Dakota College at Bottineau Course Syllabus

Course Prefix/Number/Title: BOTE 209/Office Management

Number of credits: 3

Course Description: This course is a study of office management concepts and technology, including office facilities development, office systems, human relations, office ethics and etiquette and various administrative duties and responsibilities.

Pre-/Co-requisites: None

Course Objectives: It is expected that students will:

- Demonstrate knowledge of the latest office management procedures.
- Know what constitutes professional appearance.
- Use proper techniques for managing issues of consumer relations and employee relations
- Examine, recognize and use proper techniques in telephone communications. To exhibit the knowledge and capacity to conduct oneself with appropriate action within varying situations.
- Understand how to organize an office environment for efficiency and ergonomics.
- Be familiar with office supplies, office equipment and costs.
- Demonstrate the ability to recognize problems, and analyze, synthesize and evaluate data necessary to solve that problem.
- Understand concepts of business etiquette and protocol.
- Demonstrate the ability to communicate effectively in varying media.
- Develop an understanding of cultural differences in the business environment.
- Apply the concepts presented in the course by completing assigned activities.

Instructor: Christy Jackson

Office: No campus office

Office Hours: No campus office hours

Phone: 701-240-5866

Email: christy.jackson@dakotacollege.edu

Lecture/Lab Schedule: Class is held online only

Textbook(s): Procedures and Theory for Administrative Professionals
Authors: Fulton-Calkins, Stulz
ISBN: 0-538-73052-8
Published by: Thompson/Southwestern

Course Requirements:

- Students will complete all assignments in a professional manner.
- Assignments are graded as the instructor deems appropriate.
- Work completed is expected to be the student's own. Any instances of plagiarism will result in significant grade reduction.

- Assignments will consist mainly of essay-type questions. Answers will be submitted to the instructor via e-mail.
- Assignments must be submitted by the designated due date or students will receive significant point reductions.
- Exams are given & taken on a Web-based format. Students receive immediate feedback on scores earned on all exams except the final exam.
- Exams are available to students on a given date between certain hours of the day or evening. Exams will be presented on a timed basis. When the time allowed for a student to take an exam, the exam will automatically turn off and the exam will be scored.
- Exams may be taken at any computer with Internet access. Hence, students need to set up or select an environment conducive for testing. (e.g. distraction-free area at home, a computer lab in a library, etc.)
- Exams are not proctored. Students may use their books and/or notes while taking them.
- Five unit exams and a final exam may consist of multiple choice, true & false, matching and short essay questions.

Tentative Course Outline:

- Workplace Team and Environment
- Virtual Workplace
- Professional Image in the Workplace
- Anger, Stress, and Time Management
- Ethical Theories and Behaviors
- Written Communication
- Event Planning and Travel Arrangements
- Job Search and Advancement/Leadership and Management

General Education Goals/Objectives:

- Demonstrate knowledge of the latest office management procedures.
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Classroom Policies:

- Every assignment and test is given online.
- Students will have to complete a portfolio type project and email it to the instructor.
- Students are NOT expected to come to the campus at any time.
- Assignments are due at the designated time. Assignments handed in late will lose 50% of the grade that would have been earned if the work had been handed in on the due date.

Academic Integrity:

- Students are responsible for submitting their own work. Students who cooperate on oral or written examinations or work without authorizations where the responsibility for violation of academic principles and the students are subject to disciplinary action even when one of the students is not enrolled in the course where the violation occurred. (Student handbook p. 19)
- Students will receive no credit for work that fails to meet standards of academic integrity.
- If a person participates in academic dishonesty more than once, the result will be an F for the course.

Disabilities and Special Needs: If you have a disability for which you need accommodation, contact me within the first week of the semester. Learning Center disability support services are available also: phone 701-228-5477 or toll-free 1-888-918-5623.