



WACO, TEXAS

**COURSE SYLLABUS
AND
INSTRUCTOR PLAN**

OFFICE MANAGEMENT

BMGT 1325 87

CRYSTAL NEVILLE

NOTE: This is an online course.

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Course Description:

BMGT 1325 Office Management Presents systems, procedures, and practices related to organizing and planning office work, controlling employees' performance, and exercising leadership skills.

Prerequisites and/or Corequisites:

Prerequisite: POFT 1309 and ITSW 1301 with a minimum grade of C. Semester Hours 3 (3 lec)

Course Notes and Instructor Recommendations:

Course Requirements:

Basic computer skills, including file management and Internet skills, are needed to successfully complete this course.

As your instructor, I am extremely interested in this course. If you need additional information, individual help, or just a little encouragement, please come by my office or schedule an appointment. My office hours are posted on my office door and in Brightspace.

Students should plan to spend time studying and doing assignments to pass this course. Students who spend quality time studying are more likely to make a high grade than those who don't study or who don't have quality study habits.

Deadlines are important. Deadlines are just that "deadlines." Therefore, the students need to make sure that they read the tentative schedule to know when deadlines are scheduled. The students need to organize their time to meet these deadlines.

Technology can sometimes fail. It is the student's responsibility to report any technical issues; however, last minute technical issues may not allow for due date extensions. It is important to not wait until the last minute to complete assignments as technology can sometimes fail. In the event of a technology failure, contact the instructor immediately.

Grading should be completed within one week of the late due date; however, longer assignments may take more time to grade. Feedback will be provided within the gradebook of Brightspace. Students should check this feedback regularly.

Communication with Instructor – Students will use their student email account. E-mail messages from outside e-mail accounts will not be answered. Email or phone messages received during the weekend will be handled the first day of classes the following week. Though I strive to return messages within a few hours, please allow up to a 24 hour turn around for messages during the workweek. When emailing the instructor, students should include the course title in the subject line. Written communication should be in a professional format and should include a greeting and closing. Students should include their name in their e-mail closing.

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Please do not use the instant messaging feature in Brightspace. I do not always receive the messages or receive them many days later.

Hardware/Software Requirements:

- To complete this course, you must have access to the Internet and MS Office.
- If you do not have access to the Internet, you may use the Office Technology Careers Lab that is located in the Learning & Technology Center, 3rd floor, in the back of the Library. Regular Office Technology Careers Lab hours are posted at the lab. Students may also use the MCC Library.

If you have problems with either your hardware or software, it is your responsibility to make sure that all assignments are turned in on time. Technical difficulties with computers or software are not an excuse for a missed deadline. However, if you do experience technical difficulties, you should report it immediately to your instructor. Students may utilize the I.T. Helpdesk by contacting (254) 299-8077.

Instructor Information:

Instructor Name: Crystal Neville

MCC E-mail: cneville@mclennan.edu

Office Phone Number: 254-299-8263

Office Location: RE 105/106

Office/Teacher Conference Hours: As posted on office door and in Brightspace

Required Text & Materials:

Title: *Administrative Office Management*

Author: Odgers Edition: 13th edition

Publisher: South-Western Cengage Learning Publishing Co.

ISBN: 978-0-538-43857-5

Title: *Self Leadership and the One Minute Manager*

Author: Blanchard, Fowler, & Hawkins

Publisher: HarperCollins

ISBN: 978-0-060-79912-0

Title: *Be Our Guest*

Author: Disney Institute with Theodore Kinni

Publisher: Disney Editions

ISBN: 978-1-423-14584-4

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MCC Bookstore Website: <http://www.mclennan.edu/bookstore/>

Student Support/Resources:

MCC provides a variety of services to support student success in the classroom and in your academic pursuits to include counseling, tutors, technology help desk, advising, financial aid, etc. A listing of these and the many other services available to our students is available at <http://www.mclennan.edu/campus-resource-guide/>

College personnel recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources, we encourage you to contact a success coach by calling (254) 299-8226. Students can visit the Completion Center Monday-Friday from 8:00 a.m.-5:00 p.m. to meet with a success coach and receive additional resources and support to help reach academic and personal goals. Paulanne's Pantry (MCC's food pantry) is open 12:00 p.m.-1:00 p.m., Monday-Friday, without an appointment. The Completion Center and pantry are located on the Second Floor of the Student Services Center (SSC).

Minimum Technical Skills:

Students should have basic computer skills, knowledge of word processing software, and a basic understanding of how to use search engines and common web browsers.

Backup Plan for Technology:

In the event MCC's technology systems are down, you will be contacted/notified through your MCC student email address. Please note that all assignments and activities will be due on the date specified in the Instructor Plan, unless otherwise noted by the instructor.

