

CUMBERLAND COUNTY COLLEGE

Course: OA 219: Administrative Office Management

Credits: 3

Prerequisites: HS 103, OA 109, OA 110, OA 110, OA 212, OA 217

Co-Requisite: OA 222 or OA 299

Description:

This course teaches the student to utilize computer technology to increase office effectiveness, implement office procedures and practices, process written and electronic communications, plan meeting as well as complete other pertinent administrative tasks.

Learning Outcomes:

At the completion of this course, students will be able to:

- Use current workplace technologies
- Evaluate self -awareness, managing personal stress, and solving problems analytically and creatively
- Plan a business meeting and coordinate a travel agenda
- Analyze how interpersonal skills impact an office environment; including building relationships by communicating supportively, gaining power and influence, motivating others, and managing conflict.
- Discuss the development of group skills through empowering and delegating, building effective teams and teamwork, and leading positive change

Topical Outline:

- Entering the Workforce
- Becoming a Professional
- Managing and Organizing Yourself
- Working Ethically
- Understanding the Workplace Team
- Developing Customer Focus
- Improving Communication Skills
- Communicating with Technology
- Developing Presentation Skills
- Planning Meetings and Events
- Managing Physical Records
- Managing Electronic Records and Mail
- Coordinating Business Travel
- Understanding Financial Documents
- Seeking Employment

- Leading with Confidence

Text: Fulton-Calkins, Rankin, & Shumack (2011). *The Administrative Professional: Technology and Procedures*. (15th Ed.). South-Western, Cengage.

Student Assessment: Assessment may be accomplished through projects, portfolios, exams, presentations and/or papers.

Academic Integrity: Plagiarism is cheating. Plagiarism is presenting in written work, in public speaking, and in oral reports the ideas or exact words of someone else without proper documentation. Whether the act of plagiarism is deliberate or accidental [ignorance of the proper rules for handling material is no excuse], plagiarism is, indeed, a “criminal” offense. As such, a plagiarized paper or report automatically receives a grade of **ZERO** and the student may receive a grade of **F** for the semester at the discretion of the instructor.

Tutoring & Project Assist

If you are having difficulty with work in this class tutoring is available through the Center for Academic & Student Success. If you think that you might have a learning disability, contact Project Assist at 856.691.8600 x 1282 for information on assistance that can be provided to eligible students.

Before Withdrawing From This Course

If a student experiences adverse circumstances while enrolled in this course and considers withdrawing, s/he should see an advisor (division or advisement center) BEFORE withdrawing from the class. A withdrawal may cause harmful repercussions to completion rate standards and overall GPA which can limit or eliminate future financial aid in addition to causing academic suspension.