

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO


COURSE OUTLINE

Course Title: OFFICE PROCEDURES
Code No.: OPE 300
Program: OFFICE ADMINISTRATION - EXECUTIVE
Semester: THREE
Date: SEPTEMBER, 1989
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New

Revision

APPROVED



Chairperson

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EXECUTIVE OFFICE PROCEDURES

OPE300

TOTAL CREDIT HOURS; 75

COURSE PREREQUISITES;

Prerequisite for OPE300 - OPE200

I, PHILOSOPHY/GOALS;

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, exercising initiative, following-through, working with people, and effectively managing time and materials.

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

II. **STUDENT PERFORMANCE OBJECTIVES:**

Upon successful completion of this course, the student will be able to:

- 1) Type at 50 nwpm with 98% accuracy on three, 5-minute timed writings.
- 2) Efficiently utilize a typewriter as well as a microcomputer using WordPerfect, Version 4.2 and 5.0 to produce mailable copy from unfamiliar material in a specified length of time.
- 3) Complete all the pre-, interim and post-paperwork required for an executive's travel arrangements.
- 4) Complete all arrangements necessary for a successful business meeting.
- 5) Describe and use DOS commands such as copy, xcopy, diskcopy, del, dir, and format.

III, **TOPICS TO BE COVERED:**

- 1) Rough Drafts to Mailable Copy
- 2) Timed Writings to Measure Speed and Accuracy
- 3) Travel Arrangements
- 4) Review of DOS and WordPerfect, Version 5.0 Commands
- 5) In-Basket Simulations
- 6) Meeting and Conference Planning

IV LEARNING ACTIVITIES:**TOPIC ONE: ROUGH DRAFTS TO MAILABLE COPY (SPEED BUILDING)**

Given an in-class assignment on unfamiliar material of 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

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. The Rough Draft period will be completed on microcomputers using WordPerfect. Students are encouraged to refer to the Gregg Reference Manual and WordPerfect Reference Manual as needed.

EVALUATION

Items assigned will be designed a figure grade (e.g. 10 points). There is no opportunity to make up missed rough draft classes. However, to accommodate illness, etc., one rough draft mark will be dropped from the total semester mark. The final grade obtained will be used to reflect 10% of the final grade.

ESTIMATED TIME TO ACHIEVE

Generally (1) 50-minute period per week (approximately 11 periods in total)

TOPIC TWO: 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 TRANSFERABLE TO SEMESTER IV.

THOSE STUDENTS REQUIRING REMEDIAL TRAINING will be assigned speed and accuracy drills/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.

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;

The timed writing section represents 5% of the OPE300 final grade

The following grading scheme will be assigned:

| | |
|--------------------------|------|
| 46 gwpm on three timings | = 1% |
| 47 gwpm on three timings | = 2% |
| 48 gwpm on three timings | = 3% |
| 49 gwpm on three timings | = 4% |
| 50 gwpm on three timings | = 5% |

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

EVALUATION; (cont'd)

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%.

ESTIMATED TIME TO ACHIEVE

11-15 periods of 20 minutes each

Note: These timings are given in 20 minute-sessions during the 50-minute rough draft period.

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.

TOPIC THREE: 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 flights, train, bus, and car rental services so that appropriate choices can be made.

Given an in/out-of-class assignment, the student 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 as part of a group, the student will prepare a typewritten report, with supporting information, describing a particular aspect of executive travel, i.e., traveller's cheques, ground transportation, car rentals, airline travel, health insurance, hotel accommodations, etc.

LEARNING ACTIVITIES AND APPLICATION

READ: Pgs. 202-217
Secretarial and General Office Procedures

LECTURES, DEMOS AND HANDOUTS

CLASS DISCUSSIONS

GUEST SPEAKER (IF AVAILABLE) - LOG REQUIRED

EVALUATION

1. Test
2. Log - Guest Speaker
3. Individual Assignment - pre-, interim and post-travel paperwork
4. Group Assignment - report on one aspect of executive travel
The travel test represents 10% of the final OPE300 mark while the project work forms part of the Class Participation and Assignments General section.

