

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

SEP 28 1992

COURSE OUTLINE


SAULT STE. MARIE

Course Title: OFFICE PROCEDURES  
Code No.: <sup>o4L</sup> OPE300 & <sup>'''-</sup> OPE400  
Program: OFFICE ADMINISTRATION - EXECUTIVE  
Series ter: III & IV  
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Author: Elsie Lalonde

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# EXECUTIVE OFFICE PROCEDURES - OPE300-400

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EXECUTIVE OFFICE PROCEDURES  
Course Number

OPE300-400  
Course Number

COURSE PREREQUISITES:

Prerequisite for OPE300 - OPE200  
Prerequisite for OPE400 - OPE300

GENERAL OBJECTIVES

To prepare the student whose career plans include eventually working as a top-notch executive secretary through the introduction of the primary duties of professional secretaries, including emphasis on the essential non-technical skills such as decision-making, the exercise of initiative, follow-through, working with people and effective management of time and materials.

To prepare the student to perform as a management assistant who understands business operations and techniques of management\*

SPECIFIC OBJECTIVES - SEE "UtOTS"

The following grading procedure will *be* followed for OPE300 and OPE400

OPE300		OPE400	
TESTS		TESTS	
ivfeeting - Hemi	5%	In-Basket 3	10%
Meeting - Text (3x5%)	15%	In-Basket 4	10%
Filing (av. tests)	10%	In-Basket 5	10%
Direct iMail	5%	In-Basket 6	10%
Travel	10%	In-Basket 7	10%
Taxation	10%	Decision-Making #1	5%
Ansley Simulation (1)	10%	Decision-Making #2	5%
Sub-total	65%	Sub-total	60%
ROUGH DRAFT	10%	ROUGH DRAFT	10%
CLASS PARTICIPATION AND ASSIGNMENTS GENERAL		CLASS PARTICIPATION AND ASSIGNMENTS GENERAL	
ANSLEY IN-CLASS	10%	IN-BASKET	10%
DIARY - to be maintained but mark recorded in Semester IV			5%
TIMED WRITINGS	5%	TIMED WRITINGS	5%
TOTAL MARK - 100%			

GUIDELINES RE GRADING

1. If a student is not able to write a test because of illness, or a legitiiimte emergency, that student must contact the instructor prior to the test and provide an explanation which is acceptable to the instructor (medical certificates or other appropriate proof may be required), In cases where the student has contacted the instructor, and where the reason is not classified as an errergency, i.e. slept in, forgot, etc., the highest achievable grade ia a "C". In cases where the student has not contacted the instructor, the student will receive a mark of "0" on that test. THERE WILL BE NO RE-WRITES OF TESTS OR QUIZZES.
2. Individual segments of the Class Participation and Assignment final grade are calculated according to the evaluation procedures listed in the individual objectives for OPE300 and OPE400.
3. Marking Deductions:
  - 5 points for each proofreading or spelling error
  - 2 points each for all other types of errors (poor corrections, alignment problems)
  - 1/2 to 5 points for each punctuation error

4. Due Dates - 100% completion of all assignments is expected. Any class assignment submitted 1-7 days after due date\* will be subject to a loss of 10% of the mark given the assignment. No mark will be assigned after the 7th consecutive day the assignment is late.

\*unless a valid reason is provided in advance to instructor and instructor approval is received or the instructor deems the reason given after the due date to be a legitimate basis for postponement.

5. Field trips and guest speakers are arranged to supplement classroom activities. Attendance is mandatory. If a student is not in attendance, then the student will have a choice of either (a) a loss of 10% of the accumulative semester mark (daily work), or (b) preparing a paper relating to the field trip or topic under discussion - particulars to be approved by instructor.

GRADE/NUMERICAL EQUIVALENCIES:

- A+ 95% - 100% - CONSISTENTLY OUTSTANDING
- A 85% - 94% - OUTSTANDING ACHIEVEMENT
- B 70% - 84% - CONSISTENTLY ABOVE AVERAGE ACHIEVEMENT
- C 60% - 69% - SATISFACTORY OR ACCEPTABLE ACHIEVEMENT
- R BELCW 60%- REPEAT - OBJECTIVES OF THE COURSE HAVE NOT BEEN ACHIEVED AND THE COURSE MUST BE REPEATED

MID-TERM REPORTING

S - Satisfactory Progress

U - Unsatisfactory Progress

R - Repeat (objectives have not been met)

NR - Grade not reported to Registrar's Office. This grade issued to facilitate transcript production when faculty, because of extenuating circumstances, find it impossible to report grades by due dates.

