

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY
SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

Course Outline: EXECUTIVE OFFICE PROCEDURES

Code No. : SPR 224

Program: EXECUTIVE SECRETARIAL

Semester: THREE.

Date: SEPTEMBER 1984

Author: ELSIE LALONDE

New: _____ Revision: __^

APPROVED:

Chairperson

Date

CALENDAR DESCRIPTION

EXECUTIVE OFFICE PROCEDURES
Course Name

SPR224-5
Course Number

COURSE PREREQUISITES:

PREREQUISITE FOR SPR224 - TYP120 AND SPR119

PREREQUISITE FOR SPR225 - SPR224

EXECUTIVE OFFICE PROCEDURES - SPR224 - 225 (1984-65)

TEXTBOOK(S):

Executive Secretarial Procedures

2nd Canadian Edition by P]ace, Byers, et al, 1981, McGraw-HUL

Accompanying materials;

In baskets and stationery packets for above.

It's AH Rough Draft

Sanderson, 1980, McGraw-HilL

MATERIALS:

- carbon paper
- typing paper (not conrasahle bond)
- new^xrint (for file *cagies*)
- onionskin (for distribution cc^aes)
- erasing material. (dupQex eraser, liquid paper, etc.)
- manilla file folders (8-1/2" x 11" letterhead size only)
- file labels
- perpetual diary
- Webster's New World Dictionary, 2nd College Ed. or equivalent

EXECUTIVE OFBTCE PROCEDURES - SPR224-5 (1984-85)

FINAL GRADES:

<u>SEMESTER m</u> - TESTS (THEORY & PERFORMANCE)	- 80%
- ROUGH DRAFTS	- 15%
- TIMED WRITINGS*	- 5%
- CLASS ASSIGNMENTS**	- S OR I
- BINDER**	- S OR I

*47 GWPM W/98% ACCURACY

**10% IF NOT SUBMITTED BY DUE DATE

<u>SEMESTER IV</u> - TESTS (THEORY & PERFORMANCE)	- 60%
- ROUGH DRAFTS	- 10%
- TIMED WRITINGS	- 5%
- CLASS ASSIGNMENTS	- 10%
- PERPETUAL DIARY	- 5%
- BINDER	- 10%

FINAL GRADES ARE CALCULATED ACCORDING TO THE EVALUATION PROCEDURES LISTED IN OBJECTIVES FOR SPR224-5 AND THE GENERAL STATEMENT PAGE.

GRADE/NUMERICAL EQUIVALENCIES:

A - 85% - 100%	- <u>outstanding</u> achievement
B - 70% - 84%	- consistently above average
C - 60% - 69%	- satisfactory or acceptable
R - below 60%	- Repeat - the student has not achieved the objectives of the course and the course must be repeated.

EXECUTIVE OFFICE PROCEDURES - SPR224 - 225 (1984-85)

GENERAL STATEMENTS

Assignments;

DUE DATES: 100% completion of all assignments is expected. Any class or In Basket assignments submitted 1-7 days after DUE DATE* will be subject to a loss of 10 marks for each late assignment from the student's final semester grade. Work received beyond the 7 day period will result in a maximum

- "C" for the total course.

* Unless a valid reason is provided in advance to instructor and has received instructor approval

Scale: "S" - Satisfactory
"T" - Incomplete/Unsatisfactory

Depending on the seriousness of the errors (if any), work will be graded "satisfactory" or "incomplete".

Examples of the type of error(s) which could result in an "T":

1. Errors such as -
 - (a) misspellings
 - (b) punctuation errors
 - (c) unacceptable erasures
 - (d) incomplete documents
 - (e) formatting errors? lack of professionalism in setups
 - (f) proofreading errors
2. Reversal of addressee/sender.
3. No or incorrect copies or attachments.
4. Incorrect calculations, dates, etc.
5. Construction errors of a serious nature in composition structure.
6. In baskets or other assignments not submitted in properly labelled folder.

REJECTION PROCEDURE:

Any individual or combination of errors listed above could result in an unsatisfactory grade. Items so indicated will be reassigned to student for correction or repeats. Final corrected copy will be placed in precedent binder.