ESTIMATED TIME TO ACHIEVE

8 periods of 50-minutes each*
2 50-minute test period

*does not include student reading and assignment time

TOPIC FOUR: REVIEW OF DOS AND WORDPERFECT, VERSION 5.0

Given a number of in-class projects to complete and a short quiz, the student will be able to:

1. Describe what is meant by an operating system (DOS) and its major functions.
2. Differentiate what is meant by a warm and cold start and describe what is meant by "booting the system".
3. Describe and use DOS commands such as:
DIR, DATE, TIME, CLS
FORMAT
DEL (ERASE)
COPY
DISKCOPY
XCOPY
PRINT SCREEN
4. Use the basic functions of WordPerfect, Version 5.0 including saving, retrieving, editing, using the block feature, using reveal codes, line and page formatting, printing and spell checking.
5. Use a number of the advanced features of WordPerfect, Version 5.0 including line drawing, windows, split screens, newspaper and parallel columns, and hyphenation.

LEARNING ACTIVITIES AND APPLICATION:

Read: Course Notes, WordPerfect, Version 5.0, Pav Pottekkat,
Sault College

Lecture, Demos and Handouts

Projects - as given out by instructor

EVALUATION:

1. Quiz on DOS
2. Projects using WordPerfect, Version 5-0, basic and advanced functions

ESTIMATED TIME TO ACHIEVE; (10) 50-minute periods

TOPIC FIVE: 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 using WordPerfect 4.2 on an IBM-PC.

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 will review and provide ongoing assistance as Ansley House Associate In-Baskets are completed. Instructor will provide feedback after In-Baskets have been turned in.

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, A minimum number of In-Basket assignments must be completed using Word Perfect word processing software on IBM PC compatible equipment,

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. Three tests will be given consisting of material similar to that contained in the In-Baskets:

- Test #1 - Based on In-Baskets 1 and 2
- Test #2 - Based on In-Baskets 3 and 4
- Test #3 - Based on In-Basket 5
- The three tests represent 40% of the final OPE300 mark

ESTIMATED TIME TO ACHIEVE

- (13) in-class periods plus 13 out-of-class periods maximum
- (3) 100-minute test periods

Testing will be done on IBM PCs

TOPIC SIXs MEETINGS AND CONFERENCES

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:

- describe the term "meeting dynamics" as it relates to task and process activities, describe the term "groupthink", and explain the use of hidden agendas
 - describe considerations involved with pre-meeting planning, i.e., scheduling the meeting, notifying participants, the use of proxies, agenda preparation, and preparation and distribution of meeting materials
 - describe considerations as they relate to conference and meeting set-ups - cost, location, environment, and physical set-up
 - outline items to consider when planning special types of meetings, i.e., booking accommodations for out-of-town meetings, arranging hospitality suites, contacting guest speakers, arranging panel discussions and organizing symposiums and tours
 - describe meeting management principles for leaders
 - outline key components of a final set of minutes and describe aids used in minute preparation
 - describe the principles of formal "rules of order" and classify motions according to purpose and precedence
 - describe the difference between a "petition", "recommendation" and "resolution"
 - identify the various types of meetings commonly held and explain the difference between a "standing" committee and an "ad hoc" committee
 - describe the three forms of electronic conferencing
- * It is anticipated that students will actually record minutes as part of the English course offered in fourth semester,

LEARNING ACTIVITIES AND APPLICATIONS

READ: Organizing Business Meetings
The Meeting Will Come To Order

VIEW: HEMI - MEETING Video

LECTURE, DEMOS AND HANDOUTS

PRACTICE ASSIGNMENTS

As given out by instructor

CLASS DISCUSSION

GUEST SPEAKER (if available) - log required

EVALUATION

Tests (3)

Log - Guest Speaker (if available)

Assignment - prepare a resolution (instructor will provide paper additional copies must be purchased by student from office supply store)

Assignment - research a related meeting topic then prepare a motion and motion form

5. Assignment - prepare an agenda and notice of meeting

6. Assignment - type a final set of minutes using an appropriate minute style

* Each theory test represents 5% of the final OPE300 grade

ESTIMATED TIHE TO ACHIEVE

16 periods of 50-minutes each*

3 periods for testing

does not include student reading and assignment time

V. EVALUATION METHODS:

The following grading procedure will be followed for OPE300:

TESTS

| | |
|--|------|
| Meetings - Text (3x5%) | 15% |
| Travel | 10% |
| Ansley Simulations | 40% |
| Sub-total | 65% |
| ROUGH DRAFT | 10% |
| CLASS PARTICIPATION AND ASSIGNMENTS GENERAL | 10% |
| ANSLEY IN-CLASS | 10% |
| TIMED WRITINGS | 5% |
| TOTAL MARK | 100% |

GUIDELINES RE GRADING

Attendance;

If a student is not able to write a test because of illness or a legitimate 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 emergency, i.e. slept in, forgot, etc., the highest achievable grade is 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 REWRITES OF TESTS OR QUIZZES.**

The student will demonstrate the ability to attend functions during Semester III (examples listed below).

