

**COURSE SYLLABUS
FALL 2021**

Course Title: BMGT 1325-271, Office Management

Meeting Time: Section 271; W 9:30 - 10:45; LC 124

Instructor Information:

Instructor:	Miran Faulks			
Office:	LC 120G (Lubbock Center)			
Office Telephone:	806.716.4917			
E-mail:	mfaulks@southplainscollege.edu			
Office Hours:				
Monday	Tuesday	Wednesday	Thursday	Friday
By Appt.	9:00 AM - Noon	By Appt.	9:00 AM - Noon	8:00 - 10:00 AM

COURSE DESCRIPTION: This course includes systems, procedures, and practices related to organizing and planning office work, supervising employee performance, and exercising leadership skills.

TEXT AND OTHER MATERIALS

Supervisory Management, Mosley, Mosley, & Petri; 10th Ed.,

OneDrive or 1GB+ Flash/Jump drive

Inclusive Access:

All of you have the electronic textbook and digital homework already paid for through your tuition! Which is awesome! You will have first day access to your E-Textbook and homework assignments through this Blackboard course!!

- **Textbook:** The textbook and resources for this course are available in digital form through the Inclusive Access textbook program at South Plains College. That means the e-book edition of the textbook and/or all required resources are provided in the Blackboard portion of the course from the first day of class. The fee for the e-book/resources is included in the student tuition/fee payment, so there is no textbook or access card to purchase for this course.
- **E-book features:** Access to a cloud-based e-reader is provided by RedShelf via Blackboard. RedShelf e-book features include the ability to hear the text read aloud, highlight, take notes, create flash cards, see word definitions, build study guides, print select pages, and download up to 20% of the book for offline access. Visit <https://solve.redshelf.com/hc/en-us/requests/new> for e-book issues and support.
- **Upgrading to a physical textbook:** Students who prefer a printed textbook rather than an e-book may purchase a loose-leaf edition from the textbook publisher at a reduced price. You are also able to rent up to 4 physical textbooks through Cengage Unlimited for \$7.99 each.
- To access your course materials and explore Cengage Unlimited, log in to Blackboard and click on the link that says Cengage MindTap Weekly

Assignments. When prompted, log in with your Cengage account and follow the prompts to complete the registration process.

EVALUATION POLICY

You will have textbook reading assignments and textbook writing assignments. You will have four objective exams covering the assigned textbook chapter material. Simulation tasks are included in the textbook assignments to be completed throughout the course.

COURSE STRUCTURE

This course is a hybrid course, which means that class will meet weekly for instruction and feedback. You will complete assignments through the use of the Internet. Blackboard and MindTap are used to deliver and manage this course. Please take a moment to read over the information at the Blackboard site before you get started. If the online environment is new to you or if you have problems of any nature, please do not let yourself become overwhelmed or spend hours of your time trying to figure out how to access something. You have many resources available to you for help. You can contact me through Course Messaging or telephone at 806.716.4917 or come by my office.

GRADING POLICY

Your semester grade will be calculated as follows:

Discussion Questions	10%			
Minicases (MindTap)	15%			
Case Studies & Other In Class Activities	25%			
Chapter Quizzes (MindTap) - 3 attempts - no time limit	15%			
Chapter Exams (MindTap) - 1 attempt - 25 questions, 35 minutes (lowest grade dropped)	25%			
Final Exam - 1 attempt - 50 questions, 70 minutes	10%			
90-100 = A	80-89 = B	70-79 = C	60-69 = D	Below 60 = F

Chapter Review Questions are at the end of each chapter. Questions are to be answered using Microsoft Word and saved as a file. The file will be submitted through an assignment link in MindTap. It is not necessary to type the questions, but please number your answers to correspond with the number of the question. Always use complete sentences!

Case Studies are at the end of each chapter. Answer questions in complete sentences and save them in a Word file. You will upload your file in MindTap.

You will complete a **multiple choice/true/false quiz** for each chapter. You will be allowed three attempts at the quizzes and the highest of the three grades will be recorded.

Chapter exams will consist of multiple choice, true/false questions, and short answer questions. You will have one per chapter and the lowest chapter test grade will be dropped and not calculated in the course grade. NO make-up chapter exams will be given. If you miss a chapter exam, you may drop that grade, but you will be allowed only one dropped chapter exam grade. The Final Exam will be comprehensive.

Assignments will be shown in BlackBoard. Work that is not turned in will be assigned a grade of 0. All deadlines will be on Sunday night at 11:59 PM. I do not accept late work after this deadline.

SOFTWARE

If you do not have the appropriate software, you may download it from Microsoft at <https://products.office.com/en-us/student/office-in-education>.

