



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

Number of Credits: 3

Course Description: Introduction to office management concepts and technology, with emphasis on critical thinking, creative problem solving, professional development, leadership, teamwork, and other soft skills.

Pre-/Co-requisites: None

Course Objectives: Upon completion of the course, students will be able to:

1. Demonstrate knowledge of the latest office management procedures.
2. Understand business etiquette, professional appearance, and protocol
3. Use proper techniques for managing consumer relations and employee relations
4. Exhibit knowledge and capacity to conduct oneself with appropriate action in varying situations
5. Demonstrate the ability to recognize problems, and analyze data necessary to solve that problem
6. Apply concepts presented in the course by completing assigned activities.

Instructor: Erika Hamilton, Ed.S.

Office: Thatcher Hall

Office Hours: M/W/F 11:00-11:50, T/R 10:00-10:50

Phone: 701-228-5425

Email: [Erika.hamilton@dakotacollege.edu](mailto:Erika.hamilton@dakotacollege.edu)

Lecture/Lab Schedule: M/W/F: 2-2:50 pm

Textbook(s): We will be using OER, or Open Educational Resources for our text. It is available to you, free, online or to download. If you would like you can print or order a copy. It is available in alternative formats.

Bright, D. S., & Cortez, A. H. (2019). *Principles of Management*. OpenStax.

<https://openstax.org/details/books/principles-management>

Course Requirements: Points for the class will be earned from a combination of in class exams, in class quizzes, and Blackboard quizzes. Grade scale:

90-100%- A      80-90%- B      70-80%- C      60-70%- D      <59.5%- F

Tentative Course Outline: This syllabus is a living document, and is subject to change. Any changes will be announced in class, and notice of any changes will always be given.

We will be covering one chapter from the text per week. Each chapter and powerpoint will be available in Blackboard, along with any assignments. We will have testing, with the only certain dates to be the midterm at week 8, and the final at week 16.

General Education Competency/Learning Outcome(s) OR CTE Competency/Department Learning Outcome(s): Competency Goal 4: Learning Outcome 2: Employs critical thinking skills to solve problems. LO 4: Collaborates with others. Performance Indicator 1: Participates in class discussions, peer editing, and group activities or projects, responding productively and respectfully to the work and ideas of others and considering the ideas and suggesting of others.

Relationship to Campus Focus: Nature, Technology, and Beyond

- Students will examine and understand human nature and build tools for interaction and management.
- Students will understand the implications and usefulness of technology in management.

Classroom Policies: Please be respectful to others. Cell phones are a distraction, please don't use them in class. All assignments are due on their due date. Late work will incur a point deduction. Turn in your own work. If there is something that I should know, please tell me. I appreciate your communication, and am always willing to work with others.

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:

According to the DCB Student Handbook, 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. The Code detailed in the Academic Honesty/Dishonesty section of the Student Handbook will serve as the guideline for cases where cheating, plagiarism or other academic improprieties have occurred.

Disabilities or Special Needs:

Students with disabilities or special needs (academic or otherwise) are encouraged to contact the instructor and Disability Support Services.

Title IX:

Dakota College at Bottineau (DCB) faculty are committed to helping create a safe learning environment for all students and for the College as a whole. Please be aware that all DCB employees (other than those designated as confidential resources such as advocates, counselors, clergy and healthcare providers) are required to report information about such discrimination and harassment to the College Title IX Coordinator. This means that if a student tells a faculty member about a situation of sexual harassment or sexual violence, or other related misconduct, the faculty member must share that information with the College's Title IX Coordinator. Students wishing to speak to a confidential

employee who does not have this reporting responsibility can find a list of resources on the DCB Title IX webpage.