COURSE OUTLINE SUBJECT TO CHANGE DEPENDING ON UNFORESEEN CIRCUMSTANCES.

## TEXTBOOK(S):

Semester HI

Progressive Filing Practice Set (ninth edition)  
Ricks-Gow, 1984 - South Western

NOTE - Student will pay the required cost of this item to the Campus Book Shop for which they will receive a receipt with THEIR OWN NAME recorded on it. The student will then present this to the instructor at the first class of the semester and will be given the kit. The first test on this material will be Sept. 9 after (6) jobs have been completed and checked, therefore, it is mandatory that the kit be purchased prior to that date or the student will not be allowed to take Test #1. (There are no delayed tests allowed in this segment of the course.)

The textbook which accompanies this series is not required, however, a copy will be on reserve in the college library at the Circulation Desk under the name of Elsie Lalonde for reference purposes.

The Meeting Will Come to Order  
Central Michigan University

The Successful Meeting Master Guide  
Palmer & Palmer, 1983, Prentice Hall

Pine Tree Resorts  
Kowalchuk & Lyons, 1986, Copp Clark Pitman Ltd.

Anthony House Associates - The Executive Secretary (An office simulation)  
McIntosh, Welter, 1986, South-western (distributed through Gage)

REFERENCE TEXTS ONLY (NOT REQUIRED TO PURCHASE)

Contemporary Office Procedures  
Attridge & Cunningham, 1983, McGraw-Hill (1986-7 OPCIOO-200 text)

Executive Secretarial Procedures  
2nd Canadian Edition by Place, Byers, et al, 1981, McGraw-Hill  
(1985-86 student or perhaps copy in college library or Secretarial Centre library)

Business Communications, A Problem Solving Approach  
2nd edition by Poe & Fruehling, 1978, McGraw-Hill  
(Sault College Library Circulation Desk under name Elsie Lalonde - one-day loan basis in-library use only)

SEMESTER IV

Accompanying materials (In-Basket and Stationery Packets) - Executive Secretarial Office Procedures

Note - extra stationary can be purchased from the Campus Books Store; and additional forms, etc., can be obtained from instructor.

MATERIALS (COMMON TO SEMESTERS III & IV):

- carbon paper
- typing paper (not corrugated bond)
- newsprint (for photocopies)
- onionskin (for distribution copies)
- erasing material (duplex eraser, liquid paper, etc.)  
and non adhesive "Lift Off" tape for typewriter
- manila file folders (8-1/2" x 11" letterhead size only) - 12  
(no assignments will be accepted with a file folder properly labelled)
- file labels
- perpetual diary
- Webster's New World Dictionary, 2nd College Ed. or equivalent
- (3) 3-ring binder (2" ring - Businesslike and professional in appearance)

TIMETABLE

CHAPTER/ASSIGNMENT,ETC.

WK.

DATES



OBJECTIVE 1:

PG. 5  
EOP-300-400

Attendance

The student will demonstrate the ability to attend functions during Semester III and IV (examples listed below) and/or provide prior notice with just cause or just cause without prior notice.

NOTICE (prior or post) - shall be given to the instructor in MEMO form in duplicate, signed by the student. If pre-notice, instructor will indicate acceptance or non-acceptance of cause for absenteeism on one copy and return it to the student. Also, valid post-notice should be supported by a record of the student's attempt to contact instructor by one of the following methods: in person, by telephone (school - 949-2050, Ext. ; residence 779-2925), message left with Secretarial Centre, main switchboard operator, or switchboard message recording device (1-min. message may be left between 4:45 p.m. and 8 a.m.). This will ensure that student can establish contact 24-Hours a day regardless of whether student is in or out of the city.

