



## **BOTE 209 Office Management - Online**

Christy Jackson

Fall 2019

Dakota College Bottineau

## Course Syllabus

Keep this syllabus for reference throughout the semester

<b>Course Title:</b> Office Management	<b>Instructor:</b> Christy Jackson
<b>Course Prefix/Number:</b> BOTE 209	<b>Office:</b> Online
<b>Class Location:</b> Online	<b>Office Hours:</b> Online. Arrange chat sessions with the instructor as needed.
<b>Lecture/Lab Schedule:</b> Within the online course. Students are not required to attend any sessions on campus.	<b>Instructor Contact Information:</b> Phone: 701-240-5866 ( <b>EMERGENCY ONLY</b> )
<b>Credits:</b> 3	Email: Course messaging system.
<b>Pre-/Co-requisites:</b> None	

**Course Description:** This course is a study of office management concepts and technology, including office facilities development, office systems, human responsibilities.

**Relationship to Campus Theme:** Technology: The Course focuses on knowledge and application of technology.

Objective 1: Completes assignments using appropriate application software

Skill: 1. Creates, edits, and formats a word processing document

2. Creates, edits, and formats a spreadsheet application

3. Creates, edits, and formats a slide show

### **Goals/Objectives:**

#### **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.

**Required Text:** Procedures and Theory for Administrative Professionals

Authors: Fulton-Calkins, Stulz

ISBN: 978-1-11157586-1

Published by: Thompson/Southwestern

**Course Requirements:**

1. Students will complete all assignments in a professional manner.
2. Assignments are graded as the instructor deems appropriate.
3. Work completed is expected to be the student's own. Any instances of plagiarism will result in significant grade reduction.
4. Assignments must be submitted by the designated due date or students will receive significant point reductions (50%).
5. All communication with the instructor and fellow students will be conducted in a professional manner. There will be no texting acronyms used and all communication should contain proper grammar.

Description of Assignment/Assessment	CEC Standard	Points Possible	Points received
<b>Assignments:</b> Students complete a variety of assignments including creating memos and answering questions related to information read.		24 @ 10-100 pts ea Assignments have different values	
<b>Discussions:</b> Students will participate in discussion boards.		10 @ 20 pts each	
<b>Final:</b> Student complete a final which consists of evaluating their own strengths and weaknesses.		1 @ 100 pts	
<b>Outfit an Office Project:</b> Students will design an office from scratch.		1 @ 100 pts	
Total Points		1,339	

**Grades.** Grades will be calculated by dividing total points earned by the total points possible and will be based on the following percentages:

Percentage	Grade	
90-100%	A	Target
80 – 89%	B	Acceptable-high
70 – 79%	C	Acceptable-low
60 – 69%	D	Unacceptable
0 – 59%	F	Unacceptable

**Academic and Institution Policies**

**Student Email Policy:**

Dakota College at Bottineau is increasingly dependent upon email as an official form of communication. A student's campus-assigned email address will be the only one recognized by the campus for official mailings. The liability for missing or not acting upon important information conveyed via campus email rests with the student.

### **Academic Integrity:**

The academic community is operated on the basis of honesty, integrity and fair play. Occasionally, this trust is violated when cheating occurs, either inadvertently or deliberately. This Code will serve as the guideline for cases where cheating, plagiarism or other academic improprieties have occurred.

1. The primary responsibility of the students, faculty and administration is to create an atmosphere where the honesty of individuals will not be questioned.

a. Faculty members are responsible for providing guidelines concerning cheating and plagiarism at the beginning of each course, and should use precautionary measures and security in cases where cheating is likely to occur.

b. Students are responsible for submitting their own work. Students who cooperate on oral or written examinations or work without authorization share 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.

View the [Plagiarism Tutorial-Pearson Education](#) to learn more about plagiarism, citing sources, etc.

Webster's Encyclopedic Unabridged Dictionary defines plagiarism as: "The appropriation or imitation of the language, ideas, and thoughts of another author, and representation of them as one's original work."

There will be zero tolerance of any form of academic dishonesty. If any evidence appears of students not doing their own work, plagiarism, or outright cheating on quizzes/exams, the matter is investigated. If it is concluded that such dishonesty occurred, the student in question will receive an automatic "F" for the course. Furthermore, the matter is then reported to the appropriate university office and the instructor will participate in any proceedings against the guilty party.

### **Confidentiality:**

The experience or problems shared by classmates are not to be discussed outside of class. This is a preparation for those going into a field where confidentiality is stressed in the CEC standards for Professional Practice.

### **Disabilities and Special Needs:**

Please inform the instructor within the first week of class if any assistance is required due to disabilities or special needs. If you have a disability for which you need an accommodation, contact the Learning Center to request disability support services. Phone: (701)228-5477; Toll free 1(888)918-5623.

### **Quality of work:**

At the college level of learning, it is expected that all work submitted is free of spelling, grammar, and punctuation errors. Discussion and information must be thought-out, in-depth, and incorporate new vocabulary and concepts learned during course.