NOTE; NO FINAL GRADE WILL BE ASSIGNED TO THIS COURSE UNTIL ALL UNACCEPTABLE WORK HAS BEEN BROUGHT UP TO MAILABLE STANDARD.

OBJECTIVE 1; The Professional Secretary

The student will demonstrate an understanding of "multidisciplinary characteristics of secretarial positions, the office environment, and career self-fulfillment"-As well, related competencies (setting priorities and making decisions) and skills (typing, transcribing dictation/instructions - shorthand or machine, composing, and researching) will be incorporated. Degree of success will be measured through the use of timed supervised tests (combining both written and production responses) and actual in-class "in basket" production work.

APPLICATIONS;

TEXT: EXECUTIVE SECRETARIAL PROCEDURES, 2ND CANADIAN ED.

CHAPTER	TOPIC	READ	*ASSIGNMENT(S)
	Preface	iii & iv	
1	The Modern Office	p. 1-14	Nil
2	<i>The Office Team</i>	p. 18-30	p.32 (Q1-5)
3	Managing Responsibility	p.33-42	p.44 (Q1-2)
4	Career Opportunities	p.45-50	p.52 (Q1-3)

IN BASKET #1

ESSAY - WHAT IS AN EXECUTIVE SECRETARY ~ AND WHY DO YOU WANT TO BE ONE?

(*) PLUS ADDITIONAL ASSIGNMENTS AS GIVEN VERBALLY OR IN WRITING BY INSTRUCTOR.

EVALUATION; 1. In Basket #1 and appropriate Reference Sections (Chapters 2 - 4) will be graded S or I. NB - see GENERAL STATEMENT.

2. TEST #1.

ESTIMATED TIME TO ACHIEVE;

24 periods of 50 min. each

OBJECTIVE 2; Interpersonal C^ommunications

The student will demonstrate an understanding of "nethods and proeedures of business ocnmunication with the public inside and outside the office through both a wide variety of media and equipment(where applicable) and face-to-face settings. As well, related coirpetencies (setting priorities and making decisions) and skills (typing, transcribing dictation/instructions - shorthand or machine, ccttposing, and researching) will be incorporated. Degree of success will be measured through the use of timed supervised tests(combining both written and production responses) and actual in-class "in basket" production work.

•APPLICaTIONS;

TEXT: EXECUTIVE SECRETARIAL PROCEDURES, 2ND CANADIAN ED.

<u>CEIAPTER</u>	<u>TOPIC</u>	<u>READ</u>	<u>*ASSIGNMEWr(S)</u>
5	Ccramunication w/others	p. 54-66	p. 68-9 (Q1-2)
6	Handling Inccroing Calls and Callers	p. 72-94	p. 97-8 (Q1-4)

IN BASKEn" #2 - will be corpleted in Objective 3.

(*) PLUS ADDITIONAL ASSIGNMENTS AS GIVEN VERBALLY OR IN WRITING BY INSTRUCTOR.

EVALUATION; 1. In Basket #2 and appropriate Reference Sections Ch^ters 5 & 6) will tje graded S or I. NB - see GENERAL STATEMENT.

2. TEST #2 (given on catpletion of (^Djective 3).

ESTIMATED TIME
TO ACHIEVE;

12 periods of 50 min. each

OBJECTIVE 3: Channeling Information

The student will demonstrate an understanding of "the secretarial role with respect to methods, procedures, materials, and equipment used in the handling of office mail as well as storing and retrieving information." In addition, related competencies (setting priorities and making decisions) and skills (typing, transcribing dictation/instructions - shorthand or machine, composing, and researching) will be incorporated. Degree of success will be measured through the use of timed supervised tests (combining both written and production responses) and actual in-class "in basket" production work.

APPLICATIONS;

TEXT: EXECUTIVE SECRETARIAL PROCEDURES, 2ND CANADIAN ED.