APPLICATIONS

Group I:

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

Group H:

- tests

EVALUATION:

Attendance will be monitored through the use of absenteeism reports in class personnel file or instructor record book.

Group I - any absence w/o authorization or just cause will result in the loss of 10% of the total semester cumulative mark for class participation and assignments and rough draft work.

Group H - the highest mark assigned to a delayed test will be a minimum "C" to offset the increased preparation time factor.

there will be no opportunity to write tests in advance of the test day. A student who wishes to write in advance will automatically fall into the delayed test category.

ESTIMATED TIME  
TO ACHIEVE:

SEMESTERS III-IV  
OPE CLASSES

OBJECTIVE 2;

PG. 6  
EOP-300-400

Rough Drafts to Mailable Copy (Speed Building)

Semester *UL* - Given in-class tasting on unfamiliar material of a MEDIUM degree of difficulty selected by instructor from PINE TREE RESORTS, the student will demonstrate the ability to:

- locate and handle written and implied details
- locate and correct spelling errors (dictionaries may be used)
- properly hyphenate (body and line-ending decisions)
- organize rough draft copy without supervision
- prepare and correct final copy of a full range of correspondence and documents
- work with proofreading symbols
- produce copy of neat appearance (no obvious erasures, smudges, etc.)
- complete a specified quantity of work in a specified time
- use thinking skills to produce acceptable office-standard material

Semester IV - as above but the unfamiliar material will be of an ADVANCED degree of difficulty-

LEARNING ACTIVITIES

READING ASSIGNMENT - it is suggested the student review the types of material found in the text and check out any problems with current typing or office procedures texts.

EVALUATION:

Items assigned will be designated a figure grade (e.g. 20 points). The final grade will be the AVERAGE of 90% of the student's marks attained during the semester - the lowest 10% will be dropped (this provides a balance for illness, etc. - however, no additional allowance for absenteeism will be made). The final grade obtained will be used to reflect 10% of the grade for the EOP Course in both semesters.

DEDUCTION SYSTEM

- 0 - if proofreading error found in copy\* (includes spelling errors)
- less 2 points - format error, unacceptable erasure or smudge
- Less 1/2 - 5 for punctuation error or proofreading instruction error
- Less appropriate deduction for incomplete copy

ESTIMATED TIME  
TO ACHIEVE;

Approximately (1) 50-min period  
per week (Semesters  
H-IV) - 13-15 hrs. total

\*copy shall be deemed to be the approximate number of lines equal to the shortest item assigned

OBJECTIVE 3:

PG, 7  
EOP-300-400

Typing Speed

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 three 5-minute straight copy timings with 98% accuracy or better. Official testing must be supervised by instructor or instructor authorized individual.

Goals by timeframe:

Semester III (mid-term) - 47 gwpm w/98% accuracy on three attempts  
Semester III (end) - 50 gwpm w/98% accuracy on three attempts  
Semester IV (mid-term) - 55 gwpm w/98% accuracy on three attempts  
Semester IV (end) - 60 gwpm w/98% accuracy on three attempts

Note:

1. TIMINGS ACHIEVED IN SEMESTER III ARE NOT TRANSFERRABLE TO SEMESTER IV.
2. THOSE STUDENTS REQUIRING REMEDIAL TRAINING will be assigned speed and accuracy timing 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.
3. No in-class practice time is available - instructor will try and find a room and time for out-of-class group practice. Individual practice - see Secretarial Centre technician along with instructor recommendation.

EVALUATION:

Speed - the total number of words 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:

7 periods of 50 minutes each\*

Note - these timings are given in 30-min. sessions.

The world's FASTEST TYPIST (1984) - according to PS for Professional Secretaries, Vol 27, No. 21, Nov. 15, 1984 typed at the rate of 124.8 nwpm.

OBJECTIVE 4:

PG. 8  
EOP-300-400

Perpetual Diary

The student will demonstrate the ability to record in a out-of-Class situation during the 1986-87 school year the minimum shown below:

1. Dates
  - appointments (dentist, doctor, counselling, placement, instructor, out-of-school week commitments
  - tests, assignments, tours, ^jeakecs (minimum of OPE300-400 )
  - holidays and illness as they affect the school year.
  - occasions - school starting dates, last day of classes, convocation, etc.
- 2\* Record related materials required for any of the above
3. Cancellations of any of the Items 1-2

in a Perpetual Diary of the variety carried by the Campus Shop for this purpose in a businesslike\* manner.