TUTORING INFORMATION

SPC Tutors

Tutoring is FREE for all currently enrolled students. Make an appointment or drop-in for help at any SPC location or online! Visit the link below to learn more about how to book an appointment, view the tutoring schedule, get to know the tutors, and view tutoring locations.

<http://www.southplainscollege.edu/exploreprograms/artsandsciences/teacheredtutoring.php>

Tutor.com

You also have 180 FREE minutes of tutoring with tutor.com each week, and your hours reset every Monday morning. Log into Blackboard, click on the tutor.com link on the left-hand tool bar and grab a session with a tutor. You can access tutor.com during the following times:

Monday - Thursday: 8 pm - 8 am

6 pm Friday - 8 am Monday Morning

ATTENDANCE POLICY

Students are to be punctual and in attendance to each scheduled meeting. If a student accumulates four consecutive absences or a total of six absences, that student will be dropped. I will take roll at the beginning of each class and I do record tardies. Three tardies are equivalent to an absence. It is your responsibility to make sure an absence is correctly recorded as a tardy if you come in late. Students are expected to attend class the entire scheduled class meeting time.

COVID-19 INFORMATION

If you are experiencing any of the following symptoms please do not attend class and either seek medical attention or get tested for COVID-19.

- Cough, shortness of breath, difficulty breathing

- Fever or chills
- Muscle or body aches
- Vomiting or diarrhea
- New loss of taste and smell

Please also notify DeEtte Edens, BSN, RN, Associate Director of Health & Wellness at dedens@southplainscollege.edu or 806.716.2376.

Please note that all positive tests must quarantine for the 10-day isolation period. If a student does test positive or chooses to self-quarantine due to an exposure, you must contact DeEtte Edens.

At this time we are not requiring masks be worn in class and on campus, but please do so if it makes you more comfortable.

WITHDRAWAL POLICY

It is the student's responsibility to verify administrative drops for excessive absences through MySPC using his or her student online account. If it is determined that a student is awarded financial aid for a class or classes in which the student never attended or participated, the financial aid award will be adjusted in accordance with the classes in which the student did attend/participate and the student will owe any balance resulting from the adjustment.

If for any reason the student is unable to complete the course requirements, it is the student's responsibility to initiate their own withdrawal by the drop date for the semester. An administrative drop by the instructor in this course will, in most cases, result in the student receiving an "F" (not an "X"). **The last day for students to drop the course is December 2, 2021.** However, always talk to your instructor before dropping.

STUDENT CONDUCT

Expected student conduct is as outlined in the SPC catalog. Please note that there is an online component to this course and others will see your responses to questions. Please do not post any pictures or data that others may find offensive.

NEW SPC E-MAIL INSTRUCTIONS

1. Navigate to <https://office.com> and select **Sign In**
2. Username: MySPCUsername@southplainscollege.edu (please note the @students has been dropped)
3. Password: *Your MySPC/Blackboard password*
4. Select **Outlook** to check your new SPC email!

You can also forward your SPC email to another e-mail of your choice. You can do this by following these steps:

1. Login to Office 365 (<http://office.com/>)
2. Click **Outlook**.
3. Click **Settings** (gear icon in the upper right-hand of your screen).
4. At the bottom of the Settings panel, Click **View all Outlook settings** - Click **Mail**.
5. Click **Forwarding**

6. Under the "Forwarding" heading, select **Enable Forwarding**
7. Type the email address you wish to forward your mail (e.g., Gmail, Hotmail, etc.)
8. Recommended: Select "Keep a copy of all forwarded messages"
Note: if you do not select this, nothing sent to your @southplainscollege.edu email account will be saved in your SPC mailbox.
9. Select **Save**.

COURSE OUTLINE AND LEARNING OUTCOMES BY CHAPTER:
After successfully completing this course, students will be able to:

Chapter 1 - Supervisory Management Roles and Challenges

1. Explain why management is needed in all organizations.
2. Describe the different levels of management.
3. Discuss what managers do.
4. Explain the basic skills required for effective management.
5. Explain where supervisors come from.
6. Clarify the different relationships supervisory managers have with others.
7. Discuss the emerging position of supervisory managers.
8. Discuss some trends challenging supervisors.

Chapter 3 - Decision Making, Problem Solving, and Ethics

1. Explain the role of decision making in the supervisor's job.
2. Discuss why supervisors need to make so many decisions.
3. Define decision making and identify at least four elements involved.
4. Discuss how decisions are made.
5. Name some factors to keep in mind when making decisions.
6. Decide whether to use the individual approach or the group approach when making decisions.
7. Discuss some ways of improving decision making.
8. Explain the role of ethics in the organization's and supervisor's decision making.

