. Such behaviors are prohibited by Federal regulations, which state:

“Harassment on the basis of sex is a violation of Section 703 of Title VII. Unwelcome sexual advances, requests for sexual behaviors, and other verbal or physical conduct of a sexual nature constitute sexual harassments when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) such conduct has the purpose or effect of substantially interfering with an individual’s work performance or creating an intimidating, hostile, or offensive working environment.”

H. Council Trenholm State Community College deprecates such conduct as an abuse of authority, and thus it is an official institutional policy that sexual harassment of employees and/or students will not be tolerated. The College accepts the proposition that sexual harassment, like any civil rights violation, generates a harmful environment. The administration of the College will act positively to investigate alleged harassment and to effect remedy when an allegation is determined to be valid.

Complaints about sexual harassment should be registered in the office of the Title IX Coordinator on your campus.

### **ACADEMIC DISHONESTY POLICY**

The primary goal of H. Councill Trenholm State Community College is the promotion of an atmosphere conducive to studying and learning. Those conditions and actions that encourage scholarship are applauded; those conditions and actions that deter or discourage intellectual growth and development are deplored. Therefore, 'Academic Dishonesty' is defined as follows:

1. Cheating on an exercise, test, problem, practice or examination submitted by a student to meet course requirements. Cheating includes, but is not limited to: the use of unauthorized aids (such as crib sheets, written materials, drawing, etc.); copying from another student's work; soliciting, giving and/or receiving unauthorized aid orally or in writing; or similar action contrary to the principles of academic honesty.
2. Plagiarism on an assigned paper, theme, report or other material submitted to meet course requirements. Plagiarism is the act of using, in one's own work, the work of another without indicating that source.
3. Use of tests or papers prepared by commercial or non-commercial agents and submitted as a student's own work.

Charges of academic dishonesty made against a student by a faculty member must follow the principles of due process. Faculty members must bring charges against a student in writing. A faculty member shall not give the grade 'F' or any punitive punishment for academic dishonesty unless guilt is established through the due process procedure.

### **WORK ETHICS PROGRAM**

Trenholm State Community College promotes employability skills in its students through participation in the Work Ethics Program. Business and industry leaders have identified essential work ethics that should be taught and practiced in order to develop a viable and effective workforce. The ten work ethics traits identified are stated below.

1. **Attendance:** Attends class, arrives/leaves on time; notifies instructor in advance of planned absences; and makes up assignments punctually.
2. **Character:** Displays loyalty, honesty, trustworthiness, reliability, dependability, initiative, self-discipline, and self-responsibility.
3. **Teamwork:** Respects rights of others; is a team worker; is cooperative; is assertive; displays customer service attitude; seeks opportunities for continuous learning; and displays mannerly behavior.
4. **Appearance:** Displays appropriate dress, grooming, hygiene, and etiquette.
5. **Attitude:** Demonstrates a positive attitude; appears self-confident; and has realistic expectations of self.
6. **Productivity:** Follows safety practices; conserves materials; keeps work area neat and clean; and follows directions and procedures.

**7. Organizational Skills:** Manifests skill in personal management, time management, prioritizing, flexibility, stress management, and dealing with change.

**8. Communication:** Displays appropriate nonverbal and verbal skills.

**9. Cooperation:** Displays leadership skills; appropriately handles criticism and complaints; demonstrates problem-solving capability; maintains appropriate relationships with supervisors and peers; and follows chain of command.

**10. Respect:** Deals appropriately with cultural/racial diversity and does not engage in harassment of any kind.

## **WORK ETHICS EXPECTATIONS FOR STUDENTS**

As a student you are expected to:

