



ILLINOIS VALLEY COMMUNITY COLLEGE

COURSE OUTLINE

DIVISION: Workforce Development

COURSE: CSM 2240 – Office Management

Date: Spring 2018

Credit Hours: 3

Prerequisite(s): ENG-1205 or ENG-1001, CSP-1203

Delivery Method:

<input checked="" type="checkbox"/> Lecture	3 Contact Hours (1 contact = 1 credit hour)
<input type="checkbox"/> Seminar	0 Contact Hours (1 contact = 1 credit hour)
<input type="checkbox"/> Lab	0 Contact Hours (2-3 contact = 1 credit hour)
<input type="checkbox"/> Clinical	0 Contact Hours (3 contact = 1 credit hour)
<input checked="" type="checkbox"/> Online	
<input type="checkbox"/> Blended	

Offered: Fall Spring Summer

IAI Equivalent –**Only for Transfer Courses**-go to <http://www.itransfer.org>.

CATALOG DESCRIPTION:

This course will prepare students for the role of the professional office manager in today's global job market. Topics to be covered include defining the administrative office manager, understanding basic forms of organizations, developing problem-solving skills, recruiting and orienting a culturally diverse workforce, and analyzing office jobs, salaries, benefits, and workplace issues. Also covered will be resume writing, travel arrangements, planning meetings and conferences; and time and record management.

GENERAL EDUCATION GOALS ADDRESSED

[See last page for Course Competency/Assessment Methods Matrix.]

Upon completion of the course, the student will be able:

[Choose up to three goals that will be formally assessed in this course.]

- To apply analytical and problem-solving skills to personal, social, and professional issues and situations.
- To communicate successfully, both orally and in writing, to a variety of audiences.
- To construct a critical awareness of and appreciate diversity.
- To understand and use technology effectively and to understand its impact on the individual and society.
- To develop interpersonal capacity.
- To recognize what it means to act ethically and responsibly as an individual and as a member of society.
- To recognize what it means to develop and maintain a healthy lifestyle in terms of mind, body, and spirit.
- To connect learning to life.

EXPECTED LEARNING OUTCOMES AND RELATED COMPETENCIES:

[Outcomes related to course specific goals. See last page for more information.]

Upon completion of the course, the student will be able to:

1. Explore entering the workforce

- a. Assess the demand for administrative professionals and describe their work setting.
- b. Describe the skills, knowledge, attitudes, and traits employers expect of an administrative assistant
- c. Compare the responsibilities of the employer and employees in a work relationship.
- d. Describe the culture and structure of business organizations.

2. Learn how to become a professional

- a. Describe the qualities that make a worker a professional
- b. Explain why critical-thinking, decision-making, and problem-solving skills are essential to an administrative assistant.
- c. Describe how factors such as appearance, communication, and teamwork skills affect your professional image.
- d. Describe the importance of following business etiquette.

3. Manage and organize yourself

- a. Explain steps for setting and meeting goals and priorities.
- b. Describe strategies and tools for organizing your work area and managing your work load.
- c. Identify life management skills that improve job performance.

4. Work Ethically

- a. Describe basic ethical terms and concepts
- b. List characteristics of ethical businesses and organizations
- c. Describe resources and methods for making ethical decisions at work.
- d. Identify unethical workplace behaviors and steps for working ethically.

5. Understand the workplace Team

- a. Describe the benefits of teams and identify common types of workplace teams.
- b. Describe and practice the general process by which teams operate.
- c. Describe and utilize qualities and skills for being an effective team member, supporter or leader.

- d. List qualities of effective teams and identify team challenges.

6. Develop Customer Focus

- a. Define customer focus and explain the differences between external and internal customers.
- b. Describe strategies for developing customer focus.
- c. Develop skills for providing effective customer service.
- d. Describe how to handle difficult customer service situations.

7. Improve Communication Skills

- a. Describe the communication process and its elements.
- b. Describe types of listening and ways to improve listening skills.
- c. Describe factors related to effective verbal and nonverbal communication.
- d. Prepare effective written messages.

8. Communicate with Technology

- a. Explain the value of global communication tools.
- b. Describe the tools and methods used for collaborating in the workplace.
- c. Describe effective techniques for telephone communication.
- d. Identify security issues and solutions for protecting computer data.

9. Develop Presentation Skill

- a. Plan and research presentation.
- b. Write the content of presentations.
- c. Develop visual aids for presentations.
- d. Deliver effective individual and team presentation.

10. Plan Meetings and Events

- a. Identify types of business meetings.
- b. Identify appropriate meeting formats for various situations.
- c. Describe meeting responsibilities of executives, leaders, and other participants.
- d. Complete duties for an administrative assistant that are related to meetings.
- e. Complete duties related to conferences.

11. Manage Physical Records

- a. Identify reasons that records are valuable.
- b. Describe supplies, equipment, and media for physical records.
- c. Describe types of storage systems.
- d. Apply filing procedures for physical records.
- e. Describe procedures for record retention.

12. Manage Electronic Records and Mail

- a. Describe procedures for managing electronic records.
- b. Prepare outgoing mail effectively.
- c. Identify methods for sending outgoing mail.
- d. Describe ways to handle incoming mail effectively.
- e. Describe how office printers and copiers are used in processing documents and records.

13. Coordinate Business Travel

- a. Plan domestic travel arrangements.
- b. Plan international travel arrangements.
- c. Research business customs related to international travel.
- d. Discuss and apply organizational travel procedures.

