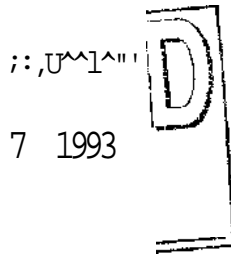


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SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY
SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

COURSE TITLE OFFICE PROCEDURES

/CODE NO OPE300 **SEMESTER** THREE

PROGRAM OFFICE ADMINISTRATION - EXECUTIVE

AUTHOR: S. WRIGHT

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PREVIOUS OUTLINE DATED: SEPTEMBER, 1992

New:

Revision:

APPROVED

**DEAN, SCHOOL OF BUSINESS &
HOSPITALITY**

DATE

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COURSE NAME

COURSE CODE

TOTAL CREDIT HOURS: 75
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 both the essential technical skills of word processing, composing business correspondence, proofreading, etc.^ and 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 an administrative 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 g.w.p.m. with 98 percent accuracy on three, 5-minute timed writings,
- 2) Efficiently utilize a typewriter as well as a microcomputer using WordPerfect, Version 5.1 to produce mailable copy 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) Record the minutes of a meeting and prepare the final minutes using an established format.
- 6) Maintain a well-organized perpetual diary of all scheduled OPE300 activities, including assignment due dates, test dates, guest speaking engagements, holidays, etc.

III. TOPICS TO BE COVERED:

- 1) Timed Writings to Measure Speed and Accuracy
- 2) Travel Arrangements
- 3) In-Basket Simulations
- 4) Meeting and Conference Planning
- 5) Minute-taking/Preparation of Minutes
- 6) Perpetual Diary

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TOPIC ONE: 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 g.w.p.m. w/98% accuracy on three attempts
Semester III (end)	50 g.w.p.m. w/98% accuracy on three attempts
Semester IV (mid-term)	55 g.w.p.m. w/98% accuracy on three attempts
Semester IV (end)	60 g.w.p.m. w/98% accuracy on three attempts

Note:

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 percent of the OPE300 final grade

The following grading scheme will be assigned:

46 g.w.p.m. on three timings	= 1%
47 g.w.p.m, on three timings	- 2%
48 g.w.p.m, on three timings	= 3%
49 g.w.p.m, on three timings	= 4%
50 g.w.p.m. 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:

15 periods of 30 minutes each

Note: These timings are given once a week for 30 minutes during a class held in the VAX computer lab.

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.**

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TOPIC TWO: TRAVEL ARRANGEMENTS

Following in-class instructions, the student will demonstrate the ability to contribute to the planning that precedes the executive's business trips and the follow-up activities required on their completion. Using published airline schedules, the student will demonstrate the ability to research information about domestic and international flights so that appropriate flight 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. Documentation will include the completion of a purchase requisition, cheque requisition, travel advance, expense statement, and seminar registration form, as well as the composition of an itinerary, a letter requesting hotel accommodations, and a routine interoffice memo.

The student will attend a formal in-class presentation by a local travel agent and record all pertinent information. Following the presentation, the student will transcribe the information using a pre-determined speaker log format.

LEARNING ACTIVITIES AND APPLICATION

READ: Pgs. 200-213
Secretarial Procedures for the Automated Office

LECTURES, DEMOS AND HANDOUTS
CLASS DISCUSSIONS
GUEST SPEAKER (IF AVAILABLE) - LOG REQUIRED

EVALUATION:

1. Log - Guest Speaker
2. Individual Assignment - pre-, interim and post-travel paperwork

The two projects form part of the miscellaneous assignments section worth 45 percent of the final grade.

ESTIMATED TIME TO ACHIEVE

8 periods of 50-minutes each*

* does not include student reading and assignment time

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TOPIC THREE: ANSLEY IN-BASKET SIMULATIONS (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 5.1.

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 Beacon Hill In-Basket simulations 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. The majority of In-Basket assignments must be completed using WordPerfect 5.1 word processing software.

EVALUATION

In-Basket work will be evaluated per Work Evaluation Check Sheet(s) in work package. The grades for In-Basket assignments will be included with the miscellaneous assignments section worth 45 percent of the final grade. Three tests will also be given consisting of material similar to that contained in the In-Baskets:

- Test #1 - Based on In-BasketE; 1 and 2
- Test #2 - Based on In-Baskets; 3 and 4
- Test #3 - Based on In-Basket 5
- The three tests represent 50 percent of the final OPE300 mark

ESTIMATED TIME TO ACHIEVE

- (40) in-class periods (50-minute periods)
- (3) 120-minute test periods

Testing will be done in Room A217, using WordPerfect 5,1-

NOTE: Out-of-class work will be required to complete these in-basket simulations.