- ❖ Attend each scheduled class period and be in class on time.
- ❖ Complete assignments on time.
- ❖ Prepare for class by reading assignments, completing homework, and bringing to class all necessary supplies and/or equipment. Evidence of this will be class presentation, instructor observations, lab assignments, and testing and evaluation.
- ❖ Demonstrate proper use of time by beginning and ending work as expected, observe policies on break and lunch periods, and use work time appropriately.
- ❖ Encourage and facilitate cooperation, pride, trust, and group identity as well as foster commitments and team spirit.
- ❖ Display a high level of effort and commitment to performing work, operate effectively within the defined structure, and demonstrate trustworthiness and responsible behavior.
- ❖ Participate in activities by contributing to class discussions, completing assignments, and being involved in lab activities.
- ❖ Observe established policies on safety and notify proper authorities of circumstances or situations that present potential safety hazards.
- ❖ Use all equipment and tools in a safe and proper manner. Do not use or knowingly permit others to use tools and equipment improperly.
- ❖ Present a neat, clean appearance, dress appropriately, practice personal hygiene, and wear clothing suitable to the job task and environment based on customers served.
- ❖ Communicate accurate information to others in a professional and courteous manner, convey a willingness to assist, work to resolve conflicts and to identify solutions in which all parties benefit, and demonstrate concerns for treating people fairly and equitably.
- ❖ Display a willingness to cooperate and accept constructive feedback. Treat your instructor and classmates with respect, courtesy and tact.

## STATEMENT OF RECEIPT BY STUDENT

I certify that my instructor has provided me with a copy of the syllabus for this course. I certify that I have been advised of the course content and course requirements; Additionally, I certify that I have read the course participation, disability, sexual harassment, and academic dishonesty policies.

OAD 217 – Office Management

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Student's Name (please print legibly)

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Course Number/ Course Name

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Student's Signature

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Date

## **INSTRUCTIONAL GOALS**

- **Cognitive** – Comprehend principles and concepts related to office management.
- **Psychomotor** – Apply principles and concepts of office management.
- **Affective** – Value the importance of adhering to policy and procedures related to office management.



## STUDENT LEARNING OUTCOMES

MODULE A – MANAGEMENT AND THEIR FUNCTIONS		
PROFESSIONAL COMPETENCIES	PERFORMANCE OBJECTIVES	KSA
A1.0 Apply the traditional elements of management and their functions	A1.1 This competency is measured cognitively.	B
LEARNING OBJECTIVES		KSA
A1.1.1 Define the role of management in the workplace.		B
A1.1.2 Identify the five schools of management thought.		B
A1.1.3 Define the levels of management.		B
A1.1.4 Define skills needed by administrative managers.		B
A1.1.5 Define the principles of management.		B
A1.1.6 Explain the impact of the changing office environment.		C
<b>MODULE A OUTLINE:</b>		
<ul style="list-style-type: none"> <li>• Role of management in the workplace</li> <li>• Five schools of management thought               <ul style="list-style-type: none"> <li>○ Classical School</li> <li>○ Behavioral School</li> <li>○ Management Science</li> <li>○ Quality Management</li> <li>○ Systems School</li> </ul> </li> <li>• Levels of Management               <ul style="list-style-type: none"> <li>○ Top Level</li> <li>○ Middle Level</li> <li>○ Supervisory (First-line management) Level</li> </ul> </li> <li>• Administrative Skills               <ul style="list-style-type: none"> <li>○ Conceptual Skill</li> <li>○ Human Skill</li> <li>○ Technical Skill</li> </ul> </li> <li>• Functions of Management               <ul style="list-style-type: none"> <li>○ Planning</li> <li>○ Organizing</li> <li>○ Leading</li> <li>○ Controlling</li> </ul> </li> <li>• Changing Office Environment</li> </ul>		

MODULE B – CHANGES IN THE TRADITIONAL OFFICE		
PROFESSIONAL COMPETENCIES	PERFORMANCE OBJECTIVES	KSA
B1.0 Describe changes in the traditional office workplace caused by advances in modern technology.	B1.1 This competency is measured cognitively.	C
LEARNING OBJECTIVES		KSA
B1.1.1 Describe various ways the administrative professional's job has changed.		C
B1.1.2 Describe effects of office automation on traditional roles of managers and support personnel.		C
B1.1.3 Compare and contrast productivity in the traditional versus the modern automated electronic office.		C
B1.1.4 Describe electronic information sharing.		B
B1.1.5 Define leadership, team building, multitasking, and project management skills.		B
B1.1.6 Compare information literacy, workplace literacy, global literacy, and cultural literacy.		C
<b>MODULE B OUTLINE:</b> <ul style="list-style-type: none"> <li>• Administrative changes</li> <li>• Management and Support personnel changes</li> <li>• Traditional vs. Modern Electronic Office</li> <li>• Electronic Information Sharing</li> <li>• Leadership <ul style="list-style-type: none"> <li>○ Team building</li> <li>○ Multitasking</li> <li>○ Project management</li> </ul> </li> </ul>		

