

## COURSE SYLLABUS

### Vocational School

Course Code	Course Name		Credit	ECTS Value	
MHB-203	Office Management Techniques		2-1-3	6	
Prerequisite Courses:	None				
Course Language:	Turkish	Teaching Style:	Face to face		
Course Type and Level:	Compulsory/Fall Semester/Associate Degree				
Title, Name and Surname of the Course Instructor		Class Hours	Office Hours	Communication	
Lecturer Mehmet ŞENGÜL		3	Wednesday 15.45-16.15 16.30-16.45	mehmetsengul@cag.edu.tr.	
Course Coordinator:	Lecturer Mehmet ŞENGÜL				
Purpose of the Course					
Course Learning Outcomes	Students who successfully complete this course;			Relationships	
				Program Outcomes	Net Contribution
	1	They effectively manage the flow of information and documents using filing, archiving, and document management techniques.	4,11	4,5	
	2	They organize daily office tasks using time management, planning, and coordination skills.	13	4	
	3	They apply communication techniques (telephone, email, correspondence, etc.) professionally.	8	4	
	4	Students act in accordance with the principles of universal human rights, social justice, personal data protection, and environmental awareness in office work processes; they implement ethical, safe, and efficient office management, embracing sustainability and quality.	5	5	
	5	They demonstrate teamwork, problem-solving, and decision-making skills in an office environment.	2,6,13	5,4,5	
Course Content:	The Office Management and Techniques course covers topics such as the role and importance of offices within a business, office layout and organization, physical space planning, filing and archiving systems, document and information flow management, time management and planning techniques, meeting organization and protocol rules, effective use of office automation tools, communication techniques, occupational safety, and ergonomic principles. The course also aims to develop professional behaviors and attitudes necessary in an office environment, such as teamwork, problem-solving, and professional ethics.				
Course Contents: (Weekly Lesson Plan)					
Week	Subject	Preparation		Teaching Methods and Techniques	
1	Review of the Course Syllabus/Introduction to the History of Management - Introduction to the Concept of Manager	None		Introduction, review of course syllabus	
2	The Concept of Office	Lesson presentation		Systematic explanation	

3	Office Types	Lesson presentation	Systematic explanation and giving examples
4	Business Management in Offices (Business Analysis)	Lesson presentation	Systematic explanation and giving examples
5	Work Management in Offices (Division of Work)	Lesson presentation	Systematic explanation and giving examples
6	Office Organization and System Improvement Techniques	Lesson presentation	Systematic explanation and giving examples
7	Ergonomics in Offices	Lesson presentation	Systematic explanation and giving examples
8	Midterm Exam		
9	Midterm Exam		
10	Communication Management in Offices	Lesson presentation	Systematic explanation and brainstorming (What is the importance of communication in offices?)
11	Explanation of Correspondence Management and Official Correspondence Rules Presentation of Observation and Fieldwork Assignments	Course Presentation Student Presentation Preparation	Systematic explanation and example giving Peer Instruction (Student Presentation)
12	Explanation of Official and Private Writing Types and Office Filing Techniques Presentation of Observation and Fieldwork Assignment	Course Presentation Student Presentation Preparation	Systematic explanation and example giving Peer Instruction (Student Presentation)
13	Explanation of Stress Management Presentation of Observation and Fieldwork Assignment	Course Presentation Student Presentation Preparation	Systematic explanation and example giving Peer Instruction (Student Presentation)
14	Explanation of Time Management Presentation of Observation and Fieldwork Assignment	Course Presentation Student Presentation Preparation	Systematic explanation and example giving Peer Instruction (Student Presentation)
15	Crisis and Image Management	Lesson presentation	Systematic explanation, examples, and discussion of office comparisons.
16	General Topic Review	General Topic Review	General Topic Review
17	Final Exam		
18	Final Exam		

#### Resources for the Course

<b>Textbook:</b>	Presentations prepared by the instructor.
<b>Recommended Resources:</b>	Office Management, Prof. Dr. İlhami YÜCEL, Atatürk University, Open Education Faculty

#### Course Assessment and Evaluation

Events	Number	Contribution	Notes
Midterm Exam	1	%30	Written examination
Homework Report	1	%10	Observation and Fieldwork: students observe a real office or institution's office layout and prepare a report
Presentation	1	%10	Students' Presentation
Final	1	%50	Comprehensive written exam