- \* -legihlp (to a third party)
- in *gcoger* time slot
- ^adequate data - eg. name of person and/or organization, telephone if applicable, nature of appointment, materials required
- properly dated each day (not by week)
- no "trivial" personal listings

are to make use of aids such as calendar references, ready-location corner "dip-offs", and telephone listing (to include coUege instructors, placement contacts - school and office).

LEARNING ACTIVITIES & APPLICATION

1. Instructor review of method of use.
2. Instructor feedback on OPE300.
3. Daily use by student.

EVALUATION:

The diary will be compared against an instructor checklist with:

- (10) points for general use and organization
- 25-point check (each check will have varying points allotted to reflect content level of recorded item)

Deductions (over and above point system):

- 5 points for each telephone number or ^x=\*lling error in name or address error

TOTAL - will be converted to a % of 100% - 5% of this converted % will be applied to the final grade for OPE400

ESTIMATED TIME

TO ACHIEVE:

N.A. -IN AND OOT-OF-CLASS TIME CONTRIBUTION DURING SEMESTER IE AND IV.

Unit "A" \* Travel Arrangements

- Given an in-class test containing questions and examples (student will be informed of type of testing format prior to testing) the student will be able to interpret and demonstrate the ability to contribute to the planning that precedes the executive's business trips and the follow-up activities required on their completion. As well, the student will demonstrate the ability to research information about domestic and international flight, train, bus, and car rental services so that appropriate choices can be made.
- Given an in/out-of-class assignment the student as a participant in a group will demonstrate the ability to complete all the pre, interim and post paperwork (including calculations) required for an executive-level trip, -
- Given an in/out-of-class assignment the student will demonstrate the ability to prepare a TRAVEL REFERENCE MANUAL for domestic.
- Given an in/out-of-class assignment as part of a group, the student will prepare a comparison chart with supporting information demonstrating the cost of traveller's cheques based on various types of bank accounts at different financial institutions.

## LEARNING ACTIVITIES AND APPLICATION

***M***

READ:

Pgs. 255-277

Contemporary Office Procedures

LECTURES, DEMOS AND HANDOUTS

CLASS DISCUSSIONS

GUEST SPEAKER (IF AVAILABLE) - LOG REQUIRED

EVALUATION:

1. Test
2. Log - Guest Speaker
3. Assignment - pre, interim and post travel paperwork
4. Assignment- TRAVEL REFERENCE MANUAL
5. Assignment - Traveller's Cheques

ESTIMATED TIMETO ACHIEVE:

4 periods of 50-minutes each\*

1 50-minute test period

\*does not include student reading and assignment time

UNIT - Direct Mail

- Given an in-class test containing essay questions and applications the student will be able to respond accordingly to demonstrate a familiarity with the benefits, procedures, etc., of Direct Mail (Canada Post) and advertising agencies,

LEARNING ACTIVITIES AND APPLICATION

LECTURE

HANDOUTS - D.M. Contacts

GUEST SPEAKER - Canada Post Northern Region Rep  
Quiz on speaker's input

EVALUATION

Test

ESTIMATED TIME

TO ACHIEVE:

1 periods of 50-minutes each

1 50^minutes test period

^^

Unit 3 - Office Finance

- Given an in-class test containing questions and examples (student will be informed of type testing format prior to test), the student will be able to:
  - interpret federal income tax, pension, and U J.C. tables and compute appropriate deductions
  - prepare and/or file all paperwork for submission of tax, pension and UJ.C.