Chapter 5 - Delegating Authority and Empowering Employees

1. Recognize the importance of delegation.
2. Explain what is involved in the delegation process, including authority, responsibility, and accountability.
3. Understand the role of authority.
4. Understand the role of power and why it is a great motivator.
5. Explain the role of empowerment and indicate ways to increase empowerment.
6. Understand why some leaders are reluctant to delegate and why employees may not welcome delegation.
7. Know how to face adaptive challenges.

8. Indicate ways to achieve effective delegation and discuss the roles of various parties in achieving effective delegation.
9. Recognize the benefits of delegation.

Chapter 6 - Communication

1. Describe the five components of the communication process model.
2. Explain the forms of electronic communication technology.
3. Explain the different ways in which nonverbal communications influence supervisory communication.
4. Identify the three basic flows of formal communication in an organization.
5. Explain the managerial communication style matrix.
6. Identify and explain how organizational, interpersonal, and language barriers affect supervisory communication.
7. Identify five specific actions supervisors can take to improve their communication.
8. Show how a supervisor can use feedback to improve communication.
9. Define and illustrate active listening skills.

Chapter 7 - Motivation

1. Identify the three levels of employee motivation.
2. Explain the relationship between performance and motivation.
3. Understand and explain Maslow's hierarchy of needs theory and the principle underlying his theory.
4. Differentiate between Herzberg's dissatisfiers and motivators.
5. Understand and explain expectancy theory.
6. Explain how supervisors can use goal setting theory to motivate employees.
7. Define equity theory.
8. Define and explain reinforcement theory.
9. Explain the job characteristics model
10. Explain how generational differences affect motivation.
11. Identify five steps to motivating employees.

Chapter 12 - Managing Conflict, Stress, and Time

1. Identify the causes of conflict.
2. Discuss conflict management styles and identify when each would be appropriate.
3. Describe principled negotiation.
4. Explain why modern life makes us particularly vulnerable to stress.
5. Describe both the costs and the benefits of stress.
6. Explain the major causes of stress.
7. Compare and contrast Type A behavior and Type B behavior.
8. Elaborate on personal ways to cope with stress.
9. Discuss some ways to effectively manage time.

Chapter 14 - Controlling Productivity, Quality, and Safety

1. Explain the concept of productivity.
2. Identify and explain the ways management, government, unions, and employees affect productivity.
3. Describe some steps supervisors can take to increase productivity.
4. Differentiate between total quality and quality control.
5. Describe the role of variance in controlling quality.
6. Identify some important tools in controlling quality.
7. Describe the supervisor's role in supporting lean organizations.
8. Explain what the Occupational Safety and Health Administration (OSHA) does.
9. Describe the supervisor's role in promoting safety.

Chapter 15 - Selecting, Appraising, and Disciplining Employees

1. Explain who is responsible for selecting, appraising, and disciplining employees.
2. Describe the steps in the employee selection procedure, including the proper orientation of new employees.
3. Explain the importance of training and developing employees.
4. Explain what an employee performance appraisal is and who performs it.
5. State why performance-appraisal interviews are difficult for both the employee and the supervisor.
6. Define discipline and explain why it is necessary.
7. Describe how discipline is imposed under due process.
8. Explain the supervisor's disciplinary role.

ASSIGNMENT DUE DATES

Chapter 1	September 12, 2021
Chapter 3	September 26, 2021
Chapter 5	October 10, 2021
Chapter 6	October 24, 2021
Chapter 7	November 7, 2021
Chapter 12	November 21, 2021
Chapter 14	December 5, 2021
Chapter 15	December 12, 2021
FINAL	December 13, 2021

Note: All deadlines are at 11:59 PM on Sunday unless you are notified differently. New Assignments open on Monday at 12 AM.

COMPUTER LABS: There are several computer labs with the locations, and hours of operation below. You will need to present your SPC student ID at some of these locations.

- Levelland campus: Technology Center, Monday – Thursday from 8 a.m. to 9 p.m. and Friday from 8 a.m. to 4 p.m.
- Reese campus library: Building 8, Monday – Thursday from 8 a.m. to 8 p.m. and Friday from 8 a.m. to 4 p.m.
- Reese campus: Building 8, Room 827. This lab is available first for students enrolled in computer classes then students enrolled in other courses. Hours will be posted on the door.
- Lubbock Center, Monday – Thursday from 8 a.m. to 7 p.m. and Friday from 8 a.m. to 4 p.m.

