Montgomery County Community College
OFM 161
Modern Office Management
3-3-0

COURSE DESCRIPTION:
This course emphasizes the essential skills required for administrative assistants working in a contemporary office environment. Topics include: typical office protocols, time management, office equipment and technology, records management, meeting and travel planning, and proper business communication. Students will develop their customer service, teamwork, and problem-solving skills via real-world office simulations.

REQUISITES:
Previous Course Requirements
None

Concurrent Course Requirements
None

LEARNING OUTCOMES Upon successful completion of this course, the student will be able to:	LEARNING ACTIVITIES	EVALUATION METHODS
1. Describe current responsibilities of an administrative professional.	Research Resources Readings Discussion/Lecture Guest Speakers Team Projects	Simulations Projects Quizzes Reports
2. Recommend solutions to business problems.	Discussion/Lecture Readings Research Resources Case Studies	Simulations Projects Reports
3. Collaborate with others to address typical office scenarios in a team environment.	Discussion/Lecture Readings Interviews Team Project	Simulations Projects Reports

LEARNING OUTCOMES Upon successful completion of this course, the student will be able to:	LEARNING ACTIVITIES	EVALUATION METHODS
4. Prepare a variety of properly formatted and composed forms of written communication appropriate for typical business situations.	Discussion/Lecture Readings Case Study Simulations Projects	Memos Letters Resumes Executive Summaries Presentations Reports ePortfolio
5. Arrange a business meeting, trip, or conference.	Discussion/Lecture Readings Case Study	Simulations Projects Reports
6. Complete a job interview in conformity with established business practices.	Discussion/Lecture Readings Case Study	Simulations Projects
7. Apply professional customer service principles to a variety of multimedia simulation activities.	Research Resources Readings Discussion/Lecture Case Study	Simulations Projects Reports

At the conclusion of each semester/session, assessment of the learning outcomes will be completed by course faculty using the listed evaluation method(s). Aggregated results will be submitted to the Associate Vice President of Academic Affairs. The benchmark for each learning outcome is that *70% of students will meet or exceed outcome criteria*.

SEQUENCE OF TOPICS:

1. Today's Modern Office
2. General Responsibilities and Procedures
    a. Routine
    b. Telephone Techniques
    c. Mail Services
    d. Travel Arrangements
    e. Meetings
    f. Time Management
    g. Accurate Record Keeping
3. Office Equipment and Technology
    a. Office Equipment

   b. Email
   c. Web Conferencing
   d. Data Security
   e. Troubleshooting
   f. Office Ergonomics
4. Business Documents
   a. Preparing and Distributing Letters
   b. Formal Written Communications
   c. Legal Documents
5. Financial Activities
   a. Bookkeeping and Accounting
   b. Business Taxes
   c. Banking
   d. Business Math
6. Career Advancement
   a. Your Future
   b. Presentation Skills
   c. Communication Skills
   d. Office Management and Supervision
7. Workplace Team and Environment
8. Ethical Theories and Behaviors
9. Customer Service

LEARNING MATERIALS:
Stroman, James. (2022). *Administrative Assistant's and Secretary's Handbook*. AMACOM., ISBN # 978-1400241590.

Other learning materials, including Open Educational Resources (OER) may be required and made available directly to the student and/or via the College's Libraries and/or course management system.

COURSE APPROVAL:

Prepared by:	Kimberly Mangan and Theresa Sullivan	Date: 1/2014
VPAA/Provost or designee Compliance Verification:		
	Victoria L. Bastecki-Perez, Ed.D.	Date: 12/2014
Revised by:	Theresa Sullivan	Date: 3/5/2020
Provost or designee Compliance Verification:		
	Victoria L. Bastecki-Perez, Ed.D.	Date: 3/6/2020
Reviewed by:	Theresa Sullivan	Date: 2/18/2026
VPAA or designee Compliance Verification:		Date: 3/6/2026

This course is consistent with Montgomery County Community College's mission. It was developed, approved and will be delivered in full compliance with the policies and procedures established by the College.