

Fall 2023

**Course Syllabus**

Keep this syllabus for reference throughout the semester.

<b>Course Title:</b> Office Management	<b>Instructor:</b> Janeen Pollman
<b>Course Prefix/Number:</b> BOTE209	<b>Class &amp; Office Location:</b> Online
<b>Lecture/Lab Schedule:</b> Within the online course. Students are not required to attend any sessions on campus.	<b>Office Hours:</b> Online. Options--chat sessions or Collaborate meetings with the instructor on Blackboard or email/phone contact
<b>Textbook:</b> Required (see below)	<b>Instructor Contact Information:</b> Phone: 701-228-5414 (Office) Cell #: 701-228-4750 (personal phone--call or text) DCB Email: janeen.pollman@dakotacollege.edu
<b>Credits:</b> 3	
<b>Pre-/Co-requisites:</b> None	

**Course Description:** Introduction of office management concepts and technology, including office facilities development, office systems, human relations, records management, office ethics and etiquette and various administrative duties and responsibilities.

**Relationship to Campus Theme:** Technology: The Course focuses on knowledge and application of technology. Objective 1: Completes assignments using appropriate application software  
Skill: 1. Creates, edits, and formats a word processing document  
2. Creates, edits, and formats a spreadsheet application  
3. Creates, edits, and formats a slide show

**Word Documents Formatting:**  
APA citations  
12 point font  
Calibri or Times New Roman font  
Double-spaced  
Paragraph indented  
1 inch margins  
Correct grammar, spelling, etc.,

**Course Goals and Objectives**

**It is expected that students will:**

- Demonstrate knowledge of the latest office management procedures.
- Know what constitutes professional appearance.
- Use proper techniques for managing issues of consumer relations and employee relations.
- Examine, recognize, and use proper techniques in telephone communications.
- Exhibit the knowledge and capacity to conduct oneself with appropriate action within varying situations.
- Demonstrate the ability to recognize problems and analyze and evaluate data necessary to solve that problem.
- Understand concepts of business etiquette and protocol.
- Demonstrate the ability to communicate effectively in varying media.



- Develop an understanding of cultural differences in the business environment.
- Apply the concepts presented in the course by completing assigned activities.

**Required Text:**

Available at the DCB Bookstore-701-228-5458 or email [bookstore@dakotacollege.edu](mailto:bookstore@dakotacollege.edu)

Procedures and Theory for Administrative Professionals

Authors: Stulz, Shumack, Fulton-Calkins

ISBN: 978-1-1115-7586-1 Published by: Thompson/Southwestern

APA formatting examples:

Stulz, K., Shumack, K., & Fulton-Calkins, P. (2013). *Procedures & Theory*. (7<sup>th</sup> ed.). Cengage.

(Stulz et al., 2013)

Stulz et al. (2013) wrote.....

**Course Requirements:**

1. Students will complete all assignments in a professional manner.
2. Assignments are graded as the instructor deems appropriate.
3. Work completed is expected to be the student's own. Please see the Academic Integrity section below.
4. Assignments must be submitted by the designated due date.
5. All communication with the instructor and fellow students will be conducted in a professional manner. Please use proper grammar and exclude texting acronyms.

**Assignments:** Students read the textbook and complete a variety of assignments based on information in the chapters and other sources. There are 11 assignments for a total of 605 points.

**Discussion (discussion is a key component of this course):** Students will participate in discussion boards. Initial response is due Thursday at 10:00 p.m. and responses to two classmates are due Sunday at 10:00 p.m. There are 15 discussion assignments worth 20 points each for a total of 375 points.

**Chapter Tests:** There are 12 tests worth 20 points each for a total of 240 points.

**Final Test:** 200 points

**Total Points for course: 1420**

Grades will be calculated by dividing total points earned by the total points possible and will be based on the following percentages:

Percentage	Grade	Target
90-100%	A	

80 – 89%	B	Acceptable-high
70 – 79%	C	Acceptable-low
60 – 69%	D	Unacceptable
0 – 59%	F	Unacceptable

### Academic and Institution Policies

#### Student Email Policy:

A student's campus-assigned email address will be the only one recognized by the campus for course correspondence and official mailings. The liability for missing or not acting upon important information conveyed via campus email rests with the student.

#### Academic Integrity:

The academic community is operated based on honesty, integrity, and fair play. Occasionally, this trust is violated when cheating occurs, either inadvertently or deliberately. This Code will serve as the guideline for cases where cheating, plagiarism or other academic improprieties have occurred.

1. The primary responsibility of the students, faculty and administration is to create an atmosphere where the honesty of individuals will not be questioned.
  - a. Faculty members are responsible for providing guidelines concerning cheating and plagiarism at the beginning of each course and should use precautionary measures and security in cases where cheating is likely to occur.
  - b. 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.

Webster's Encyclopedic Unabridged Dictionary defines plagiarism as: "The appropriation or imitation of the language, ideas, and thoughts of another author, and representation of them as one's original work."

There will be zero tolerance of any form of academic dishonesty. If any evidence appears of students not doing their own work, plagiarism, or cheating on quizzes/exams, the matter will be investigated. If dishonesty has occurred, the student in question will receive an automatic "F" for the course. Furthermore, the matter will be reported to the appropriate university office.

#### Confidentiality:

The experience or problems shared by classmates are not to be discussed outside of class. This is a preparation for those going into a field where confidentiality is stressed.

#### Quality of work:

At the college level of learning, it is expected that all work submitted is free of spelling, grammar, and punctuation errors. Discussion and information must be thought-out, in-depth, and incorporate new vocabulary and concepts learned during the course.

**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.