

Northwest Arkansas Community College
Business & Computer Information Systems Division

Discipline Code

OSIM

Course Number

1013

Course Title

Administrative Office Management

Catalog Description

This course integrates human resources management and office technology with concise, non-technical coverage of office systems and automation, office productivity, with continuing emphasis on professionalism, confidentiality, and customer service. Development of an ergonomic work environment is presented as well as priority setting and decision making. (Outside lab time will be required).

Prerequisites

None

Credit Hours

3 credit hours

Contact hours

45 lecture/lab contact hours

Load hours

3 load hours

Semesters Offered

On Demand

ACTS Equivalent

None

Grade Mode

A-F

Learning Outcomes

Students completing this course will:

- Define different management styles and explain their effect on employee motivation
- Identify positive methods and attitudes for handling administrative challenges
- Apply laws affecting employee compensation, recognition, and discrimination to various situations
- Propose ergonomic standards to create a healthy workplace
- Create effective, accurate, professional communication tools
- Evaluate decisions based on the company's policies and procedures.
- Explain the necessity of security and confidentiality requirements for both employees' information and company information
- Analyze costs related to office administration, human resources, purchasing, and information management
- List cultural and ethnic differences in global business and in the workplace
- Participate effectively on a team to accomplish goals

General Education Outcomes Supported

- Students can write clear, coherent, well-organized documents, substantially free of errors.
- Students develop effective oral communication skills.

Standard Practices

Topics list

- Evolution of Management Practices
- Handling Administrative Management Challenges
- Administrative Management Activities in the Workplace
- Emerging Elements Impacting Administrative Management Practices
- Managing Information, Technology, and Training in the Workplace
- Staffing Practices: Employment Laws and Job Analysis
- On-the-Job Employee Practices
- Employee Compensation, Recognition, and Company Policies
- Health-Related and Other Workplace Issues
- Work Ethics and Business Etiquette Issues
- Leadership, Motivation, and Problem Solving in Organizations
- Communicating in the Workplace
- Group Dynamics, Teamwork, and Conflict Issues
- Essential Business Communication Skills
- Office Design, Space, and Health Issues
- Managing Systems and Technology
- Other Workplace Productivity Systems
- Computer Network Systems and Security Issues
- Internet Services and Computer Management Policies
- Business and Computer Information Systems

Learning activities

- Textbook assignments to gain a better understanding of Administrative Office Management.
- Create and present an oral presentation.
- Team building activities covering listening skills and/or nonverbal communication.
- Create an “efficient” office.
- This course requires additional work that may need to be completed out of class or in a virtual or on-campus lab.

Assessments

- Student presentations over textbook material and/or relevant topic.
- The final is a comprehensive project. The Capstone will cover a select number of the core learning outcomes (i.e. job search skills), in as much that the instructor will provide a job search laboratory for the students to participate; develop an efficient office.

Grading guidelines

A traditional grading scale will be used, and students will be evaluated based on their combined performance on:

- homework assignments (textbook)
- exams, chapter reviews, and/or projects
- presentations and/or projects