

**GRANDE PRAIRIE REGIONAL COLLEGE
OFFICE ADMINISTRATION
COURSE OUTLINE**

OA 2120 - ADMINISTRATIVE OFFICE MANAGEMENT

F. 94

- INSTRUCTOR:** Irene Nicolson (Dr.)
Office: E214
Telephone: 539-2005 (Office)
- TEXT:** Administrative Office Management - An Introduction.
Zane K. Quibble, New Jersey, 1992, Prentice-Hall, Inc.
- PREREQUISITE:** Completed OA Certificate or permission of the Department.
- COURSE DESCRIPTION:** Introduces administrative management principles, concepts, and practices in the office of today with emphasis on:
1. integrating office operations;
 2. selecting, motivating, supervising, and communicating with others,
 3. demonstrating knowledge of technologies, office functions, and procedures,
 4. determining effective productivity,
 5. selecting and applying appropriate decision-making techniques,
 6. obtaining and analyzing data for improving job performance, and
 7. applying methods for instituting changes.
- This course is designed to provide an opportunity for students to understand the management of administrative services as well as career opportunities in supervisory and administrative management positions.
- COURSE OBJECTIVES:** Through a systematic review of the course material; terms, concepts, and applications; the student shall be able to:

- A. determine, analyze, and appraise the role of administrative management in today's businesses by studying:
- I Principles of Administrative Office Management, Chapters 1, 2, 3.
- B. discuss, analyze, evaluate and develop methods and means for improving office effectiveness and efficiency, by studying:
- II Management of Office Environment, Chapters 4, 5, 6, 7.
- III Management of Office Employees, Chapters 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18.
- IV Management of Office Systems, Chapters 19, 20, 21, 22, 23.
- V Management of Office Functions, Chapters 24, 25, 26, 27.
- IV Additional Topics:
- Quality Service / TQM
 - Ethics
 - Globalization in Business
- C. read, summarize, and critique case studies and incidents as a means of applying course content and understanding the role of administrative management and supervision,
- D. communicate and work with instructor and other members of the class to produce projects and class presentations in order to facilitate learning leadership and supervisory skills,
- E. ascertain and analyze the need to become a life-long learner by reading and self-studying on a continuous basis. ie. course context, current article, discussions.
- F. participate and interact with instructor, fellow students, and members of the community in gaining insight and knowledge about the application of course objectives.

**COURSE
EVALUATION:**

The following weights will be given to the evaluation process:

CASE STUDIES	20%
PROJECTS	20%
PRESENTATION/PARTICIPATION	10%
EXAMS	50%

***Conversion from percentages will be used to determine grade on nine point scale.**