In the event of an absence, notice (prior or post) shall be given to the instructor. If pre-notice, instructor will indicate acceptance or non-acceptance of cause for absenteeism. 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 - 759-6774, ext. 487; residence 779-2925), message left with Secretarial Centre, main switchboard operator, or switchboard message recording device (1-min. message may be left between 5:15 p.m. - 8:15 a.m.). This will ensure that student can establish contact 24-hours a day regardless of whether a student is in or out of the city.

EXECUTIVE OFFICE PROCEDURES

OPE300

APPLICATIONS

- Group I: - tours/field trips/seminars as arranged by instructor
 - guest speakers, presentations, etc.
 - films, videos, slide presentations, (in or out of class)
- Group II: - tests

EVALUATION

Attendance will be monitored through the use of absenteeism reports in instructor record book.

- Group I: - any absence without authorization or just cause will result in a) the loss of **10%** of the **total** semester cumulative mark for class participation and assignments or b) preparing a paper relating to the field trip or topic under discussion - particulars to be approved by instructor.
- Group II: - 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.

GUIDELINES RE GRADING: (cont'd)

3. Individual segments of the Class Participation and Assignment final grade are calculated according to the evaluation procedures listed in the individual objectives for OPE300.
4. Marking Deductions:
 - 5 points for each proofreading, spelling or major format error
 - 2 points each for all other types of errors (poor corrections, alignment problems, word division, minor format errors, run-on sentences, pronoun/contraction error.
 - 1/2 to -5 points for each punctuation error
5. Due Dates - 100% completion of all assignments is expected. Any class assignment submitted 1-5 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 5th 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.

6. Each student will be required to keep a file in a designated classroom. This will facilitate the return of assignments, grades and any messages the Office Administration faculty need to relay to the student.

GRADE/HUHERICAL EQUIVALENCIES;

| | | | | | |
|----|--|---|------|---|--|
| A+ | 90% | - | 100% | - | CONSISTENTLY OUTSTANDING |
| A | 80% | - | 89% | - | OUTSTANDING ACHIEVEMENT |
| B | 70% | - | 79% | - | CONSISTENTLY ABOVE AVERAGE ACHIEVEMENT |
| C | 60% | - | 69% | - | SATISFACTORY OR ACCEPTABLE ACHIEVEMENT |
| R | BELOW 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.

VI. REQUIRED STUDENT RESOURCES:

The Meeting Will Come to Order
Central Michigan University

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

Ansley House Associates - The Executive Secretary (An office
simulation)

Mcintosh, Welter, 1986, South-Western

Organizing Business Meetings - Joyce Berezowsky, 1983, Falken
Publishing

Course Notes, WordPerfect, Version 5.0, Pav Pottekkat, Sault College
Bookstore

WordPerfect 5.0 - The Pocket Reference, Mella Mincberg, 1989,
McGraw-Hill, Inc.

REFERENCE TEXTS ONLY (NOT REQUIRED TO PURCHASE)

Secretarial and General Office Procedures, 1984, Prentice-Hall
(1988/89 OPC100-200 text)

MATERIALS (COMMON TO SEMESTERS III & IV)

- carbon paper (limited use)
 - typing paper (not corrasable bond)
 - newsprint (for file copies) (limited use)
 - onionskin (for distribution copies) (limited use)
 - erasing material (duplex eraser, liquid paper, etc.)
and non-adhesive "Lift Off" tape for typewriter
 - manilla file folders (8 1/2" x 11" letterhead size only)
(minimum 6)
(assignments will only be accepted with a file folder properly
labelled)
 - file labels
 - perpetual diary
 - Gregg Reference Manual
 - 4 double-sided, double density 5 1/4" floppy diskettes
 - Word Perfect Version 4.2 Reference Manual
 - Webster's New World Dictionary, 3rd College Ed. or equivalent
- COURSE OUTLINE SUBJECT TO CHANGE DEPENDING ON UNFORESEEN CIRCUMSTANCES**