<u>CHAPTER</u>	<u>TOPIC</u>	<u>READ</u>	<u>*ASSIGNMENT(S)</u>
7	Processing Incoming Mail	p.100-12	p.117 (Q1-2)
8	Processing Outgoing Mail	p.118-35	p.138 (Q1-3)
9	Filing Systems	p.139-59	p.163-4 (Q1-5)
10	Filing Operations	p.165-84	p.185-6 (Q1-4)

IN BASKET #2

(* PLUS ADDITIONAL ASSIGNMENTS AS GIVEN VERBALLY OR IN WRITING BY INSTRUCTOR.

EVALUATION; 1. In Basket #2 and appropriate Reference Sections Chapters 7-10) will be graded S or I. NB - see GENERAL STATEMENT.

2. TEST #2.

ESTIMATED TIME
TO ACHIEVE

18 periods of 50 min. each

OBJECTIVE 4; Processing Written Communications

The student will demonstrate an understanding of "the new generation of office equipment and procedures for receiving dictation, transcribing from shorthand notes or from dictation equipment, editing and composing, and reproducing recorded information." In addition, related competencies (setting priorities and making decisions) and skills (typing, transcribing dictation/instructions - shorthand or machine, composing, and researching) will be incorporated. Degree of success will be measured through the use of timed supervised tests^combining both written and production responses) and actual in-class "in basket" production work.

APPLICATIONS:

TEXT: EXECUTIVE SECRETARIAL PROCEDURES, 2ND CANADIAN ED.

CHAPTER	TOPIC	READ	*ASSIGNMENT(S)
11	Word Processing Equipment & Systems	p.188-204	p.207 (Q1-4)
12	Dictation	p.208-18	p.221 (CAP.)
13	Transcription	p.222-35	p.239 (Q1-2)
14	Editing & Composing Techniques	p.240-60	p.262 (Q1-3)
15	Reprographics	p.263-79	p.282 (Q1-2)

IN BASKET #3

IN BASKET #4

(*) PLUS ADDITIONAL ASSIGNMENTS AS GIVEN VERBALLY OR IN WRITING BY INSTRUCTOR.

- EVALUATION:
1. In Baskets #3 & 4 and appropriate Reference Sections Chapters 11 - 15) will be graded S or I. NB - see GENERAL STATEMENT.
 2. TEST #3 & 4.
 3. PERFORMANCE TEST #1.

ESTIMATED TIME
TO COMPLETE;

36 periods of 50 min. each

OBJECTIVE 5: Rough Drafts to Mailable Copy Speed Biting

GOAL:

- to improve ability to locate and handle details
- improve spelling capabilities
- to organize rough draft copy without supervision
- to prepare and correct final copy of a full range of correspondence and documents
- to work with proofreading symbols
- to build speed in completing final copy from draft

APPLICATIONS:

Unfamiliar material of a MEDICAL degree of difficulty will be selected by instructor from IT'S ALL ROUGH DRAFT for each production class session. No allowance will be made for out-of-class work.

EVALUATION:

Items assigned will be designated a figure grade (e.g. 10 points). The final grade will be the percentage of the student's 13 highest class sessions. (This provides an allowance for illness, etc. - however, no additional allowance for absenteeism will be made.) The final grade obtained will be used to reflect 15% of the grade for the Executive Office Procedures course Semester III and 10% Semester IV.

DEDUCTION SYSTEM:

0 - if proofreading error found in copy (includes spelling errors)
Less 4 points - if major setup error or proofreading instruction omission error found in copy
Less 2 points - unacceptable erasures
Less appropriate deduction for incomplete copy

ESTIMATED TIME

TO ACHIEVE:

16 periods of 50 min. each

OBJECTIVE 6t Typing Speed

GOAL:

The student will demonstrate the ability to type at 50 gross words per minute by the end of Semester III and 60 gross words per minute by the end of Semester IV on 3 5-minute straight copy drills with 98% accuracy or better. Official testing must be supervised by instructor or instructor authorized personnel.

APPLICATION:

Each week a minimum of 2 5-minute timings will be given in a classroom setting. This will ensure that a student has 32 separate opportunities to achieve the required speed.

THOSE STUDENTS REQUIRING REMEDIAL TRAINING will be assigned speed and accuracy drill tape programs by instructor to assist in attaining the goal. Completion of these assigned drills is mandatory. No further speeds will be recorded if assigned work is not completed.