LEARNING ACTIVITIES AND APPLICATION

READ: Pgs. 429-452, CH. 23  
Executive Secretarial Procedures, 2nd Canadian Edition

or Pgs. 542-551  
Contemporary Office Procedures

LECTURE, DEMOS AND HANDOUTS  
PRACTICE ASSIGNMENT - as given out by instructor

GUEST SPEAKER (if available) - REVENUE CANADA, TAXATION CENTRE, SUDBURY OFFICE

EVALUATION:

1. Test
2. Alignment on Payroll Deductions (Optional)

ESTIMATED TIME  
TO ACHIEVE:

3 periods of 50-minutes each\*  
1 50-min. test period

- does not include student reading and assignment time

OBJECTIVE 8;

PG.12  
OPE300

Unit - In-Baskets (medium difficulty)

-Given in/out-of-class In-Basket work the student will demonstrate the ability to employ medium levels of cognitive abilities through the completion of accurate finished work.

Cognitive abilities include:

- \* an understanding of assigned task
- \* using previously learned competencies in new situations
- \* gathering facts from various sources and determining course of action
- \* judging which data or action is appropriate for a given situation

LEARNING ACTIVITIES AND APPLICATIONS

Instructor review and ongoing assistance as In-Baskets are completed. Then, feedback after In-Baskets has been turned in.

Completion of In-Baskets - Ansley House Associates

Students are recommended to complete the major portion of In-Basket work in class so instructor can observe work and make last-minute changes (as is normal in the work environment - onus is on student to be aware of any changes). Also, remember that quality of finished product will be judged. If material is completed on poor equipment, it will be judged that the student assumes this to be business quality and marks will be deducted accordingly.

EVALUATION;

In-Basket work will be evaluated per Work Evaluation Check Sheet(s) in work package and the average of the (5) packets will count 10% towards final mark.

ESTIMATED TIME TO ACHIEVE: 15 in-class periods plus 15 out-of-class periods max.  
& 1 50-min. test period



Unit - Meeting and Conferences

- Given an in-class test containing questions and examples (student will be informed of type testing format prior to testing), the student will be able to:
  - \*define common meeting terms
  - describe "aids" in the preparation of agendas, notification of meeting participants, actual recording of minutes, follow-up of meeting
  - describe considerations in assembling a committee
  - describe considerations as they relate to conference and meeting setups - location, cost, environment, physical setup
  - list measures to control "time" in a meeting
  - prepare a checklist of most common areas of a meeting for which a secretary may be responsible
  - describe the difference between a "resolution" and a "petition"
  - describe the difference between an "ad hoc" committee and a "standing" committee"
  - record a motion
  - define in layman's terms the basic terms used as a participant in a formal meeting
  - list 4-3 common problems that reduce the productivity of most meetings
  - suggest the format of minutes of meeting which best serve a specific need
- Given an in/out-of-class assignment the student will draft either a petition or a resolution
- Given an in/out-of-class assignment the student will prepare a motion form, prepare a motion, ensure the form is completely filled out
- Given an out-of-class assignment the student will prepare a conference meeting, etc. immunity reference activity scrapbook
- Given an out-of-class assignment the students will select a corporation (no duplication allowed requesting a copy of the company bylaws, a copy of their last annual report and a copy of the minutes of their annual meeting).

LEARNING OBJECTIVES AND APPLICATION

READ: The Successful Meeting Master Guide  
The Meeting Will Come to Order

VIEW: HEMI- MEETING Video

LECTURE, DEMOS AND HANDOUTS

PRACTICE ASSIGNMENT - as given out by instructor

CLASS DISCUSSION

GUEST SPEAKER (if available) - log required

EVALUATION:

1. Test
- 2- Log - Guest Speaker (if applicable)
3. Assignment PETITION or RESOLUTION (instructor will provide paper - additional copies must be purchased by student from office supply store,
4. Letter and request for bylaws, etc,
5. Conference Scrapbook
6. Motion Form and Motion
7. Record minutes of meeting for outside association (out-of-class and subject to ability of instructor to obtain openings for students).

