OST 275 OFFICE MANAGEMENT SYLLABUS

COURSE DESCRIPTION

Management principles and techniques and their applications to the modern business office are included. Emphasis is on information systems and the role of managerial personnel.

- Credit hours: 3
- Contact Hours: 45
- Prerequisites/Co-requisites: None

Module Name	Credit Hours	Description
OST 2751: Office Management Principles	1	Includes introductory management principles and techniques for the modern business office.
OST 2752: Managing Human Resources in the Office	1	Includes management principles and techniques and their application to the management of human resources in the modern business office.
OST 2753: Managing Office Administrative Services	0.5	Management principles and techniques for the modern business office as they apply to the development of an information system and the management of physical resources are included.
OST 2754: Managing Office Administrative Systems	0.5	Includes quality management principles and techniques for the administrative systems in a modern business office.
Total Credit Hours:	3.0	

INSTRUCTOR INFORMATION

To access and view instructor contact information, select ***Meet Your Instructor(s)*** from the menu on the left when you access your course in Blackboard.

REQUIRED ERESOURCES

TEXTBOOK/E-BOOK & OTHER RESOURCES:

- Administrative Management: Setting People Up for Success, 1st Edition, Carlene Cassidy; Robert Kreitner, Ph.D.; Susie VanHuss
- The Administrative Professional: Technology & Procedures, 14th Edition, Patsy Fulton-Calkins; Dianne S. Rankin; Kellie A. Shumack, Ph.D.
- Power Point Presentations, Glossary Terms, Videos and more

You will need to make sure appropriate software and plug-ins are installed on your computer. Be sure to review, and if necessary, install appropriate software and plug-ins listed in the software section of the "Start Here" area in the Blackboard course shell. This may include programs to help you access content (like Adobe Acrobat Reader) and/or programs needed to complete assignments and projects (like Dreamweaver for developing a web page).

COURSE MODULE SCHEDULE/CALENDAR

This course is offered on a self-paced basis. Calendar start and finish dates are determined by the student's Enrollment Notification.

COURSE MODULE INFORMATION/OUTCOMES

OST 2751 Office Management Principles Competencies/Student Outcomes: Upon completion of this module, the student will be able to define the functional elements of a modern business office and the trends of office management and organization.

OST 2752 Managing Human Resources in the Office Competencies/Student Outcomes: Upon completion of this module, the student will be able to identify components of good human relations within an office environment, define factors to be considered in the selection, orientation, and evaluation of office personnel and define the supervisory functions of an office administrator.

OST 2753 Managing Office Administrative Services Competencies/Student Outcomes: Upon completion of this module, the student will be able to describe the elements involved in the development and management of an information system for an office employing effective management practices, current equipment, and techniques and apply sound practices of office management to the solution of everyday office problems.

OST 2754 Managing Office Administrative Systems Competencies/Student Outcomes: Upon completion of this module, the student will be able to demonstrate an understanding of quality movement concepts that impact the office.

GENERAL EDUCATION COMPETENCIES
Students should prepare for twenty-first century challenges by gaining:
A. Knowledge of human cultures and the physical and natural worlds through study in the sciences and mathematics, social sciences, humanities, histories, languages, and the arts.
B. Intellectual and practical skills, including:
- inquiry and analysis
- critical and creative thinking

- written and oral communication
- quantitative literacy
- information literacy
- teamwork and problem solving

C. Personal and social responsibility, including:
- civic knowledge and engagement (local and global)
- ethical reasoning and action
- intercultural knowledge and competence
- foundations and skills for lifelong learning

D. Integrative and applied learning, including synthesis and advanced accomplishment across general and specialized skills.

Description: Management principles and techniques and their applications to the modern business office are included. Emphasis is on information systems and the role of managerial personnel.

LEARNER COMPETENCIES

1. Define the functional elements of a modern business office and the trends of administrative office management and organization.
2. Describe the elements involved in the development and management of an information system for an office employing effective management practices, current equipment, and techniques.
3. Identify components of good human relations within an office environment.
4. Define factors to be considered in the selection, orientation, and evaluation of office personnel.
5. Define the supervisory functions of an office administrator.
6. Apply sound practices of office management to the solution of everyday office problems such as space management, the selection of furnishings and equipment, purchasing, and service contracts.
7. Demonstrate an understanding of quality movement concepts that impact the office.

