

<b>2003 Spring Semester</b> EBUS 5070-7070 Office Management January 10, 2003 – Room 143 – 4:00 p.m.-6:00 p.m. April 25, 2003 – Room 143 – 4:00 p.m.-6:00 p.m.	
207 River's Crossing Telephone: 542-4091 Office Hours: T & Th 11:30 a.m.-2:00 p.m.	<a href="mailto:mwomble@arches.uga.edu">mwomble@arches.uga.edu</a> Others by appointment only

## SYLLABUS

### Course Description

Office management, including practices, supervision, information management, methods and procedures, job organization, evaluation, selection, and training of office personnel. Offered Spring Semester. 3 hours. (2001-2002 *Undergraduate Bulletin*, page 406 and 2001-2002 *Graduate Bulletin* page 347).

### Overview

New thinking has emerged to redefine the office. Instead of a place where clerical work is performed, the office is now viewed more broadly as a place where information-related operations occur. The pace of change in information technology, so swift and universal in the 1970s and 1980s, accelerated in the 1990s and is expected to increase even more in this millennium. This means that students preparing for business careers, as well as workers on the job seeking positions in management, need to be on the "cutting edge" of technology and human relations to maximize the use of information tools and procedures in their work.

This course introduces students to the fundamentals of effective management including basic principles of management, problem solving, and communications needed to administer the office function. People and their role in using tools of information technology to increase productivity is stressed. Consequently, the web-based nature of this course also affords students an opportunity to develop skill in integration of Internet resources. Concepts needed to understand the services used by successful office administrators and how office managers evaluate the productivity of their office systems are emphasized. Current trends and issues in office management such as restructured office systems, workplace training needs, groups, teamwork, conflict issues and emerging management practices are emphasized.

### Required Text

Odgers, P. & Keeling, B. L. (2000). *Administrative office management* (12th ed.). Cincinnati, OH: South Western.

### Course Objective

To develop an understanding of the main elements in the process of office management, and how those processes are associated and applied.

### General Objectives

Upon completion of this course students should be able to:

1. Demonstrate readiness for the challenging manager role required to work in the modern, information-oriented, technology-based office setting, including managing a diverse workforce.
2. Demonstrate a professional attitude toward work by keeping materials organized, submitting work to meet deadlines, being on time for online class meetings, and exhibiting good office (online classroom) behavior.
3. Demonstrate understanding of group dynamics by interacting positively as a team member, sharing team member responsibilities, and following and providing team leadership when necessary.

### **Behavioral Objectives**

1. Given a variety of individual application assignments and discussions, students should be able to understand and effectively demonstrate and/or apply basic concepts and principles of office management.
2. Given written objective quizzes based on office management principles, concepts, and processes; students should be able to pass quizzes with a minimum of 70 percent accuracy.
3. Given a variety of opportunities for case analyses students should be able to identify and understand basic office management concepts and trends.
4. Given a variety of opportunities for case analyses students should be able to understand and/or apply leadership and communication skills, as well as understand concepts necessary to manage human resources and office environment issues.

### **Organization/Assessments**

#### **Online Class Meetings/Participation (Assessment 1)**

The chat rooms available on the WebCT site will be used for online class meetings periodically throughout the semester. Each student is expected to attend the online class meetings and to contribute to the discussion at these meetings. The schedule for online class meetings and specific topics is shown in the table below and on the *Schedule of Weekly Activities*. Students are expected to read the assigned chapters, conduct online research of the discussion topics, and come to the online class meetings prepared to contribute to the discussion. Students' contributions in the chat room must include information in addition to that provided through the textbook. The questions for critical thinking at the end of each chapter and the chapter projects posted on the WebCT site will also be selected randomly for use during the online class meetings (10 percent).

<b>Online Class Meetings</b>
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Date	Chapter Focus	Specific Topic
January 29	Chapter 3	New Approaches to Managing
February 19	Chapter 6	Decision Making and Problem Solving
March 12	Chapter 9	Alternative Work Styles
April 2	Chapter 15	Role of the Office Worker

### **Online Bulletin Board Discussions (Assessment 2)**

The bulletin board on the WebCT site will be used for online class discussions periodically throughout the semester. Each student is expected to contribute to the online bulletin board discussions on the dates specified. The schedule for bulletin board discussions and specific topics is shown in the table below and on the *Schedule of Weekly Activities*. Students are expected to read the assigned chapters, conduct online research of the discussion topics, and post his or her contribution to the discussion on the bulletin board. Students' discussion postings must include information in addition to that provided through the textbook. The questions for critical thinking at the end of each chapter and the chapter projects posted on the WebCT site will also be selected randomly for use as bulletin board discussion topics (10 percent).

<b>Online Bulletin Board Discussions</b>		
Date	Chapter Focus	Specific Topic
January 15, 2003	Chapter 1	Functions of Management
February 5, 2003	Chapter 4	Self-Managed/Directed Teams
March 26, 2003	Chapter 11	Training and Business Ethics

### **Written Objective Quizzes (Assessment 3)**

A short quiz based on each assigned chapter will be given once a week at a specified time. Students are urged to carefully read each assigned chapter and review the PowerPoint presentation for each assigned chapter in preparation for quizzes (15 percent).