MATED TIME

ACHIEVE:

10 periods of 50-minutes each  
3 periods for testing

•does not include student reading and assignment time

UNIT - FILING

-Given finding and theory questions related to the material found in the student practice kit, the student will demonstrate a minimum of 60% competency in the following filing areas:

- alphabetic filing rules
- alphabetic correspondence filing
- subject correspondence filing
- numeric filing systems
- geographic filing systems

LEARNING ACTIVITIES;

Progressive Filing Practice Set (ninth edition)  
Ricks-Gow, 1984 (South-Western)

METHOD OF PRESENTATION

- brief overview of rules and guidelines
- provision of additional reference sources
- in-classroom assistance before and after student has completed assignments in the hands-on filing practice set

TESTING METHODS

Two types of testing will be used:

- (a) Finding Quizzes- student to locate material from own uncheckd files within a specified time limit.
- (b) Theory application - student will be provided with examples of items to be filed and will be required to sort into proper filing order—or, will respond to questions on filing terminology.
- (c) Number of questions and estimated testing time:

TEST	COVERAGE AREA	FINDING	APPLYING	TIME
1	ALPHABETIC INDEXING	15	25	1/2 HR.
2	ALPHABETIC INDEXING	15	25	1/2 HR.
3	ALPHABETIC INDEXING	15	25	1/2 HR.
4	ALPHA CORRESPONDENCE	15	18	1/2 HR.
5	SUBJECT CORRESPONDENCE	10	15	1/2 HR.
6	NUMERIC CARD	50	35	1/2 HR.
7	GEOGRAPHIC	N.A.	15	15 MIN.
8	FINAL		50	35 MIN.

ESTIMATED TIME  
TO ACHIEVE:

15 periods of 50-minutes each (including testing)

OBJECTIVE 11;

PG, 15  
OPE400

Unit - Autcmating the Office

- Given a test at the corpletion of each video presentation, the student will dononstrate the ability to review, record and recall information relative to the various aspects of a modern office - computer, word processing, telecommunications networking, etc, (This objective is airted at providing the student with the opportunity of being exposed to an "information finding" session such as may be required of a secretary should the ertployer not,desire or cannot attend various business presentations.)

LEARNING ACTIVITIES AND APPLICATIONS:

Video Presentations  
Class Discussion

EVALUATION;

TESTS (Number applicabile to number of presentations)

ESTIMATED TIME TO ACHIVE;

(3) in-class periods

Unit - Researching Information

- Given (10) in/out-of-class assignments the student will demonstrate the ability to use the techniques involved in researching information needed by an employer and present it in usable form through the completion of these assignments which require use of most common business reference aids. As a result the student will develop an awareness of the problems and questions that most often plague an employer as he searches for information.

LEARNING ACTIVITIES AND APPLICATION

SUPPLEMENTARY READING

Pgs. 299-312, CH. 17  
Executive Secretarial Procedures, 2nd Canadian Edition

LECTURE, DEMOS AND HANDOUTS

PRACTICE ASSIGNMENT

Instructor will Provide

CLASS DISCUSSION:

Applying the Reference Section", p. 312-314 Q-1-10

TOUR - Library (emphasis on related area information available both in general library stacks and behind circulation desk).

EVALUATION:

1. Assignment - Library Research.

#

ESTIMATED TIME

TO ACHIEVE:

2 periods of 50-minutes each\*

\*does not include student reading and assignment time

Unit - Editing and Canposing

Given an out-of-class assignment the student will dononstrate ability to prepare model letters for classroom presentation and critic. Through these letters the student will be able to show ability to respond according to specific area exhibiting a knowledge of letter writing skills and cortposition of business and social business letters in such areas as requesting material, acknowledgments, copyright privilege, covering and transmittal letters, letters of referral, follow-up, congratulations on appointments, etc., invitations/acceptance and/or regret, consolation, etc.

LEARNI^3G ACTIVITIES AND APPLICATIONS

LECTURE	INSTRUCTXDR WILL - present general information required using as a reference <u>Business Carmunications, A Problem Solving Approach, 2nd Ed,</u>
HABDOUTS	to be provided by instructor
PRACTICE ASSIGNMENT	to be provided by instructor

EVAIA3TATION;

#

1. Assignment - letters for in-class critic

ESTIMATED TIME TO ACHIEVE;

(4) periods of 50-minutes each\*

\*does not include assignment time

#

Unit - Reprographics

Given appropriate in-class assignments the student will demonstrate ability to produce visuals or printed material in the following areas:

- transparency from typed copy (will include a table)
- combination of handwriting, printing and drawing w/transparency pen
- mount and storage of transparency
- select and produce paperwork for internal phototypeset (sample package will be given out by instructor)
- letter labelling with photocopy machine
- manufactured lettering products
- prepare camera-ready material for a slide
- prepare camera-ready material for offset negative (to be reproduced by Printing Department - do practical assignment - e.g. use Social letter Project to make a package which may be distributed for future reference)

Given a tour of the A-V Department of Sault College, the student will produce a log describing the specific and general use equipment, etc., as well as the human services available.

