**ESSEX COUNTY COLLEGE**

**Business Division**

**OCT 210 *–* Office Systems Management**

**Course Outline**

**Course Number & Name:**  OCT 210 Office Systems Management

**Credit Hours:**  3.0 **Contact Hours:**  3.0 **Lecture:** 3.0 **Lab:**  N/A **Other:**  N/A

**Prerequisites**:  Completion of 15 credits in Office Administration and Computer Technology courses or permission of OCT major advisor

**Co-requisites:** OCT 107 and OCT 251 **Concurrent Courses:** None

**Course Outline Revision Date:**  Fall 2010

**Course Description**: This course provides a comprehensive coverage of supervisory management, particularly as it applies to the first-line office supervisor in a high-tech office environment. Emphasis is on job planning and controlling the work; marking effective decisions; managing conflict and change; recruiting, training, and supervising personnel; ensuring employee safety and health; dealing with unions, grievances, and discipline; improving productivity and cost control; supervising oneself; managing time and stress; and developing a career plan.

**Course Goals:** Upon successful completion of this course, students should be able to do the following:

1. define the functions of management and indicate the managerial levels at which these functions may be carried out;

2. describe some typical office activities performed in each of the functional areas of administrative office management;

3. identify and describe the skills needed by administrative office managers; and

4. discuss the major contributions of each of the schools of management thought.

**Measurable Course Performance Objectives (MPOs)**: Upon successful completion of this course, students should specifically be able to do the following:

1. Define the functions of management and indicate the managerial levels at which these functions may be carried out:

* 1. *define the role of management in the workplace;*
  2. *define the levels of management and the categories of skills needed by administrative managers;*
  3. *describe the traditional management functions;* and
  4. *discuss the eight principles of management*

**Measurable Course Performance Objectives (MPOs)** (continued):

2. Describe some typical office activities performed in each of the functional areas of administrative office management:

2.1 *identify and describe challenges in the business world that most affect the ways in which administrative managers direct activities in the workplace and office environment*; and

2.2 *discuss the concept of the “InfoTech” worker as it is applied to managing workplace activities*

3. Identify and describe the skills needed by administrative office managers:

3.1 *define the four literacy skills managers and workers should acquire in the workplace;* and

3.2 *describe the ways in which the administrative professional’s job has changed*

4. Discuss the major contributions of each of the schools of management thought:

4.1 *describe the five schools of management thought;* and

*4.2 identify the various functions in the management process relative to the five schools of management thought*

**Methods of Instruction**: The instruction will consist of a combination of lectures, PowerPoint presentations, computer lab assignments, case studies and individual study and practice.

**Outcomes Assessment:** Test and exam questions are blueprinted to course objectives. Assignments are evaluated for the presence of course objectives. Data is collected and analyzed to determine the level of student performance on these assessment instruments in regards to meeting course objectives. The results of this analysis are used to guide necessary pedagogical and/or curricular revisions.

**Course Requirements:** All students are required to:

1. Maintain regular attendance.

2. Complete assigned homework and application projects by due date.

3. Take part in class discussions.

4. Take all tests and exams when scheduled; these include a minimum of four in-class objective tests and a cumulative departmental final exam.

**Methods of Evaluation:** Final course grades will be computed as follows:

**% of**

**Grading Components final course grade**

* **Workbook Assignments /Case Studies 40%**

Assignments given strengthen students’ skills and frequently simulate actual office systems practices. They are evaluated on quality, quantity, and timeliness and indicate the extent to which students master course objectives.

* **4 or more Objective Tests** (dates specified by the instructor) 4**0%**

These tests show evidence of the extent to which students meet the course objectives.

* **Final Exam**  **20%**

The **comprehensive** final exam will show evidence of the extent to which students have understood and achieved all course objectives.

**Academic Integrity:** Dishonesty disrupts the search for truth that is inherent in the learning process and so devalues the purpose and the mission of the College. Academic dishonesty includes, but is not limited to, the following:

* plagiarism – the failure to acknowledge another writer’s words or ideas or to give proper credit to sources of information;
* cheating – knowingly obtaining or giving unauthorized information on any test/exam or any other academic assignment;
* interference – any interruption of the academic process that prevents others from the proper engagement in learning or teaching; and
* fraud – any act or instance of willful deceit or trickery.

Violations of academic integrity will be dealt with by imposing appropriate sanctions. Sanctions for acts of academic dishonesty could include the resubmission of an assignment, failure of the test/exam, failure in the course, probation, suspension from the College, and even expulsion from the College.

**Student Code of Conduct:** All students are expected to conduct themselves as responsible and considerate adults who respect the rights of others. Disruptive behavior will not be tolerated. All students are also expected to attend and be on time for all class meetings. No cell phones or similar electronic devices are permitted in class. Please refer to the Essex County College student handbook, *Lifeline*, for more specific information about the College’s Code of Conduct and attendance requirements.

**Course Content Outline:** based on the text **Administrative Office Management**, 13th edition, Short Course, by Pattie Odgers, EdD; published by Thomson South-Western Publishing Company, 2005. ISBN #: 0-538-72769-1; and the **Administrative Office Management Workbook**, 13th edition, by Pattie Odgers, EdD; published by Thomson South-Western Publishing Company, 2005. ISBN #: 0538-72770-5

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| **Week** | **Content/Topics** | **Lessons** |
| 1 | Review class syllabus and log-in procedure  **Part 1: Identifying Basic Concepts and Trends**:  Chapter 1: The Evolution of Management Practices  Workbook Projects/Case Studies | 1 |
| 2 | Chapter 2: Handling Administrative Management Challenges  Workbook Projects/Case Studies | 2 |
| 3 | Chapter 3: Administrative Management Activities in the Workplace  Workbook Projects/Case Studies  **Test 1** on Chapters 1, 2, and 3 | 3 |
| 4 | Chapter 4: Emerging Elements Impacting Administrative Management Practices  Workbook Projects/Case Studies | 4 |
| 5 | Chapter 5: Managing Information, Technology, and Training in the Workplace  Workbook Projects/Case Studies | 5 |
| 6 | **Part 2: Managing Human Resources in the Workplace**  Chapter 6: Staffing Practices: Employment Laws and Job Analysis  **Test 2** on Chapters 4, 5, and 6 | 6 |
| 7 | Chapter 7: On-The-Job Employee Practices  Workbook Projects/Case Studies | 7 |
| 8 | Chapter 8: Employee Compensation, Recognition, and Company Policies  Workbook Projects/Case Studies | 8 |
| 9 | Chapter 9: Health-Related and Other Workplace Issues  Workbook Projects/Case Studies  **Test 3** on Chapters 7, 8, and 9 | 9 |
| 10 | **Part 3: Practicing Leadership and Communication Skills**  Chapter 10: Work Ethics and Business Etiquette Issues  Workbook Projects/Case Studies | 10 |
| **Week** | **Content/Topics** | **Lessons** |
| 11 | Chapter 11: Leadership, Motivation, and Problem-Solving in Organizations; Workbook Projects/Case Studies | 11 |
| 12 | Chapter 12: Group Dynamics, Teamwork, and Conflict  Workbook Projects/Case Studies  **Test 4** on Chapters 10, 11, and 12 | 12 |
| 13 | Chapter 13: Office Design, Space, and Health Issues  Workbook Projects/Case Studies | 13 |
| 14 | Chapter 14: Managing Workplace Safety  Workbook Projects/Case Studies | 14 |
| 15 | **Comprehensive Departmental Final Exam** |  |