

Information Technology and Administrative Management Department
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ITAM

Information Technology &
Administrative Management

Central Washington University

ADMG 371 Administrative
Management

Course Syllabus - 3 credits



Instructor: Dr. V. Wayne Klemin
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Office Hours: Varies by Quarter, Call or e-mail
Web Site: Blackboard

Course Description: Administrative management techniques and practices.

Course Objectives:

1. To acquaint students with the broad areas of administrative office management, including the managerial process, the organizing process, office layout, office environment, office equipment and furniture, selecting office employees, training office employees, supervising office employees, appraising the performance of office employees, analyzing jobs of office employees, administering salaries of office employees, measuring output of office employees, improving productivity of office employees, and budgetary and cost control.
2. To assist student in forming a basic philosophy of administrative office management.
3. To assist students in developing skills in managerial decision making.
4. To assist students in developing written communication skills.
5. To create within students a desire to choose administrative office management as a career.

Learner Outcomes and Assessments:

Learner Outcome	Assessment
Students will develop an appropriate management strategy for use by an administrative office manager, taking into consideration the evolutionary nature of the broader field of management.	Reading assignments, case studies and exams
Students will be able to design an efficient layout for a general office area, an effective environment for a general office area, and select appropriate equipment and furniture for a general office area.	Reading assignments, case studies and exams

Students will be able to design an effective program for selecting office employees for any type of office employment situation.	Reading assignments, case studies and exams
Students will be able to design an effective program for appraising the performance of office employees and for analyzing the jobs of office employees.	Reading assignments, case studies and exams
Students will be able to design an effective program for evaluating jobs and administering salaries of office employees.	Reading assignments, case studies and exams
Students will be able to design an effective strategy for measuring the output and improving productivity of office employees.	Reading assignments, case studies and exams
Students will be able to design an effective budgetary and cost control procedure for an office environment.	Reading assignments, case studies and exams

Required Course Materials:

- Administrative Office Management, Most recent edition, by Zane K. Quible. You have three options for the textbook: (1) purchase the textbook from the CWU bookstore or (2) purchase the textbook from Amazon.com or (3) purchase a virtual text through Coursesmart at www.coursesmart.com.
- Reliable access to the Internet and Blackboard