LEARNING ACTIVITIES AND APPLICATIONS:

LECTURES, DEMOS AND HANDOUTS  
 PRACTICAL ASSIGNMENTS  
 SPEAKER (IF AVAILABLE)  
 TOUR - COLLEGE A-V FACILITIES

- ALL TO BE GIVEN OUT BY INSTRUCTOR

#

EVALUATION

1. Class Assignments
2. Log

ESTIMATED TIME TO ACHIEVE;

(4) 50-minute periods

#

Unit - Supervisory Techniques

- Given an in/out-of-class alignment the student will demonstrate the ability to complete a personnel office file from application to termination.

LEARNING ACTIVITIES AND APPLICATION

LECTURE, DEMOS AND HANDOUTS

CLASS DISCUSSION

GUEST SPEAKER (if available) - personnel manager

EVALUATION:

1. Personal Personnel File

ESTIMATED TIME

TO ACHIEVE:

4 periods of 50-minutes each\*

^ H | \*does not include student reading and assignment time

Unit - Dictation and Transcription

- Given an out-of-class assignment the student will demonstrate the ability to schedule equipment, compose correspondence for dictation using a "planning guide," dictate the assignment using a dictator's checklist, and present it to instructor with all appropriate materials required for transcription.
- Given an in-class setting, the student will demonstrate the ability to edit, transcribe, and present a peer-originated tape as well as prepare a memo to the author offering suggestions on methods to improve future output.

LEARNING ACTIVITIES AND APPLICATION

LECTURE, DEMOS AND HANDOUTS

PRACTICE ASSIGNMENT

- TO BE GIVEN OUT BY INSTRUCTOR

CLASS DISCUSSION

EVALUATION:

1. Assignment - Dictation
2. Assignment - Transcription and Presentation

^^  
1 ^^

ESTIMATED TIME

TO ACHIEVE:

Out-of-Class	as required
Discussion In-Class	1 50-min. period
Transcription	2 50-min. periods



Unit - In-Baskets (advanced difficulty including Decision-Making)

-Given an in-class test containing practical work of a similar nature to that found in the in-baskets or the decision-making sessions, the student will demonstrate the ability to employ higher levels of cognitive abilities — the processes of analysis and decision-making - and to complete accurate finished work or provide answers (as applicable). Cognitive abilities include:

- \* an understanding of assigned task
- \* using previously learned competencies in new situations
- \* gathering facts from various sources and determining course of action
- \* judging which data or action is appropriate for a given situation

LEARNING ACTIVITIES AND APPLICATIONS:

Instructor review and ongoing assistance as in-baskets are completed. Then, feedback after in-baskets have been turned in.

Completion of IN-BASKETS 1-7 INCLUSIVE OF EXECUTIVE SECRETARIAL OFFICE PROCEDURES

\*Students are recommended to complete the major portion of in-baskets in class so instructor can observe work and make last-minute changes (as is normal in the work environment - onus is on student to be aware of any changes). Also, remember that quality of finished product will be judged. If material is completed on poor equipment, it will be judged that the student assumes this to be business quality and marks will be deducted accordingly.

EVALUATION:

In-Baskets 1-7 assignments will form part of the class participation and assignment mark. Marking will be done on a random selection basis.

Note - no portion of in-basket work can be done on a word processor since not all students have access to this equipment and also because of duplication capabilities. If any work is found to be done using this process it will be disqualified. Also, no photocopied work may be included in package unless authorized by instructor.

Tests on In-Baskets 3-7 (practical work similar to in-basket setup)  
Tests 1-3 - on Decision-Making

ESTIMATED TIME TO ACHIEVE: In-Baskets) 15 in-class periods plus whatever out-of-class time is required  
12 test periods  
(Dec. Mkg.) 6 in-class periods including (2) for testing

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