EVALUATION:

Speed- the total number of word or strokes converted to words will be divided by 5 to obtain the gross words per minute.

Accuracy - the total number of accurate words typed (total - not per minute rate) will be divided by the number of words typed.

Example re accuracy: 300 words typed with 5 errors

Accuracy % = 295 divided by 300 = 98.3%. Note: 97.5% or higher does not round to 98%.

ESTIMATED TIME TO ACHIEVE:

8 -16 periods of 50 min. each

OBJECTIVE 7; Class Assignments

The student will demonstrate the ability to carry out a variety of tasks designed to simulate junior to executive secretarial level responsibilities. EXAMPLES ARE LISTED BELOW - SELECT OR ALL ITEMS MAY BE REQUIRED BY THE INSTRUCTOR.

APPLICATIONS:

MEETINGS - act in various capacities. Chairperson, secretary, committee chairperson or member, general member or observer (guest).

PERSONNEL WORK - handling classroom personnel duties (attendance records, insertion of own personnel materials, etc.).

LOG - speakers, tours, seminars, films, slide presentations, video tapes, presentations, etc.

CONFERENCE FILE/SECRETARIAL REFERENCE SECTION

SPONTANEOUS DICTATION (machine transcription, note-taking or task assignments. Ex - Letters requesting information, appreciation, etc.).

INFORMATION REFERENCE SECTION

TO DO LISTS (DAILY)

PERPETUAL DIARY

EVALUATION:

Assignment work will be graded S or L. Any incomplete sections will result in a 10% reduction of final mark.

This objective reflects 10% of the overall grade for the simulated responsibility section and 5% for perpetual diary.

ESTIMATED TIME TO ACHIEVE:

INCLUDED IN OBJECTIVES 1-4, 7-
SPR224 PLUS SPR225
OBJECTIVES.

OBJECTIVE 8: Precedent Binder

The student will demonstrate the ability to complete a professional looking precedent binder which incorporates perfect copies only of all In Basket assignments.

APPLICATION:

IN BASKET ASSIGNMENTS SPR224 - 1984; SPR225 - 1985.

Semester IE - Includes In Baskets 1-3 (SPR224)

Semester IV - Includes In Baskets 1-7 (SPR224 & 5)

EVALUATION:

Semester m - S OR I

Semester IV - REPRESENTS 10% OF FINAL MARK.

Binder will be evaluated on the following basis:

- (a) Binder - 2" 3-ring business or professional appearance
- (b) Appropriate section dividers with typed tabs
- (c) Binder represents 100 points WITH DEDUCTIONS as follows:
 - 1. Missing Items less 10 points ea.
 - 2. Instructor corrected copies not retyped less 5 points ea.
 - 3. Proofreading errors less 10 points ea. pg.
 - 4. Obvious erasures less 10 points (1-5) - (15 points 6+)
 - 5. Setup errors (margins, etc.) less 10 points
 - 6. Lack of overall professional appearance. less 10 points
 - 7. DUE - 3RD SEMESTER - DEC. 7, 1984 NOON
4TH SEMESTER - APR. 26, 1985 NOON

NOTE - No extension. Recommend student retype in basket work marked by instructor immediately upon return. There will be a 10% reduction on student's final grade if not submitted by due date 1-7 days. After 7 days this objective will be marked Incomplete and course will be graded R.

ESTIMATED TIME

TO ACHIEVE:

, N.A. - In- and out-of-class time contribution
* during SPR224 & 225.

OBJECTIVE 9; Attendance

The student will be demonstrate the ability **to attend functions** listed below and/or provide prior notice with **just cause** or **just cause** without prior notice.

NOTICE - shall be given to the instructor in memo form, signed by the student either on a pre or post basis. 3f post, student must have contacted instructor personally or telephoned (949-2050, Ext. 246; residence 256-2725) or left a message with the Secretarial Centre or main switchboard.

