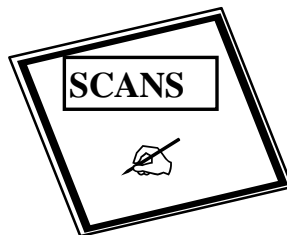


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**HOUSTON COMMUNITY COLLEGE SYSTEM
BUSINESS TECHNOLOGY DEPARTMENT
HOUSTON, TEXAS**

Office Management (BMGT 1325)



Student Learning Outcomes

SCANS COMPETENCIES INCORPORATED

**HOUSTON COMMUNITY COLLEGE
COURSE SYLLABUS**

BMGT 1325--OFFICE MANAGEMENT



**SCANS Competencies Included
Semester:**

<i>Instructor:</i>	<i>CRN:</i>
<i>Phone:</i>	<i>Time:</i>
<i>Office Hours:</i>	<i>Campus:</i>
<i>Final Exam:</i>	<i>Last Day for Administrative/student Withdrawals:</i>

COURSE DESCRIPTION

BMGT 1325 OFFICE MANGEMENT

Credit 3 (3 lecture) Contact hours 48—Systems, procedures, and practices related to organizing and planning office work, controlling employees' performance, and exercising leadership skills. Credit: 3 (3 lecture)

MISSION/PURPOSE

The purpose of administrative office management is to create within students a desire to become cognizant of the need to manage offices in a professional manner. Administrative office management has a significant impact on operating efficiency and economy. The residual of this interest is increased opportunities for those wishing to pursue a career in administrative office management.

TEXTBOOKS AND MATERIALS

Administrative Office Management: An Introduction by Quible, Zane, Prentice Hall Publishers, Inc., 2005, 8th edition. ISBN# 0-13-124510-4

COURSE OBJECTIVE/GOALS

1. To acquaint student with the broad areas of administrative office management, including the managerial process, the organizing process, the communicating process, office site selection, training office employees, supervising office employees, motivating office employees, evaluating jobs of office employees, administering salaries of office employees, measuring output of office employees, improving productivity of office employees, unionizing of office employees, word processing, office automation, records management and micrographics, office manuals, quality and quantity control, budgetary and cost control.
2. To assist students in forming a basic philosophy of administrative office management.
3. To give students an opportunity to observe actual office in order to assess the degree to which various practices in these offices conform with accepted practices.
4. To give students exposure to administrative office managers.
5. To assist students in developing skills in managerial decision making.

6. To create within students a desire to choose administrative office management as a career.

STUDENT LEARNING OUTCOMES (SLO'S)

- **Students will demonstrate how to operate systems, procedures, and practices related to organizing and planning office work.**
- **Students will analyze employee performance, demonstrate the ability to evaluate employees and perform basic managerial duties.**
- **Students will exercise leadership skills via performance based projects.**

EVALUATION AND GRADING

You are expected to read the textbook assignments before class as well as any supplemental reading which may be assigned, maintain attendance and successfully complete all examinations. Pop quizzes are given periodically to insure that you are reading assignments.

The following criteria will be used to determine the final grade in this class:

Class Participation/Discussions	25%
Tests	75%
Total	100%

The standard Houston Community College grading system will be used to evaluate your performance in this course.

Grade	Score
A-Excellent	90-100
B-Good	80-89
C-Fair	70-79
D-Passing	60-69
F-Failure	0-59

NOTE TO STUDENT: If you have any questions or concerns about the course and/or course assignments, please come to me so that we can resolve any issues. If your concerns are not resolved, you are encouraged to meet with my supervisor, Ms. Willie Caldwell, Department Chair, at 713-718-7808 or Room N-109 Scarcella Building or willie.caldwell@hccs.edu .

NOTICE:

Assignments/Exams/Final must be turned in to the instructor only, on the specified due dates.

Assignments/Exams/Final will not be accepted if turned in to other HCC faculty/staff members or if left in instructor's mailbox. Please see instructor if emergency arrangements must be made.

This syllabus is subject to change at the discretion of the instructor to accommodate instructional and/or student needs.

