

EBUS 5070/7070 Administrative Office Management

Spring Semester 2005

Dr. Wanda L. Stitt-Gohdes, Professor

225 River's Crossing

706-542-4078

WLSG@uga.edu

Office Hours: Tuesdays 12:30 – 3:30; Thursdays 12:30 – 4:00

Course Description

Office management, including practices, supervision, information management, methods and procedures, job organization, evaluation, selection, and training of office personnel. 3 semester hours.

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 those 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 are 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: South-Western/Thomson Learning.

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 and exhibit good 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% 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.

Assignments

1. Online Bulletin Board Discussions/Participation

The bulletin board on the WebCt site for this course will be used for online class discussions four times throughout this semester. To earn credit for this assignment, each student is expected to contribute to the online bulletin board discussions on the dates specified. The schedule for bulletin board discussions and topics is shown below and on the Tentative Class Schedule that follows. Students are expected to read the assigned chapters, conduct online research of the discussion topics, and post his/her contribution to the discussion on the bulletin board. Your discussion postings **must** include information in addition to that provided in the textbook. The questions for critical thinking at the end of each chapter may be selected randomly for use as bulletin board discussion topics (75 points, 7.9%).

Online Bulletin Board Discussions:

<u>Date</u>	<u>Chapter Focus</u>	<u>Specific Topic</u>
January 18	Ch. 1	Function of Management
February 8	Ch. 4	Internal & External forces Influencing management
March 29	Ch. 11	Corporate values & business ethics
April 12	Ch. 15	Role and value of a mentor

2. Interview Office Manager

For this assignment you are to interview an office manager. The person you choose should be employed in this role for a minimum of five (5) years. The following information must be included in your report:

- ♣ Background data on manager: educational background, years in present position, progression to current position, similar experience in different organizations
- ♣ Primary day-to-day activities
- ♣ Role of technology
- ♣ Professional development activities, if any
- ♣ Biggest challenge
- ♣ Most significant success

Your report should be a maximum of two, double-spaced pages. Please use five-space paragraph indentions. You may choose but are not required to name the individual, but you must name the firm where the individual works and why the person was selected. **Due March 1.** (75 points, 7.9%)

3. Quizzes

A short quiz will be given on each assigned chapter. These quizzes will be taken via WebCt and will be available from 7 a.m. to 11:30 p.m. on the date indicated on the Tentative Class Schedule. (150 points, 15.8%)

4. Case Study Summaries

Students will form five (5) *Case Analysis Teams* (CAT) consisting of four (4) members per team. Each team will work together to analyze and develop a solution to two case studies from the textbook. 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 focused, 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 and which will be determined at the first class meeting. The facilitator and recorder positions should rotate between the two chapters/cases selected. The submitted summaries (submitted via WebCt) will be evaluated by the professor using the CAT Evaluation Criteria, available on the web site. (150 points, 15.8%).

5. Office Management Article Critiques

As you prepare for your future role as a manager or teacher of future managers and employees, you should be now to gather resources useful successfully accomplishing the challenges you will face. One of the ways you can do this is to begin reviewing literature associated with administration and management. Therefore, you will select five (5) articles for critique. The content of each article must relate to an aspect of office management presented in the textbook.

In your written discussion for each article, please cite two (2) additional articles that substantiate or refute the issues or recommendations presented by the author of the original article. These critiques must be two, double-spaced pages, accompanied by a third page for references (citations must be provided for all three articles). Please use a 12-point font with one-inch margins. Please **attach** a copy of the original article reviewed. The articles will be evaluated using the tool available on the course web site. (100 points each, total of 500 points, 52.6%)

Evaluation Summary

<u>Assignment</u>	<u>Points Possible</u>	<u>Percent of final grade</u>
Online bulletin board discussions	75	7.9%
Office manager interview	75	7.9%
Quizzes	150	15.8%
Case study summaries	150	15.8%
Article critiques (5 @100 each)	<u>500</u>	<u>52.6%</u>
Total	950	100%

Additional Information

1. Please observe the attached Tentative Class Schedule. The course WebCt site will be used to notify you of any due date changes.
2. Please contact me with any questions you have regarding assignments. You may use my UGA e-mail (WLSG@uga.edu) as well as the WebCt vehicle. You may also schedule an appointment if needed.
3. All team members are expected to make an equitable contribution to all team assignments.
4. University Honor Code and Academic Honesty Policy: All academic work must meet the standards contained in "A Culture of Honesty." Each student is responsible to inform themselves about those standards before performing any academic work.
5. The University of Georgia is committed to full inclusion of students. Students who, by nature of a documented disability, require academic accommodations should contact the professor during office hours. Students may also speak with Disability Services at 542-8719 to discuss the process for requesting accommodations.

Tentative Class Schedule

January 11	Review of syllabus; class organization
January 18	Online bulletin board discussion, Ch. 1 Quiz 1: Chapter 1
January 25	Quiz 2: Chapter 2 Critique One
February 1	Quiz 3: Chapter 3
February 8	Online bulletin board discussion, Ch. 4 Quiz 4: Chapter 4
February 15	Critique Two Quiz 5: Chapter 5
February 22	Quiz 6: Chapter 6
March 1	Manager interview Quiz 7: Chapter 7
March 8	Online bulletin board discussion, Ch. 8 Critique Three Quiz 8: Chapter 8
March 15	Spring Break!
March 22	Quiz 9: Chapter 9
March 29	Quizzes 10, 11: Chapters 10, 11
April 5	Critique Four Quiz 12: Chapter 15
April 12	Online bulletin board discussion, Ch. 11 Quiz 13: Chapter 16
April 19	Quiz 14: Chapter 17
April 26	Critique Five Quiz 15: Chapter 18

**EBUS 5070/7070 Administrative Office Management
Spring 2005**

Case Analysis Teams Rubric

<u>Assessment Item</u>	<u>Points Possible</u>
1. Case solution is thorough & accurate.	30
2. Case solution demonstrates effort & creativity.	15
3. Case solution is organized logically and is well Written.	5
4. Case summary is clear and thorough.	5
5. Case questions or tasks are identified.	5
6. Case solution is presented in acceptable business Format.	5
7. Overall team summary follows prescribed format.	5
8. Summary of contributions of each team member.	<u>5</u>
Points Possible	75

Evaluation for Written Critiques

<u>Assessment Item</u>	<u>Points Possible</u>
1. Main points of article are summarized and clearly convey author's intended message.	20
2. Strengths are stated and examples given.	10
3. Weaknesses are stated and examples given.	10
4. Additional sources (2 required) are used to substantiate or refute information provided in critique.	10
5. Overall value/worth of article to administrative office management literature is discussed.	15
6. Personal reactions to article are clearly stated in your own words, i.e., how could you see this being applied in a real-world setting?	15
7. Critique is well written and follows prescribed format; few, if any, grammar, spelling, punctuation, sentence structure errors.	<u>20</u>
Points Possible	100