

Date Adopted: January, 1995

Date Reviewed: August 2009

Date Revised: January 2008

OAD 217 OFFICE MANAGEMENT

I. OAD 217 OFFICE MANAGEMENT – 3 Semester Hours

II. Course Description

This course is designed to develop skills necessary for supervision of office functions. Emphasis is on issues relating to the combination of people and technology in achieving the goals of business in a culturally diverse workplace, including the importance of office organization, teamwork, workplace ethics, office politics, and conflict-resolutions skills. Upon completion, the student should be able to demonstrate use of the tools necessary for effective supervision of people and technology in the modern office.

III. Prerequisite

None

IV. Textbook

Textbook: Administrative Office Management Complete Course

Publisher: South Western

Authors: Odgers

V. Course Objectives

1. The student will be able to demonstrate an understanding of the flow of information in an office through the document processing cycle and the equipment and procedures associated with each stage of the cycle.
2. The student will be able to demonstrate an understanding of the changes in the traditional office workplace caused by advances in modern technology and how this technology has changed the structure of jobs in the office.
3. The student will be able to demonstrate the need for integration of separate/discrete office functions such as word processing, data processing, and telecommunications.
4. The student will be able to describe the procedures to be followed involved in planning for and implementing change in an office environment.
5. The student will be able to demonstrate an understanding of the impact of the changing office environment on career planning and the need for training in advanced automated processes.
6. The student will be able to demonstrate an understanding of the importance of social, psychological, ethical, personal and professional skills and behaviors as well as office design and layout, in implementing a productive work environment.
7. The student will be able to demonstrate an ability to communicate, both orally and in writing.

VI. Course Outline of Topics

1. The student will be able to describe the ways in which documents originate as input for the processing cycle.
2. The student will be able to explain voice processing as a technology utilized in the modern electronic/automated office environment.
3. The student will be able to compare/contrast the major input types, methods, and devices used in the document processing cycle.
4. The student will be able to describe the specialized equipment utilized with word/information processing systems and the variety of configurations for such equipment: stand-alone, shared, networked, distributed logic, microcomputer based, and multi-function workstations.

5. The student will be able to describe currently available reprographic equipment and systems, including intelligent copiers, duplicators, and printing devices used to output information.
6. The student will be able to describe the channels through which information may be distributed or transmitted, including traditional distribution services, the technologies associated with electronic communication and telecommunication systems, and the application of such technologies in the communication/distribution of office information.
7. The student will be able to demonstrate an understanding of the changes in the traditional office workplace caused by advances in modern technology and how this technology has changed the structure of jobs in the office.
 - a. The student will be able to describe the historical evolution of the term "word processing" and how advances in technology have caused an expansion in this concept to involve "information processing".
 - b. The student will be able to describe the effects of office automation on the traditional roles and responsibilities of managers, professionals, and support personnel.
 - c. The student will be able to compare/contrast productivity in the traditional office with that of the modern electronic/automated office.
8. The student will be able to demonstrate the need for integration of separate/discrete office functions such as word processing, data processing, and telecommunications.
 - a. The student will be able to identify the computer as a tool used in the electronic office to help professionals accomplish office tasks more efficiently and effectively.
9. The student will be able to recognize and describe categories of information support tools, the capabilities, limitations, and practical applications of software.
 - a. The student will be able to distinguish between the two broad categories of software: systems software and applications software.
10. The student will be able to describe the role of database management software in managing information and providing variables for personalized documents.
11. The student will be able to identify and/or define such text enhancement features as bold, underline, italic, superscript and subscript, and describe the role of these features in document processing.
12. The student will be able to describe the role of such software features as automatic headers, footers and pagination in document processing.
13. The student will be able to describe the role of electronic reference tools such as spell check, hyphenation, thesaurus, and style checkers in document preparation.
14. The student will be able to describe the process involved in preparing repetitive documents using boilerplate paragraphs.
15. The student will be able to describe the role of database management software in managing information and providing variables for personalized documents.
16. The student will be able to describe the role of spreadsheet and graphics software in the manipulation, analysis, and interpretation of data for documents and reports.
 - a. The student will be able to describe the role of integrated software in eliminating the re-entry of previously stored information.
17. The student will be able to explain the need for integration of separate/discrete office functions such as word processing, data processing, and telecommunications.
18. The student will be able to describe the procedures to be followed involved in planning for and implementing change in an office environment.
 - a. The student will be able to explain the need for feasibility studies.
 - b. The student will be able to describe the decision-making process for making equipment selections.
 - c. The student will be able to explain the need for standardized procedures in the electronic/automated office.
19. The student will be able to demonstrate an understanding of the impact of the changing office environment on career planning and the need for training in advanced automated processes.

- a. The student will be able to identify and/or describe new career paths, job opportunities, and trends for the electronic/automated office.
 - b. The student will be able to describe skills, technical knowledge, and abilities required of workers in the electronic/automated office.
20. The student will be able to demonstrate an understanding of the importance of social, psychological, ethical, personal and professional skills and behaviors as well as office design and layout, in implementing a productive work environment.
- a. The student will be able to describe desirable social skills, attitudes and behavior that indicate a readiness for becoming a productive employee in a culturally diverse workplace.
 - b. The student will be able to explain the need for and benefits of team work in accomplishing goals.
 - c. The student will be able to describe effective decision-making techniques.
 - d. The student will be able to describe psychological factors that serve as motivators for office employees.
 - e. The student will be able to demonstrate an understanding of effective self-management techniques.
 - f. The student will be able to describe effective time management techniques and other methods to reduce stress in the workplace.
 - g. The student will be able to identify important abilities, attitudes, and behaviors of supervisory office support personnel.
 - h. The student will be able to identify ergonomic considerations and elements of office design and layout, such as color, furniture and arrangement, room temperature, and noise that impact on worker efficiency.
 - i. The student will be able to identify physical factors associated with equipment and furniture design that affect the health of office workers.
21. The student will be able to demonstrate an ability to communicate, both orally and in writing.
22. Given a minimum of three written tests, one oral and one written report, two projects utilizing integrated software, the student will be able to perform with an average minimum accuracy level of 60 percent for a grade of "D".

VII. Evaluation and Assessment

Evaluation and assessment will be determined by the instructor and specified on the instructor's class syllabus. Grades will be based upon following scale: A = 90 – 100%, B = 80 – 89%, C = 70 – 79%, D = 60 – 69%, and F = below 60%.

VIII. Attendance

Students are expected to attend all classes for which they are registered. Students who are unable to attend class regularly, regardless of the reason or circumstance, should withdraw from that class before poor attendance interferes with the student's ability to achieve the objectives required in the course. Withdrawal from class can affect eligibility for federal financial aid.

IX. Statement on Discrimination/Harassment

The College and the Alabama State Board of Education are committed to providing both employment and educational environments free of harassment or discrimination related to an individual's race, color, gender, religion, national origin, age, or disability. Such harassment is a violation of State Board of Education policy. Any practice or behavior that constitutes harassment or discrimination will not be tolerated.

X. Americans with Disabilities

The Rehabilitation Act of 1973 (Section 504) and the Americans with Disabilities Act of 1990 state that qualified students with disabilities who meet the essential functions and academic requirements are entitled to reasonable accommodations. It is the student's responsibility to provide appropriate disability documentation to the College. The ADA Accommodations Office is in FSC 305 (205-856-7731).