SCHEDULE OF ACTIVITIES

WEEK	ASSIGNMENT	
*1	ORIENTATION/INTRODUCTION/PROCEDURES	
2	Overview	
3	Chapter 1	Review Questions P. 16, 17
	Chapter 2	Review Questions P. 36
4	Chapter 3	Review Questions P. 58
	Chapter 4	Review Questions P. 81-82
5	Chapter 5	Review Questions P. 107
6	Test (Chapters 1-5)	
7	Chapter 6	Review Questions P. 127
	Chapter 7	Review Questions P. 162
8	Chapter 8	Review Questions P. 183
	Chapter 9	Review Questions P. 211
9	Chapter 10	Review Questions P. 231-232
10	Test (Chapters 6-10)	
11	Chapter 11	Review Questions P. 254
	Chapter 12	Review Questions P. 272
12	Chapter 13	Review Questions P. 287
	Chapter 14	Review Questions P. 314
13	TEST (CHAPTERS 11-14)	
14	Chapter 15	Review Questions P. 332-333
	Chapter 16	Review Questions P. 357

15	Chapter 24	Review Questions P. 567
	Chapter 25	Review Questions P. 583
16	Final Exam (Chapters 15, 16, 24, 25)	

Omit Chapters 17, 18, 19, 20, 21, 22, 23 (This information is covered in other Business Technology Courses.)

***Instructor may use the Discussion Questions, Student Projects and Activities, and Cases, located at the end of each chapter at his/her discretion.**

HCCS POLICIES

Students are responsible for adhering to and following College policies. The Student Handbook is an excellent source of information for the student concerning these policies. The link for the student handbook is located at <http://www.hccs.edu/students/handbook/HandbookHome2.html>

Students should familiarize themselves concerning class attendance, withdrawals, scholastic dishonesty, and college services.

STUDENT INFORMATION

A student handbook is available on the College website: <http://www.hccs.edu>. Look under the student subheading to get detailed information concerning students attending Houston Community College System (HCCS). Data such as withdrawal policies, refund policies, incomplete, late assignments, make-ups, extra credit, grading system, attendance requirements, and other details are included in the student handbook..

ADA POLICY STATEMENT

"Any student with a documented disability (e.g. physical, learning, psychiatric, vision, hearing, etc.) who needs to arrange reasonable accommodations must contact the Disability Services Office at their respective college at the beginning of each semester. Faculty are authorized to provide only the accommodations requested by the Disability Support Services Office."

For questions, contact Donna Price at 713-718-5165 or the Disability Counselor at each college. Also visit the ADA web site at: <http://www.hccs.edu/students/disability/index.htm>

CLASS ATTENDANCE

Students are expected to attend all classes in which they are enrolled regularly. Class attendance is the responsibility of the student. It is also the responsibility of the student to consult with the instructor regarding an absence from a class. Class attendance is checked regularly by the instructor. A student may miss 12.5% of total class hours. ***Reports of excessive absence will be sent to the Veterans Administration, Social Security Office, and other agencies responsible for aid to the student when appropriate.***

DROP OR WITHDRAWAL POLICIES

A student may drop a course or withdraw from the college by following the procedure outlined by the Campus Director. Should circumstances prevent a student from appearing in person to withdraw, withdrawal may be completed by writing to the Registrar's Office. A drop or withdrawal request will not be accepted by telephone. A student who ceases to attend a class without officially dropping or withdrawing, will be given a grade of "F" for non-attendance. A semester-hour student who fails to attend classes by the twelfth class day of a regular term will be administratively withdrawn from the class roll. Students who officially withdraw from a course during the first twelve days of a regular term will not receive a grade and the course will not appear in their permanent records. Students withdrawing from a course after this period and prior to the deadline designated in the college calendar will receive a "W". A student may not withdraw from a course during the last two weeks prior to the final examination period.

ACADEMIC HONESTY

All HCCS students are required to exercise academic honesty in completion of all tests and assignments. Penalties for academic dishonesty (cheating on a test, plagiarism, collusion on an assignment, etc.) may include, but are not limited to a reduced grade or a "0" on that test or assignment, or "W" in the course, or an "F" in that course.

MAKE-UP POLICY

Make-up policy is at the discretion of the instructor. Students are expected to adhere to the weekly schedule of assignments printed in the course syllabus.