* [Click Here for the Minimum System Requirements to Utilize MCC's D2L|Brightspace](http://www.mclennan.edu/center-for-teaching-and-learning/teaching-commons/requirements)
(www.mclennan.edu/center-for-teaching-and-learning/teaching-commons/requirements)

Click on the link above for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

Methods of Teaching and Learning:

Lecture/Discussion
Homework Assignments
Group Work
Hands-On Practice
Projects
Quizzes/Exams

Course Objectives and/or Competencies:

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Departmental Student Learning Outcome (SLO)- Develop an appropriate management strategy for use by an administrative office manager

Upon completion of this course, students will be able to:

- Identify skills and competencies of an office manager
- Describe different forms of organizations
- Develop processes for office operations
- Explain types of leadership and when each should be used
- Identify and apply basic employment laws pertaining to supervision of employees
- Identify the roles and responsibilities of a manager
- Summarize employee performance evaluation types, practices, and procedures
- Practice being flexible when working with others as well as learning new ideas
- Assess employee training needs within an office environment
- Instruct others on the operation and features of equipment
- Analyze customer service processes and recommend customer service practices
- Interpret and apply policies relating to office processes
- Comply with deadlines, rules, and regulations

Specific unit objectives are listed in Brightspace and at the beginning of each chapter.

Course Outline or Schedule:

BMGT 1325.87- Office Management

Changes will be Announced on Brightspace

Assignments are due at 11:59 p.m. of the due date listed.

Assignments should be turned in through Brightspace unless stated otherwise.

Week	Unit	Due Date
Week 1	Course Orientation Chapter 1 Begin Self-Leadership Report- Due March 2	January 20
Week 2	Chapter 2	January 27
Week 3	Chapter 3	February 3
Week 4	Chapter 4	February 10
Week 5	Chapter 5	February 17
Week 6	Chapter 6	February 24
Week 7	Chapter 7	March 2
Week 8	Chapter 8 Begin Customer Service Project- Due May 3	March 16

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Week 9	Chapter 9	March 23
Week 10	Chapter 10	March 30
Week 11	Chapter 11	April 6
Week 12	Chapter 12	April 13
Week 13	Chapter 13	April 20
Week 14	Chapter 16	April 27
Week 15	Wrap up Customer Service Project Study for Final	May 3
Week 16	Final	May 5

Course Grading Information:

Quizzes.....20%
Assignments.....50%
Final..... 10%
Projects/Reports..... 20%

Grades will be based on percentage: A= 90-100; B= 80-89; C= 70-79; D= 60-69; F = Below 60

Quizzes (20%)- There is one quiz for every chapter covered. Quizzes may consist of a variety of question types, including but not limited to multiple choice, multiple answer, fill in the blank, matching, short answer, and essay. Each quiz will have three attempts to complete. The highest grade will be used in determining final course grade.

Assignments (50%)– Each week will have at least one assignment to complete. Instructions for each assignment are posted in Brightspace.

Final- (10%) The course final will be comprehensive and may consist of matching, true/false, short answer, essay, multiple choice, or multiple answer questions.

Reports/Projects (20%)- There are two reports/projects. Students will be given detailed instructions and grading rubrics for the projects in Brightspace.

Completing Assignments-

- Students are expected to complete assignments in their entirety. Skipping questions will result in lost points in proportion to the questions skipped.
- Part of being a professional is using proper grammar. Assignments should be completed using proper and complete sentences. Points may be deducted for grammatical and spelling errors at the discretion of the instructor.

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- When answering questions, students should consider class discussions, material introduced by the instructor, and the text.
 - Plagiarism will not be tolerated. Ideas or references should be given credit where credit is due. Students should complete works cited using APA format. Students who need help with this may seek help from the instructor, the library, the Internet, the APA Manual, or any other resource at their disposal.

Most assignments will be graded within a week of the late due date; however, longer assignments may take more time to be graded.

Late Work, Attendance, and Make Up Work Policies:

- Students, **whether present or absent**, are responsible for all material presented or assigned for the course and will be held accountable for such materials in the determination of course grades.
- Late work may be turned in up to one week after the due date. Most due dates are on a Monday, meaning students have until that following Sunday to turn in work late. Work turned in late will receive a 10-point deduction. **No late work will be accepted after May 3.**
- Students, whether absent or present, are responsible for course deadlines. Students should communicate with the instructor if an emergency or situation arises preventing completion of work.
- **Drops/grades based on attendance-** Students are responsible for contacting the instructor to be dropped from this course. Students who exceed the allowed absences will receive a grade of F unless they contact the instructor and request to be dropped prior to the drop deadline. If a student is experiencing an emergency, they should contact the instructor immediately to make alternate arrangements.
- For the purpose of this online course, attendance will be based on a student's completion of assignments. Students who complete at least one assignment for the week will be counted as present. Failure to complete any assignment for the week will result in an absence for the week.

