

**Office Management**  
EBUS 5070/7070 Spring Semester 2006

**Instructor:**

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**Office Hours:** By appointment

**Class:**

**Online**, Tuesday, 4:30 p.m. to 7:00 p.m.

**Materials:**

This course will provide chapter materials through WebCT. Therefore, you should have internet access and be familiar with web search techniques. Though a textbook is not required, the below book will be used should you want to locate a copy.

Odgers, P. and Keeling, B. L. (2000). *Administrative Office Management (Twelfth Edition)*. Southwestern Educational Publishing:Cincinnati, OH.

**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. (*UGA Bulletin*, <http://www.bulletin.uga.edu/bulletin/courses/index.html>).

**Learning Outcomes:** Upon completing this course, the student will 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.

**Attendance, Late Assignment & Academic Honesty:**

You are expected to 'attend' online class meetings, to submit professional documents, and to demonstrate a professional work ethic. If you're unable to complete work when it is due, it is your responsibility to notify the professor on a timely basis so that a decision about the status of your work may be determined. Failure to notify the professor on a timely basis will result in a zero on the assignment.

Finally, the University's Code of Conduct should be followed at all times. Any instances of plagiarism or cheating will be dealt with according to the allowable penalties.

## Assignments:

**Critical Thinking Quizzes:** Each week, students will be required to complete one or two online quizzes that review weekly course materials. Quiz forms will vary, but questions will challenge students to exhibit not only an understanding of the course material but also an ability to analyze and synthesis information. Assignments will be due by midnight on class dates. Quizzes will be available to the class for completion by 12:01 a.m. on Tuesdays and will close at 11:59 p.m. the same days.

**Professional Participation:** Students will demonstrate their knowledge of office management techniques and theory by reviewing and posting their analysis of either a discussion question and/or a case during the semester. Each item will be posted on WebCT for student review at least 5 days prior to the due date. After reviewing the question or case, students will need to post their 50 to 100 word response on the course bulletin board by the identified due date. Incorporating the knowledge learned in this course will be important when building your response.

**Article Reviews:** To familiarize you with management literature, you will be required to complete two article reviews – one research article and one popular press article. Please refer to the article review documents provided by your instructor for a detailed description of the assignment and due dates.

**Authentic Learning:** The best experience is real-world experience. While placing students in management positions during the semester is not a viable option, students can gain a better understanding and appreciation of the manager's responsibility through interviews. As a final project, students will select a business manager in their community to interview. Students will need to select three key areas (e.g., communication, technology, human resource management, etc.) on which to focus their interview, develop interview questions, and develop a 6 page report summarizing their interview findings. Additional project details, including the report format and rubric, will be posted on WebCT by March 15<sup>th</sup>.

### Assessment Summary

Critical Thinking Quizzes	30%
Professional Participation	15%
Article Review	25%
Authentic Learning Interview	<u>30%</u>
Total	100%

### Grading Scale:

100% - 90% = A    89% - 80% = B    79% - 70% = C    69% - 60% = D    60% and below = F

**Course Calendar -EBUS 5070/7070 Spring 2006**

<b>Date:</b>	<b>Topic:</b>	<b>Reading:</b>	<b>Due:</b>
Jan 10	Introduction and Overview		
Jan 17	Traditional Practices	Chapter 1	Chapter Quiz
Jan 24	Emerging Elements and Resource Areas	Chapter 2 and Chapter 3	Chapter Quizzes
Jan 31	Internal Forces and Networked Offices	Chapter 4 and 5	Chapter Quizzes
Feb 7	Leadership and Communication Process and Teamwork	Chapter 6 and Chapter 7	Chapter Quizzes
Feb 14	Groups, Teamwork, and Conflict Issues	Chapter 8	Chapter Quiz and Bulletin Board Posting
Feb 21	Staffing Practices	Chapter 9	Chapter Quiz and Article Review 1
Feb 28	Employee Practices and Work Ethics	Chapter 10 and 11	Chapter Quizzes
Mar 7	Computer Systems	Chapter 12	Chapter Quiz
Mar 14	Spring Break		Spring Break
Mar 21	Telecommunication Systems and Online Information	Chapter 13 and 14	Chapter Quizzes
Mar 28	Trends in Office Management	Chapter 15	Chapter Quiz and Bulletin Board Posting
Apr 4	Essential Communication Skills	Chapter 16	Chapter Quiz and Article Review 2
Apr 11	Employee Compensation and Health Issues	Chapter 17 and 18	Chapter Quizzes
Apr 18	Office Design	Chapter 19	Chapter Quiz
Apr 25	Other Office Technology	Chapter 20	Chapter Quiz
Thurs, May 4			<b>Office Manager Interview Report</b>