REPEATER POLICY

NOTICE: Students who take a course for the third time or more will face significant tuition/fee increases at HCC and other Texas public colleges and universities. If you are considering course withdrawal because you are not earning passing grades, confer with your professor/counselor as early as possible about your study habits, reading and writing homework, test-taking skills, attendance, course participation, and opportunities for tutoring or other assistance that might be available.

DEGREE PLAN

Students are encouraged to file a degree plan with a Counselor or the Business Technology Department for the certificate and/or degree plan. Please ask your instructor for Degree Plan information or contact the Business Technology Department at 713-718-7808 for information about filing a degree plan.

JOB CONNECTIONS ONLINE PLACEMENT SERVICES: <http://jobs.hccs.edu/>

Students and Alumni of the Houston Community College System can post resumes and search jobs online. Registration is free.



Student Success
Organizational Stewardship
Business Technology Department

STUDENT ADVISEMENT CHECKSHEET

When teaching Business Technology courses, it is a **requirement** for the professor to inventory and complete the below list of advisement items from each student.

Have you been informed about **degree plans** (contractual agreement)?

Yes No

Have you been made aware of the importance of completing an application for **graduation** in order to receive your certificate or degree? Yes No

Have you been given **job placement** information including:

- Job Placement Contact Person with
 - E-mail address
 - Telephone Number
 - Location
- Website address
- Access instruction for website including directions on how to navigate the job placement website

Yes No

Name _____

Print "your" Name

I, _____, have been given

Student Signature

Information regarding the above listed items.

Date _____

Instructor Signature _____

This form will be returned to Willie Caldwell's office on date of completion.



**HOUSTON COMMUNITY COLLEGE SYSTEM
BUSINESS TECHNOLOGY DEPARTMENT**

Student Questionnaire

Name:	Last Name	First Name	MI	Social Security #
Address:	Street	Apt. #		Home Telephone
City	State	Zip Code		Cell Telephone #
E-mail address:				

Educational Plan

Have you determined your major? _____ Yes No _____

Have you filed a degree plan? _____ Yes No _____ (If no, please see your instructor or Business Technology Department Chair.)

Graduation Target Date: _____

(Must apply for graduation via the counselor's office in order to receive your certificate or degree)

Employment History

Are you currently employed? _____ Yes No _____

Is your employment _____ Part-time? or _____ Full-time?

If you are employed, please complete the following:

Employer _____

Address _____

City _____ St _____ Zip _____ Phone# _____

Comments:

If you have any questions, please call 713-718-7808, or Fax 713-718-6774 between 8:00 a.m. – 5:00 p.m.

HCC seeks to provide equal educational opportunities without regard to race, color, religion, national origin, sex, age, or disability.

Willie T. Caldwell, Department Chair

10141 Cash Road, E119, Stafford Texas 77477

SCANS

STATEMENT OF WORKPLACE AND FOUNDATION COMPETENCIES

Houston Community College is determined to prepare students with the knowledge and skill needed to succeed in today's dynamic work environment. Towards this end, the following workplace competencies and foundation skills have been designed into the curriculum for BMGT 1325-Office Management..

COMMON WORKPLACE COMPETENCIES

Resources: Identifies, organizes, plans, and allocates resources

Students in BMGT 1325-Office Management must be able to allocate their time effectively in order to complete their class assignments. Students must be able to organize their own working area for maximum utilization of space.

Interpersonal: Works with others

Students in BMGT 1325-Office Management must be able to share workspace, at times, with another student and thus develop competency in working effectively with others. Should conflict arise, students must be able to resolve differences effectively for the common good of all parties involved and thus develop negotiating skills.

Information: Acquires and uses information

Students in BMGT 1325-Office Management must be able to acquire the proper information in order to successfully complete the course. Sources include classroom lectures, the text, and reference books available to the classroom. Most importantly, students must use computers to process this information and to perform various tasks.

Technology: Works with a variety of technologies

Students in BMGT 1325-Office Management must be able to use computer hardware and software effectively in order to properly maintain the functioning of the equipment and solve and identify problems concerning the equipment and software technology.