TECHNICAL PROBLEMS/SUPPORT: If you are having computer problems, you have to let me know. I will try to help you in any way that I can. E-mail blackboard@southplainscollege.edu is your first contact with technical problems related to the Blackboard program. I am your contact with content issues for the course. Please remember that it is your responsibility to have a backup plan if your computer goes down. Please have this plan in place now and do not wait until it is a crisis situation. If you lose your assignments due to bad flash drives, computer crash, or your dog ate your homework, there is nothing I can do about it. **THIS IS YOUR WARNING TO HAVE A BACKUP PLAN IN PLACE.**

PLEASE DO NOT WAIT UNTIL THE LAST MINUTE TO TURN ASSIGNMENTS IN OR YOU MAY HAVE PROBLEMS! Remember the saying “TECHNOLOGY HAPPENS”! So, it is strongly recommended to work on and submit assignments early before the date due. If an assignment is due and you are not able to access the Internet because the SPC server is down (which rarely happens), you have several options available:

1. Cengage will not be affected if Blackboard is down, so go ahead and complete your work in Cengage.
2. If you have to email me attachments and Blackboard is down, you can email them to my SPC email (only in an emergency!) at mfaulks@southplainscollege.edu Use these options only as a last resort. If you must use one of these options, email and call me to let me know.

SPECIAL SERVICES: Disabilities Statement

Students with disabilities, including but not limited to physical, psychiatric, or learning disabilities, who wish to request accommodations in this class should notify the Disability Services Office early in the semester so that the appropriate arrangements may be made. In accordance with federal law, a student requesting accommodations must provide acceptable documentation of his/her disability to the Disability Services Office. For more information, call or visit the Disability Services Office at Levelland Student Health & Wellness Center 806-716-2577, Reese Center (also covers ATC)

Building 8: 806-716-4675, Plainview Center Main Office: 806-716-4302 or 806-296-9611, or the Health and Wellness main number at 806-716-2529.

ACADEMIC INTEGRITY: It is the aim of the faculty of South Plains College to foster a spirit of complete honesty and a high standard of integrity. The attempt of any student to present their own work, which he or she has not honestly performed, is regarded as a most serious offense and renders the offender liable to serious consequences, possibly suspension. Students should refer to the SPC General Catalog policy regarding consequences for cheating and plagiarism and for events defined as cheating and plagiarism (see “Academic Integrity” as well as “Student Conduct” sections in college catalog).

CAMPUS CONCEALED CARRY - Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in South Plains College buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and South Plains College policy, license holders may not carry a concealed handgun in restricted locations. For a list of locations, please refer to the SPC policy at:

(http://www.southplainscollege.edu/human_resources/policy_procedure/hhc.php) Pursuant to PC 46.035, the open carrying of handguns is prohibited on all South Plains College campuses. Report violations to the College Police Department at 806-716-2396 or 9-1-1.

DIVERSITY STATEMENT

In this class, the teacher will establish and support an environment that values and nurtures individual and group differences and encourages engagement and interaction. Understanding and respecting multiple experiences and perspectives will serve to challenge and stimulate all of us to learn about others, about the larger world and about ourselves. By promoting diversity and intellectual exchange, we will not only mirror society as it is, but also model society as it should and can be.

PREGNANCY ACCOMMODATIONS STATEMENT

If you are pregnant, or have given birth within six months, Under Title IX you have a right to reasonable accommodations to help continue your education. To activate accommodations, you must submit a Title IX pregnancy accommodations request, along with specific medical documentation, to the Director of Health and Wellness. Once approved, notification will be sent to the student and instructors. It is the student's responsibility to work with the instructor to arrange accommodations. Contact Chris Straface, Director of Health and Wellness at 806-716-2362 or email cstraface@southplainscollege.edu for assistance.

GENERAL SAFETY ON CAMPUS

South Plains College recognizes the importance of safety on campus. The protection of persons and property is a responsibility which we all share. Personal safety begins with the individual. The following guidelines are intended to assist you in protecting yourself and to encourage practices that contribute to a safe environment for our campus community.

- 1 Never leave your personal property unsecured or unattended.
- 2 Look around and be aware of your surroundings when you enter and exit a building.
- 3 Whenever possible, avoid walking alone, particularly after dark. Walk to your vehicle with other class members or request that the Security Guard walk you to your car.
- 4 When approaching your vehicle, keep your keys in your hand; look under your car and in the back seat and floorboard. Lock the doors as soon as you are inside your car.

EMERGENCY INFORMATION

In case of emergency, contact the following numbers but DO NOT leave a voice mail message

894-9611, ext. 2338 - Levelland Campus

806-716-4677 - Lubbock Center

885-3048, ext. 2923 - Reese Center (mobile 893-5705)