MODULE C – ALTERNATIVE WORK STYLES		
PROFESSIONAL COMPETENCIES	PERFORMANCE OBJECTIVES	KSA
C1.0 Apply knowledge of alternative work styles.	C1.1 This competency is measured cognitively.	A
LEARNING OBJECTIVES		KSA
C1.1.1 Define flextime.		A
C1.1.2 Define compressed workweek.		A
C1.1.3 Define job sharing.		A
C1.1.4 Define telecommuting.		A
C1.1.5 Define temporary employees/permatemps.		A

C1.1.6 Define transactional employment.	A
C1.1.7 Define outsourcing.	A
<b>MODULE C OUTLINE:</b> <ul style="list-style-type: none"> <li>• Flextime</li> <li>• Compressed Workweek</li> <li>• Job Sharing</li> <li>• Telecommuting</li> <li>• Temporary employees/permanent temps</li> <li>• Transactional employment</li> <li>• Outsourcing</li> </ul>	

<b>MODULE D – HUMAN RESOURCE MANAGEMENT</b>		
<b>PROFESSIONAL COMPETENCIES</b>	<b>PERFORMANCE OBJECTIVES</b>	<b>KSA</b>
D1.0 Demonstrate an understanding of managing Human Resources in the workplace.	D1.1 This competency is measured cognitively.	B
<b>LEARNING OBJECTIVES</b>		<b>KSA</b>
D1.1.1 Describe legislation that affects the employment process.		C
D1.1.2 Describe on-the-job employee practices such as employee appraisals and orientations.		A
D1.1.3 Explain the laws affecting human resource management.		B
D1.1.4 Describe unions and their functions.		B
D1.1.5 Explain legal aspects of termination and layoffs.		C
D1.1.6 Explain health-related and other workplace issues.		C
D1.1.7 Discuss the importance of corporate values, work ethics, and business etiquette.		B
<b>MODULE D OUTLINE:</b> <ul style="list-style-type: none"> <li>• Employment Legislation and Acts</li> <li>• On-the-job Employment Practices</li> <li>• Human Resource laws</li> <li>• Termination and layoffs</li> <li>• Health-related Workplace Issues</li> </ul>		

MODULE E – LEADERSHIP AND COMMUNICATION SKILLS		
PROFESSIONAL COMPETENCIES	PERFORMANCE OBJECTIVES	KSA
E1.0 Explain good leadership and communication skills.	E1.1 This competency is measured cognitively.	C
LEARNING OBJECTIVES		KSA
E1.1.1 Describe an effective leader relative to leadership characteristics, habits, attitudes, and styles.		C
E1.1.2 Distinguish between upward and downward communication networks.		B
E1.1.3 Explain how to run effective meetings.		c
E1.1.4 Describe types and characteristics of groups.		B
E1.1.5 Define stress and burnout.		B
E1.1.6 Describe features of time management such as prioritizing, interruptions, procrastination, and time wasters.		C
<b>MODULE E OUTLINE:</b> <ul style="list-style-type: none"> <li>• Leadership Characteristics</li> <li>• Upward and Downward Communication Networks</li> <li>• Effective Meetings</li> <li>• Groups</li> <li>• Stress and Burnout</li> <li>• Time Management <ul style="list-style-type: none"> <li>○ Prioritizing</li> <li>○ Interruptions</li> <li>○ Procrastination</li> <li>○ Time-wasters</li> </ul> </li> </ul>		