FOUNDATION SKILLS

Students in BMGT 1325-Office Management must be able to demonstrate basic skills in reading, writing, listening, and speaking. Students must learn to locate, understand, and interpret written information in text documents such as instructions, mathematical techniques, letters, reports, and tables.

Students in BMGT 1325-Office Management must be able to demonstrate thinking skills, make decisions, solve problems, visualize, and reason effectively.

Students in BMGT 1325-Office Management must be able to demonstrate personal qualities such as responsibility, a positive view of self, politeness towards others, self-control, self-motivation, and honesty.

EFFECTIVE JOB PERFORMANCE: The Skills Employers Want

FIVE COMPETENCIES

Resources: Identifies, organizes, plans, and allocates resources

- A. *Time*—Selects good relevant activities, ranks them, allocates time, and prepares and follows schedules
- B. *Money*—Uses or prepares budgets, makes forecasts, keeps records, and makes adjustments to meet objectives
- C. *Material and Facilities*—Acquires, stores, allocates, and uses materials or space efficiently
- D. *Human Resources*—Assesses skills and distributes work accordingly, evaluates performance and provides feedback

Interpersonal: Works with others

- A. *Participates as Member of a Team*—contributes to group effort
- B. *Teaches Others New Skills*
- C. *Serves Clients/Customers*—works to satisfy customers' expectations
- D. *Exercises Leadership*—communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies
- E. *Negotiates*—Works toward agreements involving exchange of resources, resolves divergent interests
- F. *Works with Diversity*—works well with men and women from diverse backgrounds.

Information: Acquires and uses information

- A. *Acquires and Evaluates Information*
- B. *Organizes and Maintains Information.*
- C. *Interprets and Communicates Information*
- D. *Uses Computers to Process Information*

Systems: Understands complex inter-relationships

- A. *Understands Systems*—knows how social, organizational, and technological systems work and operates effectively with them
- B. *Monitors and Corrects performance*—distinguishes trends, predicts impacts on system operations, diagnoses deviations in systems' performance and corrects malfunctions
- C. *Improves or Designs Systems*—suggests modifications to existing systems and develops new or alternative systems to improve performance

Technology: Works with a variety of technologies

- A. *Selects Technology*—chooses procedures, tools or equipment including computers and related technologies
- B. *Applies Technology to Task*—understands overall intent and proper procedures for setup and operation of equipment
- C. *Maintains and Troubleshoots Equipment*—prevents, identifies, or solves problems with equipment, including computers and other technologies

A THREE-PART FOUNDATION

Basic Skills: Reads, writes, performs arithmetic and mathematical operations, listens and speaks

- A. *Reading*—locates, understands, and interprets written information in prose and in documents such as manuals, graphs, and schedules
- B. *Writing*—communicates thought, ideas, information, and messages in writing; and creates documents such as letters, directions, manuals, reports, graphs, and flow charts
- C. *Arithmetic/Mathematics*—performs basic computations and approaches practical problems by choosing appropriately from a variety of mathematical techniques
- D. *Listening*—receives, attends to, interprets, and responds to verbal messages and other cues
- E. *Speaking*—organizes ideas and communicates orally

Thinking Skills: Thinks creatively, makes decisions, solves problems, visualizes, knows how to learn, and reasons

- A. *Creative Thinking*—generates new ideas
- B. *Decision Making*—specifies goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternatives
- C. *Problem Solving*—Recognizes problems and devises and implements plan of action
- D. *Seeing Things in the Mind's Eye*—organizes, and processes symbols, pictures, graphs, objects, and other information
- E. *Knowing How to Learn*—uses efficient learning techniques to acquire and apply new knowledge and skills
- F. *Reasoning*—discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem

Personal Qualities: Displays responsibility, self-esteem, sociability, self-management, and integrity and honesty

- A. *Responsibility*—exerts a high level of effort and perseveres towards goal attainment
- B. *Self-Esteem*—believes in own self-worth and maintains a positive view of self
- C. *Sociability*—demonstrates understanding, friendliness, adaptability, empathy, and politeness in group settings.
- D. *Self-Management*—assesses self accurately, sets personal goals, monitors progress, and exhibits self-control
- E. *Integrity/Honesty*—chooses ethical courses of action