Student Behavioral Expectations or Conduct Policy:

Students are expected to conduct themselves in a professional manner for the duration of the course. This manner includes appropriate language, respectfulness, proper grammar, meeting deadlines, and responding to correspondence from the instructor. Students who display disrespectful or disruptive behavior will be dropped from the course and referred to Student Conduct.

Students are expected to maintain class decorum that includes respect for other students and the instructor, and an attitude that seeks to take full advantage of the education opportunity.

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MCC is a drug-free campus, and it is a violation of the “General Conduct Policy” to possess, attempt to possess, use, transmit or distribute (sell) drugs or alcohol on the campus (taken from *MCC Student Highlander Guide*). If a student comes to class using drugs or alcohol, or if he/she is under the influence of drugs or alcohol, that student will be asked to leave class, forfeiting any opportunity to complete or make up assignments, tests, or activities done during class and receive a zero. The student may be asked to meet with the Division Chair for disciplinary measures, and the Division Chair may refer the student to the campus disciplinary official for discipline. Disciplinary incidents could result in being dropped from the course or receiving a grade of F for the course.

Disciplinary Action - Consequences for failure to comply with all class rules/guidelines stated in this syllabus as well as other rules stated in the MCC Student Handbook will have the following consequences: (1) The student will be asked to comply with the rules (penalties will stand as stated). (2) Any recorded material (audio or visual) will be given to the instructor for her to use as needed or it may be deleted. (3) If the student fails to comply during class, the student will be asked to leave the room for the remainder of the class for that day and receive a zero on work done that day. If assignments are made, it is the student’s responsibility to obtain them. (4) Incidents will result in a conference with the division chair of business programs, the campus disciplinary specialist, and/or the dean for further disciplinary actions which could include failure of the course or being dropped from the course.

Plagiarism and cheating will not be tolerated.

Plagiarism is:

- Using someone else’s work and claiming it as your own
- Copying information (1) without quotes and/or not (2) giving credit to the source
- Paraphrasing information without giving credit to the source
- Expressing the ideas of others as your own
- Fraud

Cheating is:

- Sharing information (giving or receiving) of any format
- Using unauthorized material during a test or assignment
- Working as a pair or group to complete an assignment that is not designated as group work
- Plagiarism

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Plagiarism and cheating will be dealt as follows:

- 1) For the first offense, the student will be made aware of the issue and will receive a zero (0) for the assignment.
- 2) For the second offense, the student will be reported to the Student Discipline Committee and be subject to the discipline recommended by the committee.
- 3) For the third offense, the student will be given an F in the class.

*** [Click Here for the MCC Academic Integrity Statement](#)**

(www.mclennan.edu/academic-integrity)

The link above will provide you with information about academic integrity, dishonesty, and cheating.

*** [Click Here for the MCC Attendance/Absences Policy](#)**

(www.mclennan.edu/highlander-guide/policies)

Click on the link above for the college policies on attendance and absences. Your instructor may have guidelines specific to this course.

Accommodations/ADA Statement

Any student who is a qualified individual with a disability may request reasonable accommodations to assist with providing equal access to educational opportunities. Students should contact the Accommodations Coordinator as soon as possible to provide documentation and make necessary arrangements. Once that process is completed, appropriate verification will be provided to the student and instructor. Please note that instructors are not required to provide classroom accommodations to students until appropriate verification has been provided by the Accommodations Coordinator. Instructors should not provide accommodations unless approved by the Accommodations Coordinator. For additional information, please visit mclennan.edu/disability.

Students with questions or who require assistance with disabilities involving physical, classroom, or testing accommodations should contact:

disabilities@mclennan.edu

254-299-8122

Room 319, Student Services Center

*** [Click Here for more information about Title IX](#)**

(www.mclennan.edu/titleix)

We care about your safety, and value an environment where students and instructors can successfully teach and learn together. If you or someone you know experiences unwelcomed

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behavior, we are here to help. Individuals who would like to report an incident of sexual misconduct are encouraged to immediately contact the Title IX Coordinator at titleix@mclennan.edu or by calling Dr. Drew Canham (Vice President for Student Success) at 299-8645. Individuals also may contact the MCC Police Department at 299-8911 or the MCC Student Counseling Center at MCC by calling 299-8210. The MCC Student Counseling Center is a confidential resource for students.

McLennan's Title IX webpage (<http://www.mclennan.edu/titleix/>) contains more information about definitions, reporting, confidentiality, resources, and what to do if you or someone you know is a victim of sexual misconduct, gender-based violence or the crimes of rape, acquaintance rape, sexual assault, sexual harassment, stalking, dating violence or domestic violence.

** You will need to access each link separately through your Web browser (for example: Internet Explorer, Mozilla, Chrome, or Safari) to print each link's information.*