14. Understand financial documents

- a. Describe financial statements for organizations.
- b. Describe employee payroll deductions and prepare a payroll register.

- c. Describe purchases transaction forms and procedures.
- d. Prepare a bank reconciliation.

15. Seek employment

- a. Identify sources of job information.
- b. Research organizations and prepare a letter of application and a resume.
- c. Develop job interview skills.
- d. Evaluate job offers.
- e. Develop skills for job advancement and job changes.

16. Lead with confidence

- a. Describe differences in and theories of leadership and management.
- b. Describe and develop qualities of effective leaders.
- c. Describe common leadership styles.
- d. Describe and develop skills and strategies for successfully leading people.

MAPPING LEARNING OUTCOMES TO GENERAL EDUCATION GOALS

[For each of the goals selected above, indicate which outcomes align with the goal.]

Goals	Outcomes
First Goal	
To apply analytical and problem-solving skills to personal, social, and professional issues and situations.	<ul style="list-style-type: none"> • Be able to compare the responsibilities of the employer and employees in a work relationship. • Be able to explain why critical-thinking, decision-making, and problem-solving skills are essential to an administrative assistant. • Be able to research business customs related to international travel. • Be able to identify procedures for record
Second Goal	
To communicate successfully, both orally and in writing, to a variety of audiences.	<ul style="list-style-type: none"> • Be able to fully develop thoughts and ideas relating to position on various topics when posting and responding to discussion questions. • Be able to understand factors related to effective verbal and nonverbal communication. • Be able to explain types of listening and ways to improve listening skills. • Be able to plan and research a presentation.
Third Goal	
To recognize what it means to act ethically and responsibly as an individual and as a member of society.	<ul style="list-style-type: none"> • Be able to identify characteristics of ethical businesses and organizations. • Be able to identify resources and methods for making ethical decisions at work. • Be able to identify unethical workplace behaviors and steps for working ethically.

COURSE TOPICS AND CONTENT REQUIREMENTS:

1. Explore entering the workforce
2. Learn how to become a professional
3. Manage and organize yourself
4. Work Ethically
5. Understand the workplace Team
6. Developing Customer Focus
7. Improving Communication Skills
8. Communicating with Technology
9. Developing Presentation Skill
10. Planning Meetings and Events
11. Managing Physical Records
12. Managing Electronic Records and Mail
13. Coordinating Business Travel
14. Understanding financial documents
15. Seeking employment
16. Leading with confidence

INSTRUCTIONAL METHODS:

- Presentations
- Small group work – guided, role playing
- Online discussion

INSTRUCTIONAL MATERIALS:

- The Administrative Professional Technology & Procedures, 15th Edition, Rankin, Shumack, Cengage Learning, ISBN: 9781305581166
- Blackboard
- Office 365
- Internet resources; including but not limited to additional sources of reading material and videos.

STUDENT REQUIREMENTS AND METHODS OF EVALUATION:

1. Read assigned chapter(s) and review PowerPoint presentations for understanding of content material.
2. Participate in weekly discussion boards – 15%
3. Individual Activities/Projects – 35%
4. Case Projects/Presentations – 25%
5. Exams – 25%

Grading scale to be determined by each individual instructor

OTHER

- *For current texts and materials, use the following link to access bookstore listings:*
<https://www.ivccbookstore.com/>
- *For testing services, use the following link:*
<https://www.ivcc.edu/assessmentstaff.aspx>

- *If any student has special classroom or testing needs because of a physical learning or emotional condition, please contact Disability Services, <https://www.ivcc.edu/disabilityservices.aspx?id=582>*
- *Withdrawing from a course is the student's responsibility. Students who do not attend class and who do not withdraw will receive the grade earned for the course. <https://www.ivcc.edu/withdrawalstudent/index.cfm>*
- *Student Handbook, <http://catalog.ivcc.edu/student-services/studenthandbook/>*

Course Competency/Assessment Methods Matrix

(Dept/# Course Name)		Assessment Options																																	
For each competency/outcome place an "X" below the method of assessment to be used.	Assessment of Student Learning	Article Review	Case Studies	Group Projects	Lab Work	Oral Presentations	Pre-Post Tests	Quizzes	Written Exams	Artifact Self Reflection of	Capstone Projects	Comprehensive Written Exit	Course Embedded	Multi-Media Projects	Observation	Writing Samples	Portfolio Evaluation	Real World Projects	Reflective Journals	Applied Application (skills)	Oral Exit Interviews	Accreditation	Advisory Council Feedback	Employer Surveys	Graduate Surveys	Internship/Practicum /Site	Supervisor Evaluation	Licensing Exam	In Class Feedback	Simulation	Interview	Written Report	Assignment		
	Direct/Indirect	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	I	I	I	I	D	D									
1. Explore Entering the Workforce									x				x																					x	
2. Learn to Become a Professional									x				x																					x	
3. Manage and Organize Yourself									x				x																					x	
4. Work Ethically			x						x				x																						
5. Understand the Workplace Team			x						x				x																						
6. Developing Customer Focus									x				x																						
7. Improving Communication Skills									x				x																						
8. Communicating with Technology						x			x				x	x																					
9. Developing Presentation Skill						x			x				x	x																					
10. Planning Meetings and Events									x				x																						x
11. Managing Physical Records									x				x																						x
12. Managing Electronic Records and Mail									x				x																						x