COURSE OUTLINE

I. INTRODUCTION TO ADMINISTRATIVE OFFICE MANAGEMENT
     A. Principles of Administrative Office Management
     B. Solving Problems in Administrative Office Management
II. MANAGING HUMAN RESOURCES
     A. Selecting and Orienting the Office Staff
     B. Supervising the Office Staff
     C. Training, Appraising, and Promoting Office Personnel
     D. Office Job Analysis
     E. Office Salary Administration
     F. Labor-Management Relations in the Office
     G. Office Personnel Problems and Practices
III. MANAGING ADMINISTRATIVE SERVICES
     A. Space Management for Administrative Services
     B. Ergonomics in the Office

C. Telecommunications in Administration
IV. MANAGING ADMINISTRATIVE SYSTEMS
        A. Analyzing Administrative Office Systems
        B. Improving Office Productivity
        C. Budgetary Control
V. OVERVIEW OF QUALITY MANAGEMENT PRINCIPLES
        A. Deming's Quality Theory
        B. Quality Tools
        C. TQM Implementation

GRADING CRITERIA

Students are required to complete a Pre and Post Test for each module in the course. The pre-test is meant to assist the student in determining what level of knowledge they currently have in order to build on and master the module content. Students' final grade average in each module (1-4) will consist of 60% weight of the Post Test and 40% weight of the module assignment and quiz, or the score earned on the Credit Prior Learning Test.

CREDIT FOR PRIOR LEARNING

KCTCS Online open-entry courses are based on the goal that students will demonstrate mastery of content. Through KCTCS Online, students have the opportunity to receive credit for prior learning. To receive this credit, students must demonstrate mastery of the course competencies through the following steps:

- Take the pre-test. The pre-test in each module in the course may be taken **only once**. If the score on the pre-test meets a level of pre-determined competency of 80%, the student will have the option to take the Credit Prior Learning Test.
- If the student demonstrates mastery of competencies on the Credit Prior Learning Test in each module, the student will receive credit for the module and will then proceed on to the next module. The final grade is based upon the actual score earned on the Credit Prior Learning Test along with any other assignments affecting the final course grade.
- If the student does not demonstrate mastery of competencies on the Credit Prior Learning Test, the student must remain enrolled in the course until successfully completing all of the course requirements and the post-test, or until the end date of the course - whichever comes first. Upon the end date of the course, the student will receive a final grade based on completed assignments and post-test scores.

For a summary of tasks and assignments in this course download and print the **OST 275 Office Management Checklist/Layout** from the *START HERE* page in BlackBoard.

GRADING SCALE

Grade	A	B	C	D	E
Percentage	90-100%	80-89%	70-79%	60-69%	< 60%

POLICIES

PLAGIARISM STATEMENT

Plagiarism and cheating are serious academic offenses. The KCTCS regulations pertaining to plagiarism and cheating can be found in Sections 2.3.1.1, 2.3.1.2, and 2.3.1.3 of the KCTCS Code of Student Conduct. Penalties for violation of these policies can be found in Section 2.3.2.1 and 2.3.2.2.

DISABILITY STATEMENT

The Kentucky Community and Technical College System would like to help students with disabilities achieve their highest potential in academic studies. In order to receive accommodations on assignments or examinations, proper documentation must first be provided to the Office of Disability Services at your home campus. You must then self-identify and conference with the Director of Disability Support Services or Manager of Disability Services to begin receiving accommodations in the course/module.

For more information, contact the KCTCS Student Services Center.

DROPPING A COURSE

The student can receive an A, B, C, D, E, or W in this module. For information about how dropping this course will affect your grade and future financial aid, please view your academic calendar in Student Self-Service or contact the KCTCS Online Student Services Help Desk for more information.

HELP AND SUPPORT

BLACKBOARD

The Blackboard Support Center can help provide support via Frequently Asked Questions, email, chat, and phone regarding Blackboard 24 hours a day, 7 days a week. Help can be accessed by navigating to the top of your course webpage and selecting "Help" in blue.

You can also access directly with this link:

http://bbcrm.edusupportcenter.com/ics/support/default.asp?deptID=8158

STUDENT SERVICES

The KCTCS Online Student Services Help Desk provides Frequently Asked Questions, email, chat, and phone service 24 hours a day, 7 days a week. Student Services staff can help you with any question you have about the application process, financial aid, registering for classes, tuition payments, and other student services.

You can access KCTCS Online Student Services here:

http://kctcs-lod.edusupportcenter.com/sims/helpcenter/layoutOne/SelfHelpHome.seam?inst_name=kctcs_lod&cid=3765

COURSE-SPECIFIC QUESTIONS

If you have a specific question about the course or the content, please contact your instructor as soon as possible. Your instructor's contact information is under the "Meet Your Instructor" link on the course menu. Please **allow 24-48 hours** for your instructor to respond to your questions.

STARFISH

Starfish is a student support tool that can help you succeed in your course. Your instructor can raise flags if there's a concern about your progress, give you kudos for good performance, or make to-do items for you that will help you succeed. You can also use Starfish to schedule appointments with your instructor or your Virtual Student Success Coach. Be sure to click on "Starfish" from the navigation menu in Blackboard to learn more and to create your student profile!