

COURSE INFORMATION

Course Prefix/Number:	MGT 110
Course Title:	Office Management
Lecture Hours/Week:	3.0
Lab Hours/Week:	0.0
Credit Hours/Semester:	3.0

DL ATTENDANCE/VA STATEMENT TEXTBOOK INFORMATION

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

COURSE COMPETENCIES: Upon successful completion of this course, the student should be competent to perform the following tasks.

Module 1 – Principles of Administrative Office Management

- Define the functions of administrative office management and describe some of the typical office activities.
- State and describe briefly the responsibilities, qualifications and educational background of the office manager.
- Describe the evolution of management theory.
- Define the organizational principles.
- Describe the common organizational structures and the advantages and disadvantages of each.
- Distinguish between centralized managerial authority and decentralized managerial authority.
- Identify the elements that constitute the communication process.
- Distinguish between small group and large group communication.
- Assess the nonverbal cues of communication and identify barriers to communication.
- List strategies of resolving conflict.

Module 2 – Management of the Office Environment

- List the most important factors to be dealt with during planning of office layout.
- Identify the factors to be considered in costing office space.
- Describe the open office concept.
- Discuss the principles of effective layout and list some tools used in preparing layout.
- Identify the components of a “healthy office”—lighting, color, air, etc.
- Describe the appropriate attitude towards energy conservation.
- Comment on the importance of office security.
- Demonstrate the selection of appropriate office equipment and office furniture.
- List the three methods of equipment maintenance.
- Determine which alternative (lease/buy) should be exercised in obtaining office furniture.

Module 3 – Management of Office Employees

- Compare the external and the internal sources of potential office employees.
- Describe the steps in the employee selection process.
- Identify the forms used in the selection process.
- Discuss what should be considered in the employee testing process.
- Reflect on the interviewing process.
- List the important federal legislation that effects employee selection.
- Explain the advantages of using a well-designed training program.
- Compare active and passive learning.
- List the factors to be considered when selecting training techniques.
- Explain the part that leadership plays in supervision.
- Define the five functions of supervision.
- Identify the characteristics and special skills of effective supervisors.
- Describe the special responsibilities of supervisors.

Module 4 – Analyzing and Evaluating Jobs and Administering Salaries of Office Employees

- Identify the benefits and uses of job analysis.
- Distinguish among the three methods of information collection.
- Describe an effective program for analyzing and evaluating office jobs.
- Differentiate between job description and job specification.
- Describe an effective program for analyzing and evaluating office jobs.
- Compare and contrast job evaluation techniques.
- List the common goals of a salary administration program.
- Discuss the factors that affect salary structure.
- Describe the characteristics of incentive pay.
- Distinguish among the legally required benefits and the other fringe benefits.

MINIMUM STANDARDS

A student with an overall average score of 60% or better will receive three hours credit for the course with a grade of “D”. An overall average score of 70% is a grade of “C”. Some programs including all business administration majors require a “C” to fulfill the requirements for the degree. Check the York Technical College Catalog and Handbook for grade requirements for particular majors.

COURSE REQUIREMENTS

Attendance

The attendance policy in the York Technical College Catalog and Handbook will be followed allowing a maximum of 20% absences during the semester.

Academic Integrity

The student is bound by the policies stated in the York Technical College Catalog and Handbook. Any student violating these policies will be subject to academic discipline.

Academic Honesty

In accordance with the student conduct information in the York Technical College Catalog and Handbook, “The College expects all students to conduct themselves with dignity and to maintain high standards of responsible citizenship.” “Any student caught cheating or involved in any other academic dishonesty will be given a grade of zero and will be subject to further disciplinary action.” All other regulations as specified in the handbook will be followed.

Other Requirements

- Attend class and be on time to class.
- Read and study assigned chapters.
- Complete assigned homework.
- Participate in classroom activities and discussions.
- Take all module assessments when scheduled.
- Notify the instructor if desiring to withdraw from course.

EVALUATION STRATEGIES AND GRADING

The student will demonstrate mastery of modules through successful completion of each module assessment. The student will take all module assessments in the classroom on designated test dates. For a student who does not take a module assessment, the cumulative final may replace one missed module assessment. The student's final score is the average of the four module assessment scores. Each module is 25% of the final score.

Module 1 Assessment Score
Module 2 Assessment Score
Module 3 Assessment Score
+ <u>Module 4 Assessment Score</u>
Total Scores
Average Score (Total/4)

The following scale will be the standard:

Score:	Grade:
90 – 100	A
80 – 89	B
70 – 79	C
60 – 69	D
<60	F
Withdrawal before midterm	W

ENTRY LEVEL SKILLS: None.

PREREQUISITES: None.

CO-REQUISITES: None.

TOPIC/CONTENT OUTLINE

Module 1 – Principles of Administrative Office Management

Module 2 – Management of the Office Environment

Module 3 – Management of Office Employees

Module 4 – Analyzing and Evaluating Jobs and Administering Salaries of Office Employees

METHOD OF INSTRUCTION

The instructor will use a discussion/lecture method to present information to the students using PowerPoint, overhead projector and/or blackboard. Review questions and discussion questions will be used to reinforce the concepts discussed. Case studies that relate to the topics presented will give the student an opportunity to apply the concepts. Projects, activities and Internet assignments will be included.

Effective:FA2006