### **Case Study Summaries (Assessment 4)**

Students will form "*Case Analysis Teams*" (CAT) consisting of 4-5 members per team. These teams will work together to analyze and provide a solutions to two selected case studies. Each team will select two case studies, one from each of two assigned chapters of interest to the team. Teams may not select the same cases.

Each team will select a recorder and a facilitator. The facilitator will manage all team activities which lead to development of the team's analysis and discussion including managing the team's

online activities, keeping the team on focus, and delegating responsibility as necessary. The recorder will prepare a typewritten summary of the team's analysis. Due dates for submission will be determined based on the chapters from which the cases are selected. The facilitator and recorder positions should rotate between the two chapters/cases selected. The typewritten summary will be evaluated by the professor using the "*CAT Evaluation Criteria*" available on the web site (25 percent).

**Office Management Article Critiques (Assessment 5)**

As you prepare for your upcoming role as a manager (or teacher of future managers), you should begin early to gather resources useful for accomplishing the challenges you will face. One of the ways you can do this is to begin reviewing the literature that is associated with administration and management. Therefore, each student will select two articles for critique. In particular, select articles that deal with aspects of office management that might apply to you (or your students) as an office manager. However, the content of each article critiqued must relate to an aspect of office management presented in the textbook. Maintain a common theme for **both** critiques. The first critique is due at mid session, Wednesday, March 5<sup>th</sup>. The second critique is due on the last day of class, Friday, April 25<sup>th</sup>.

During your written discussion in either of the topic areas of the critique (*see Format for Written Critiques*), cite 3 articles that substantiate or refute the issues or recommendations presented by the author. Critiques must be typewritten using the *Format for Written Critiques*. The body of the written critiques must be 2 single spaced pages, accompanied by a third page for references. Use the Times New Roman font, 12 point, with 1 inch margins. **A copy of the articles read, including the article critiqued, should be submitted as attachments along with the critique.** Refer to the course's WebCT site for the critique grading criteria/rubric. An example of a critique previously submitted by a student is also available on the web site (40 percent).

Evaluation Summary	
Online class meetings	10 percent
Online bulletin board discussions	10 percent
Written objective quizzes	15 percent
CAT Case study summaries	25 percent
Office management article critiques	40 percent
Total	100 percent

**WebCT Site**

To remain current with class activities, each student is expected to access the WebCT site on a

regular basis, from whatever location is available (home, office, lab). Messages, information or materials for assignments, links to Internet sites for use in assignments, study guides, and other important information/materials will be available from this site. Since the online class meetings are periodic, visiting this site weekly for updates is advised. Students are encouraged to use the various AOM Chat Rooms to communicate with team and class members outside of class time.

### Class Attendance

This class is web-based, however we will meet in the River’s Crossing building, Room 143 on the first day of class, Friday, January 10 and the last day of class, Friday, April 25. Students are expected to participate in all online class meetings and to submit work on the day and at the time specified on the Schedule of Weekly Activities. Students will forfeit one letter grade for each day that any work is late. Work **received** after the deadline date and time will be considered a “day” late (e.g., work due on March 5 by 9:30 p.m. will be considered one day late if **received** anytime after 9:30 p.m. Work will be considered two days late if received anytime after 9:30 p.m. on March 6, and so forth.

### Classroom Procedures

1. No grade of "I" (Incomplete) will be given.
2. Please observe the attached *Tentative Schedule of Activities* for this course. The WebCT site’s bulletin board will be used to notify students of changes or to provide additional information, therefore, students should access the bulletin board on a regular basis (daily if possible) to stay current with class activities.
3. Do not hesitate to ask questions by e-mail and direct them to the professor’s e-mail address: mwomble@arches.uga.edu. not to the WebCT site bulletin board. Remember, the professor is available electronically to help in any way possible. If you need office time outside of scheduled office hours, appointments in advance are required.
4. Each member of a team is expected to make an equitable contribution to all assignments.

<b>EBUS 5070-7070 Office Management</b> <i>Tentative Schedule of Activities</i>
<b>Friday, January 10, 2003 – Onsite, River’s Crossing, Room 143</b> “Getting to Know You;” Review of Syllabus; Organization of online CATs. <b>Assignment:</b> Read Chapter 1; Review the PowerPoint presentation for Chapter 1 in preparation for online quiz 1. Conduct online research on topic “Functions of Management” in preparation for Bulletin Board discussion.
<b>Wednesday, January 15, 2003</b> Anytime between 8:00 a.m.-9:30 p.m. Online Bulletin Board Discussion: Chapter 1: Functions of Management; 7:30 p.m.-8:00 p.m. Quiz 1, Chapter 1. <b>Assignment:</b> Read Chapter 2; Review the PowerPoint presentation for Chapter 2 in preparation for online quiz 2.
<b>Wednesday, January 22, 2003</b> 7:30 p.m.-8:00 p.m. Quiz 2, Chapter 2. <b>Assignment:</b> Read Chapter 3; Review the PowerPoint presentation for Chapter 3 in preparation for online quiz 3.
<b>Wednesday, January 29, 2003</b> 7:30 p.m.-8:45 p.m. Online Class Meeting: Chapter 3: New Approaches to Managing; 9:00 p.m.-9:30 p.m. Quiz 3, Chapter 3. <b>Assignment:</b> Read Chapter 4; Review the PowerPoint presentation for Chapter 4 in preparation for online quiz 4.