APPLICATrON:

- tours/field trips/seminais as arranged by instructor
- guest speakers, presentations, etc.
- films, video, slide presentations (in or out of class time)

EVALUATION:

Attendance records and absenteeisra reports in class personnel file or instructor record book.

Any absence w/o prior authorization or just cause will result in the *loss* of 10% of the total semester mark.

ESTIMATED TIME
TO ACHIEVE:

SEMESTER m & IV
SPR224-5 CLASSES

TIMETABLE - SPR224

<u>OBJ.</u>	<u>CHAPTER/IN BASKET, ETC.</u>	<u>WK.</u>	<u>DATES</u>
	Course Outline Review Introduction to Course Material Set up In Basket Files <i>Intro</i> , to <u>Rough Draft</u> Production	1	Aug. 29 - Aug. 31
1	Chapter 1 - MODERN OFFICE Chapter 2 - OFFICE TEAM In Basket #1 - Start Rough Draft Production Timings	2	Sept. 4 - 7
	Ch. 3 - MANAGING RESPONSIBILITY Ch. 4 - CAREER OPPORTUNITTES In Basket #1 - Continued Rough Draft Production Timings	3	Sept. 10 - 14
	In Basket #1 - DUE FRXDAY Rough Draft Production Timings	4	SepL 17 - 21
	TEST #1 Composition - due date to be announced Rough Draft Production Timings	5	Sept. 24 - 28
2	Ch. 5 - COMMUNICATION W/OTHERS nh Basket #2 -Start Rough Draft Production Timings	6	Oct. 1 - 5
	Ch. 6 -HANDLING INCOMING CALL(ERS) <i>In</i> Basket #2 - Continued Rough Draft Timings	7	Oct. 9 - 12

NOTE: AFTER SEPTEMBER A, 1984, NO STUDENT WILL BE ALLOWED IN CLASS WITHOUT REQUIRED TEXT AND MATERIALS.

TIMETABLE - SPR224

<u>OBJ.</u>	<u>CHAPTER/IN BASKET, ETC.</u>	<u>WK.</u>	<u>DATES</u>
3	Ch. 7-INCOMING MAIL Ch. 8 - OUTGOING MAIL In Basket #2 - Continued Rough Draft Production	8	Oct. 15-19
	Chapter 9 - FILING SYSTEMS Chapter 10 - FILING OPERATIONS In Basket #2 - DUE FRIDAY Rough Draft Production Timings	9	Oct. 22-26
4	TEST #2 Ch. 11 - Introduction Rough Draft Production Timings	10	Oct. 29 - Nov. 2
	Ch. 11 - WORD PROCESSING Ch. 12 - DICTATION Ch. 13 - TRANSCRIPTION In Basket #3 - Start Rough Draft Production Timings	11	Nov. 5 - 9
	Ch. 14 - EDITING & COMPOSING Ch. 15 - REPROGRAPHICS In Basket #3 - Continued Rough Draft Production Timings	12	Nov. 12 - 16
	In Basket #3 - DUE FRIDAY Rough Draft Production Timings	13	Nov. 19 - 23
	TEST #3 In Basket #4 -Start Rough Draft Production Timings	14	Nov. 26 - 30
	In Basket #4 - DUE FRIDAY Rough Draft Production Timings HINDER DUE (LB.1-3) BY NOON 12 A.M. - FrL, Dec. 7/84	15	Dec. 3 - 7

TIMETABLE - SPR224

<u>OBJ.</u>	<u>CHAPTER/EN BASKET, ETC.</u>	<u>WK.</u>	<u>DATES</u>
	TEST #4 PERFORMANCE TEST #1 Binder Preparation Rough Draft Production	16	Dec. 10 - 14
	Special Assignments	17	Dec. 17 - 21

FALL SEMESTER BREAK (CHRISTMAS)- DECEMBER 24, 1984 - JANUARY 7, 1985

NOTE - TIMETABLE SPR225 WILL BE DISTRIBUTED PRIOR TO JANUARY 7, 1985

THIS TIMETABLE IS SUBJECT TO CHANGE BY INSTRUCTOR IF DEEMED NECESSARY TO ACCOMMODATE TOURS, SPECIAL ASSIGNMENTS, ETC.