TOPIC FOUR: MEETINGS AND CONFERENCES

The student will be responsible for reading the text. The Minute Taker's Handbook and The Meeting Will Come to Order. Given two in-class quizzes containing short answer, multiple-choice and true/false questions, the student will be able to:

- explain the types of meetings often held
- describe considerations involved with pre-meeting planning, i.e. scheduling the meeting, notifying participants, preparing and distributing meeting materials
- outline the responsibilities of the chairperson, recording secretary and meeting participants
- outline the components of an effective agenda
- outline key components of a final set of minutes and describe aids used in minute preparation
- identify the principles of formal "rules of order" and classify motions according to purpose and precedence
- explain the term "resolution"
- type a resolution using a correct resolution format
- describe various forms of electronic meetings
- explain the effects of hidden variables on minute taking and the importance of a professional image

TOPIC FIVE: MINUTE-TAKING/PREPARATION OF MINUTES

Following in-class instructions, the student will complete a meeting/minute-taking assignment to demonstrate the ability to effectively participate in a videotaped simulated meeting and the ability to take minutes at one of the simulated meetings. Students will then be responsible for transcribing the minutes using an established format.

LEARNING ACTIVITIES AND APPLICATIONS FOR TOPICS FOUR AND FIVE;

READ: The Minute Taker's Handbook
The Meeting Will Come To Order

VIEW: Meetings Bloody Meetings (if available)
Point of Order

Lectures, Handouts, Practical Meeting/Minute-taking Assignment, Class Discussions, Guest Speaker (if available), Videos

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EVALUATION:

1. Quizzes (two) - Quiz #1 - Chapters 1, 2, 11, 10
 - Quiz #2 - Chapters 6, 8, 12, 13 and
 The Meeting Will Come To Order
2. Meeting/Minute-taking Assignment - Each student will participate in a videotaped simulated meeting. In addition, each student will record and transcribe the minutes of one simulated meeting.
3. Resolution

The two quizzes, videotaped minute-taking assignment, and resolution form part of the miscellaneous assignments section worth 45 percent of the final grade.

ESTIMATED TIME TO ACHIEVE:

14 periods of 50-minutes each*

*does not include student reading and assignment time

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TOPIC SIX: PERPETUAL DIARY

Following guidelines for completion given by the instructor at the beginning of the semester, the student will demonstrate the ability to maintain a perpetual diary which is well-organized, neat, current and accurate.

The perpetual diary used by the student should be an office-style appointment calendar which will include such entries as holidays, test dates, assignment due dates, guest speaking engagements, etc. Complete details should be provided for each entry made.

The diary is not intended to be used as a personal diary; although the student may choose to record important events such as medical appointments, etc.

LEARNING ACTIVITIES AND APPLICATIONS:

In-class review by instructor
Handout

EVALUATION:

1. Submission of Perpetual Diary

The diary assignment forms part of the miscellaneous assignments section worth 45 percent of the final grade.

ESTIMATED TIME TO ACHIEVE:

Daily maintenance of the diary is required.

EVALUATION METHODS;

The following grading procedure will be followed for OPE300:

TESTS:

Beacon Hill In-Basket Tests (3)	In-Baskets 1 & 2)	
	In-Baskets 3 & 4)	50%
	In-Basket 5)	

ASSIGNMENTS:

Travel - Speaker Log
Project

Meetings - Two In-Class Quizzes)	45
- Videotaped Minute-Taking Assignment		
- Resolution		

Simulations - In-Baskets 1-5

Perpetual Diary

TIMED WRITINGS

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 certificate 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. 680; residence, 253-9638) message left with Secretarial Centre, or voice message recording device. This will ensure that student can establish contact 24 hours a day regardless of whether student is in or out of

the city

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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.

ACADEMIC DISHONESTY:

Warning: Academic dishonesty will result in a grade of zero (0) on the assignments or test for all parties.

GRADE/NUMERICAL 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.

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VI. REQUIRED STUDENT RESOURCES:

The Meeting Will Come To Order
Central Michigan University

Beacon Hill Associates (An Executive Secretary Simulation)
Mcintosh and Welter, 1992, Third Edition, South-Western

The Minute Taker's Handbook, Jane Watson, 1991, Self-Counsel Press

REFERENCE TEXTS ONLY (NOT REQUIRED TO PURCHASE)

Secretarial Procedures for the Automated Office, Jennings and Kilgour,
1990, Prentice-Hall
(1992/93 OPCIOO text)

MATERIALS (COMMON TO SEMESTERS III AND IV)

- typing paper (not corrasable bond)
- erasing material (duplex eraser, liquid paper, etc.)
and non-adhesive "Lift Off" tape for typewriter (limited use)
- manilia 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
- Gage Dictionary or equivalent

COURSE OUTLINE SUBJECT TO CHANGE DEPENDING ON UNFORESEEN CIRCUMSTANCES