<p><b>Wednesday, February 5, 2003</b>  Anytime between 8:00 a.m.-9:30 p.m. Online Bulletin Board Discussion: Chapter 4: Self-Managed/Directed Teams; 7:30 p.m.-8:00 p.m. Quiz 4, Chapter 4. <b>Assignment:</b> Read Chapter 5; Review the PowerPoint presentation for Chapter 5 in preparation for online quiz 5.</p>
<p><b>Wednesday, February 12, 2003</b>  7:30 p.m.-8:00 p.m. Quiz 5, Chapter 5. <b>Assignment:</b> Read Chapter 6; Review the PowerPoint presentation for Chapter 6 in preparation for online quiz 6.</p>
<p><b>Wednesday, February 19, 2003</b>  7:30 p.m.-8:45 p.m. Online Class Meeting: Chapter 6: Decision Making and Problem Solving; 9:00 p.m.-9:30 p.m. Quiz 6, Chapter 6. <b>Assignment:</b> Read Chapter 7; Review the PowerPoint presentation for Chapter 7 in preparation for online quiz 7.</p>
<p><b>Wednesday, February 26, 2003</b>  7:30 p.m.-8:00 p.m. Quiz 7, Chapter 7. <b>Assignment:</b> Read Chapter 8; Review the PowerPoint presentation for Chapter 8 in preparation for online quiz 8. Complete preparation of critique 1 for submission next week.</p>
<p><b>Wednesday, March 5, 2003 – Submit Critique 1 as e-mail attachment by 9:30 p.m.</b>  7:30 p.m.-8:00 p.m. Quiz 8, Chapter 8. <b>Assignment:</b> Read Chapter 9; Review the PowerPoint presentation for Chapter 9 in preparation for online quiz 9.</p>
<p><b>Wednesday, March 12, 2003</b>  7:30 p.m.-8:45 p.m. Online Class Meeting: Chapter 9: Alternative Work Styles; 9:00 p.m.-9:30 p.m. Quiz 9, Chapter 9. <b>Assignment:</b> Read Chapters 10 and 11; Review the PowerPoint presentations for Chapters 10 and 11 in preparation for online quizzes 10 and 11.</p>
<p><b>Wednesday, March 19, 2003 - Spring Break (Monday, March 17-Friday, March 21, 2003)</b></p>
<p><b>Wednesday, March 26, 2003</b>  Anytime between 8:00 a.m.-9:30 p.m. Online Bulletin Board Discussion: Chapter 11: Corporate Values and Business Ethics; 7:30 p.m.-8:30 p.m. Quiz 10, Chapter 10 and Quiz 11, Chapter 11. <b>Assignment:</b> Read Chapter 15; Review the PowerPoint presentation for Chapter 15 in preparation for online quiz 12.</p>
<p><b>Wednesday, April 2, 2003</b>  7:30 p.m.-8:45 p.m. Online Class Meeting: Chapter 15: Role of the Office Worker; 9:00 p.m.-9:30 p.m. Quiz 12, Chapter 15. <b>Assignment:</b> Read Chapter 16; Review the PowerPoint presentation for Chapter 16 in preparation for online quiz 13.</p>
<p><b>Wednesday, April 9, 2003</b>  7:30 p.m.-8:00 p.m. Quiz 13, Chapter 16. <b>Assignment:</b> Read Chapters 17 and 18; Review the PowerPoint presentations for Chapter 17 and 18 in preparation for online quizzes 14 and 15.</p>
<p><b>Wednesday, April 16, 2003</b>  7:30 p.m.-8:30 p.m. Quiz 14, Chapter 17 and Quiz 15, Chapter 18. <b>Assignment:</b> Complete preparation of critique 2 for submission next week.</p>
<p><b>Friday, April 25, 2003 – Submit Critique 2 – Onsite, River’s Crossing, Room 143</b>  4:00 p.m.-6:00 p.m. (Last day of this class. Classes end on Thursday, May 1, 2003. Reading Day: Friday, May 2, 2003). Students complete instructor evaluation.</p>
<p style="text-align: center;"><b>Final Exams: Monday-Friday, May 5-9, 2003</b>  This syllabus schedule is subject to change.</p>

Note: Due dates for CAT’s Case Study Summaries will be determined and posted once teams have selected two case studies.

\*This syllabus is subject to change.