ECTS Table			
Contents	Number	hour	Total
Lesson duration	14	3	42
Out-of-Class Work	14	3	42
Homework	1	20	20
Presentation	1	10	10
Midterm Exam (Midterm Exam Duration + Midterm Exam Preparation)	1	25	25
Final Exam (Final Exam Duration + Final Exam Preparation)	1	30	30
Total:			169/30=5,6
Total/ 30:			6
ECTS Credits:			ECTS 6

**T.C.**  
**ÇAĞ UNIVERSITY VOCATIONAL SCHOOL**  
**COURT AND OFFICE SERVICES DEPARTMENT HOMEWORK**  
**PREPARATION GUIDE**

An "Assignment Preparation Guide" has been developed to ensure that the presentations and assignments prepared by Vocational School Office Management Techniques students during the semester are systematic and adhere to academic formats. The requirements students must adhere to when preparing their written submissions and oral presentation criteria are listed below.

**Homework:**

**1. Basic Principles**

- Care must be taken regarding the submission format and due date of the assignment.
- Care must be taken to use academic language in the assignment.
- The assignment must be prepared in accordance with scientific ethical principles, and plagiarism must be avoided.

The assignment template should be prepared with the following page layout.

- Font size should be 12-point Times New Roman, and text should be justified on both left and right.
- Page numbers should be in the bottom right corner of each page. Page numbers should not be included on the cover page.
- Line spacing should be 1.5 cm within the text.
- 2.5 cm margins should be left on the right and bottom edges of the page, and 3 cm on the left and top edges.
- Main headings should be written in bold and in capital letters.

**2. Formal Content:**

**Cover Page (5 points)**

- Assignment title (e.g., "Observation and Fieldwork Report") (1 point)
- Student's name and number (1 point)
- Course title and instructor's name (1 point)
- Date (1 point)
- Institution/Company name (where observation was conducted) (1 point)

- **Contents (5 points)**

- Titles and page numbers should be listed regularly.

**Introduction (10 points)**

- Purpose of the study: (Why was this observation conducted?) (3 points)
- Scope: (Which institution/business was selected, and on what dates were the observations conducted?) (3 points)
- Method: (What methods were used, such as direct observation, interviews, and note-taking?) (4 points)

**Corporate Promotion (20 points)**

- Brief introduction of the institution (history, mission, vision) (6 points)
- Institutional structure (departments, management structure) (8 points)
- Physical environment (office layout, tools and equipment used) (6 points)

### **Observation Findings (40 points)**

This section is the most important part of the report. It should be written systematically and orderly:

- **Physical Organization:** Office layout, desk and file arrangement, ergonomics (8 points)
- **Workflow Process:** Which department does what, how does correspondence/document flow (8 points)
- **Technology Use:** Computers, printers, automation programs, digital archives (8 points)
- **Communication and Collaboration:** Inter-employee communication style, meetings (8 points)
- **Observation Notes:** Highlighted positive/negative points (8 points)

**Note:** Observations should be written in objective and concrete terms, avoiding personal judgments.

### **Analysis and Evaluation (15 points)**

- Evaluation of observation results (3 points)
- Institutional strengths (e.g., organized archive system, effective communication network) (3 points)
- Aspects requiring improvement (e.g., lack of ergonomics, slow workflow) (5 points)
- Comparison with theoretical knowledge learned in the course (e.g., compliance with Office Management principles) (4 points)

### **Conclusion and Recommendations (5 points)**

- Overall conclusion of the observation, brief summary (2 points)
- Student's suggestions for improvement regarding the institution or process (3 points)

### **Attachments (If Any)**

- Office sketch, charts/notes taken during observation, photographs (if permitted)

Homework report due date: December 24, 2025

### **Homework Presentation**

PowerPoint presentations will be used for the assignment. (100 points)

**Presentation Dates:** November 3, 2025, December 10, 2025, December 17, 2025, and December 24, 2025.

**Note:** Presentation dates will be determined by a class draw.

#### **Presentation Criteria:**

Assignment Presentation Content – 20 points

Presentation Skills – 20 points

Comprehensibility of Presentation – 20 points

Time Management – 20 points

Use of Visuals/Documents – 20 points