MODULE F – OFFICE ERGONOMICS		
PROFESSIONAL COMPETENCIES	PERFORMANCE OBJECTIVES	KSA
F1.0 Apply knowledge of ergonomics.	F1.1 This competency is measured cognitively.	B
LEARNING OBJECTIVES		KSA
F.1.1.1 Define ergonomics relative to the office.		B
F1.1.2 Describe occupational risks encountered in the office.		B
F1.1.3 Identify ways of recognizing and preventing computer injuries.		B
<b>MODULE F OUTLINE:</b>		
<ul style="list-style-type: none"> <li>• Ergonomics</li> <li>• Occupational Risks</li> <li>• Computer and Workplace Injuries</li> </ul>		

### LEARNING OUTCOMES TABLE OF SPECIFICATIONS

The table below identifies the percentage of learning objectives for each module. **Instructors should develop sufficient numbers of test items at the appropriate level of evaluation.**

	Facts/ Nomenclature A/a	Principles/ Procedures B/b	Analysis/ Operating Principles C/c	Evaluation/ Complete Theory D/d
Module A		83%	17%	
Module B		33%	67%	
Module C	100%			
Module D	14%	43%	43%	
Module E		50%	50%	
Module F		100%		

<b>Knowledge, Skills, and Attitudes (KSA) Indicators</b>			
	<b>Value</b>	<b>Key Word(s)</b>	<b>Definition</b>
<b>Performance Ability</b>	4	<b>Highly Proficient</b>	Performs competency quickly and accurately. Instructs others how to do the competency.
	3	<b>Proficient</b>	Performs all parts of the competency. Needs only a spot check of completed work.
	2	<b>Partially Proficient</b>	Performs most parts of the competency. Needs help only on hardest parts.
	1	<b>Limited Proficiency</b>	Performs simple parts of the competency. Needs to be told or shown how to do most of the competency.
<b>Knowledge of Skills</b>	d	<b>Complete Theory</b>	Predicts, isolates, and resolves problems about the competency.
	c	<b>Operating Principles</b>	Identifies why and when the competency must be done and why each step is needed.
	b	<b>Procedures</b>	Determines step-by-step procedures for doing the competency.
	a	<b>Nomenclature</b>	Names parts, tools, and simple facts about the competency.
<b>Knowledge</b>	D	<b>Evaluation</b>	Evaluates conditions and makes proper decisions about the subject.
	C	<b>Analysis</b>	Analyzes facts and principles and draws conclusions about the subject.
	B	<b>Principles</b>	Identifies relationship of basic facts and states general principles about the subject.
	A	<b>Facts</b>	Identifies basic facts and terms about the subject.
<b>Affective</b>	*5	<b>Characterization by Value</b>	Acting consistently with the new value
	*4	<b>Organization</b>	Integrating a new value into one's general set of values, giving it some ranking among one's general priorities
	*3	<b>Valuing</b>	Showing some definite involvement or commitment
	*2	<b>Responding</b>	Showing some new behaviors as a result of experience
	*1	<b>Receiving</b>	Being aware of or attending to something in the environment
<p><b>Alpha Scale Values</b> - Any item with an upper case letter (A, B, C, D) by itself is taught as general information on a topic. This information may be related to the competency or encompass multiple competencies. Examples might include mathematical computations or knowledge of principles such as Ohm's Law.</p> <p>A lower case letter indicates a level of "Knowledge of Skills." Individuals are taught information pertaining to performing a competency. These may be indicated alone or in conjunction with a numerical scale value. A lower case letter by itself indicates the individual is not required to perform the task-just know about the task. (example: Can state or explain procedures for doing a task).</p> <p><b>Numerical Scale Values</b> - The numbers reflect the levels the individual will be able to perform a competency. Number values are always accompanied by lower case letters (i.e. <b>1a, 2b, 3c</b>...etc.) in order to specify the level of knowledge of skills associated with the competency.</p> <p>Example: An individual with a competency with a scale indicator of 3b has received training of knowledge of skills whereby he or she can determine the correct procedures and perform with limited supervision; only requiring evaluation of the finished product or procedure.</p> <p>Asterisk items indicate desired affective domain levels and are used to indicate the desired level for a given competency. They may be used independently or with other indicators (i.e. 1a-*1, 2c-*3). If used with another indicator, separate with a hyphen.</p> <p><b>NOTE:</b> Codes indicate terminal values.</p>			