

GRANDE PRAIRIE REGIONAL COLLEGE  
OFFICE ADMINISTRATION  
COURSE OUTLINE

OA 2120 - ADMINISTRATIVE OFFICE MANAGEMENT

**INSTRUCTOR:**

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**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	10%
PROJECTS	20%
PRESENTATION/PARTICIPATION	10%
EXAMS	60%

**Grade Determination:**

All grades are first recorded as percentages. After the final exam, the weighted average percentages will be converted to the college nine-point system according to the following table:

<u>Grade</u>	<u>Interpretation</u>	<u>Percentage Equivalent</u>
9	Excellent	90+
8		80-89
7	Good	72-79
6		65-71
5	Pass	57-64
4		50-56
3	Fail	45-49
2		26-44
1		0-25

**NOTE:**

Except for the adjustment of the raw grades of assignments or exams, grades are not changed. Moreover, the final grades are not determined with reference to any curve. As well, at any point of time the student may find out exactly where he/she stands (compared with his/her goal).