COURSE INFORMATION FORM

DISCIPLINE
Business Administration

COURSE TITLE
Office Management

CR.HR 3 LECT HR. 3 LAB HR. ________ CLIN/INTERN HR. ________ CLOCK HR. ________

CATALOG DESCRIPTION
Organization and control of administrative support operations, staff, and resources. Students will examine and apply functions and principles of management, leadership, problem-solving, appraising, job design and analysis, and diversity practices.

PREREQUISITES
None

EXPECTED STUDENT OUTCOMES IN THE COURSE

Upon completion of this course, the student will be able to:

1. Identify and apply functions of management: planning, organizing, leading and controlling.
2. Evaluate and apply principles and practices of motivation and human resource management.
3. Identify and apply office management operations and procedures: staffing, distribution, technology, productivity, and budget.
4. Demonstrate communication practices, problem solving, critical thinking, and diversity awareness.
CLASS-LEVEL ASSESSMENT MEASURES

Student accomplishment of expected student outcomes will be assessed using the following measures. (Identify which measures are used to assess which outcomes.)

1. Written critique and responses to questions, case studies, and applications in order to identify and apply management vocabulary, functions, techniques, concepts, and work experiences. (1,2,3,4)
2. Written report involving internet research to demonstrate diversification in human resource management. (2,3,4)
3. Midterm examination identifying and applying office management operations and practices. (3)
4. Final term paper reflecting research in a current topic of communication, diversity, global work environment, or use of technology. (4)

PROGRAM-LEVEL OUTCOMES ADDRESSED

Prepare students for employment or career advancement. Course required in the Office Management Degree.

General Education Outcomes
Specify which general education outcomes, if any, are substantially addressed by the course by completing the “Course/Program Assessment Matrix” to show the relationship between course and program outcomes and assessment measures.

Occupational Program Outcomes
Specify which occupational program outcomes, if any, are substantially addressed by the course by completing the “Course/Program Assessment Matrix” to show the relationship between course and program outcomes to assessment measures.
Individual instructors may order this outline as fits the needs of their individual courses. In addition, they may place more emphasis on some areas than on others. What is assured is that this particular list is covered in the course. Other topics may be added to a course as the instructor sees fit, and as time and interest allow. An *asterisk can be used to mark an item as optional.

I. Basic Concepts of Administrative Office Management
   A. Functions of Management
   B. Schools of Management Thought
   C. Basic Principles of Management
   D. Forms of Organizing
   E. Centralizing/Decentralizing Managerial Authority
   F. Leadership and the Office Manager’s Role
   G. Problem Solving
   H. Systems Concepts
   I. Communication Process

II. Managing Human Resources
   A. Recruiting/Testing/Orienting Staff
   B. Supervision/Motivation
   C. Diversity Issues
   D. Training and Appraising Workers
   E. Job Analysis/Descriptions/Specifications/Evaluation
   F. Salary Administration
   G. Employee Benefits
   H. Job Attendance/Work Schedules
   I. Unionization

III. Managing Administrative Support Services
   A. Operations and Procedures
   B. Information: Distribution and Technology
   C. Productivity: Space, Ergonomic, and Time Issues
   D. Budgeting and Cost Control