

**SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY**

**SAULT STE. MARIE, ONTARIO**



**COURSE OUTLINE**

<b>COURSE TITLE:</b>	ADMINISTRATIVE OFFICE SIMULATION II		
<b>CODE NO.:</b>	OAD202	<b>SEMESTER:</b>	THREE
		<b>MODULE:</b>	FIVE
<b>PROGRAM:</b>	OFFICE ADMINISTRATION – EXECUTIVE (ACCELERATED)		
<b>AUTHOR:</b>	SHEREE WRIGHT		
<b>DATE:</b>	APRIL 2010	<b>PREVIOUS OUTLINE DATED:</b>	APRIL 2009
<b>APPROVED:</b>		"Penny Perrier"	Apr. 23/10
		<b>CHAIR</b>	<b>DATE</b>
<b>TOTAL CREDITS:</b>	4		
<b>PREREQUISITE(S):</b>	OAD101, OAD108, OAD109, and COM116		
<b>HOURS/WEEK:</b>	6 hrs./7 weeks		

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*For additional information, please contact Penny Perrier, Chair  
School of Continuing Education, Business, and Hospitality  
(705) 759-2554, Ext. 2754*

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Course Name

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Code No.**I. COURSE DESCRIPTION:**

The OAD202 course is designed to prepare students to assume administrative assistant/executive secretarial positions. Students will apply composition, research, formatting, and language skills to process and prepare correspondence, reports, and forms by a specified deadline using computer application software (Word, Excel, and Internet Explorer).

The ability to organize, process, and respond to paper and electronic communications to facilitate the flow of information in the workplace is stressed; and continued emphasis is placed on the development of non-technical skills such as time management, listening, decision-making, and organizational skills.

**II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**Learning Outcomes with Elements of Performance:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Apply time management skills to facilitate the completion of tasks and meet deadlines in the workplace.

Potential Elements of the Performance:

- Analyze and prioritize tasks.
- Coordinate long-range projects.
- Design and implement a work plan.
- Meet deadlines.
- Use calendar and reminder systems.
- Coordinate, record, and communicate appointment arrangements.

This module will constitute 5 percent of the course grade.

2. Organize, process, and respond to paper and electronic communications to facilitate the flow of information in the workplace.

Potential Elements of the Performance:

- Listen effectively.
- Follow verbal and written instructions.
- Make notes to record communications.
- Use correct business terminology.
- Analyze written communications received through manual and electronic communication systems and determine appropriate action.

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- Complete a variety of business forms to record communications and support the flow of information.
- Draft replies to routine correspondence.
- Compose clear and concise messages.
- Prepare internal and external communications for distribution.

This module will constitute 20 percent of the course grade.

3. Apply recording, composition, research, and language skills to produce accurate business correspondence by a specified deadline, using computer technology.

Potential Elements of the Performance:

- Use correct grammar, spelling, and punctuation.
- Draft correspondence.
- Convert draft information into final-form business correspondence.
- Apply both electronic and paper research techniques to prepare summary reports.

This module will constitute 25 percent of the course grade.

4. Integrate application software to produce accurate, organized business documents within a specified time frame.

Potential Elements of the Performance:

- Select appropriate document formats for specific tasks.
- Select and use appropriate software to record and organize a variety of business information.
- Import text and graphics files to design seminar brochures, announcements, and registration forms.
- Utilize the “merging” function to generate correspondence.
- Prepare tables containing statistical information.

This module will constitute 25 percent of the course grade.

5. Compile information and produce accurate financial records for the workplace within a specified time frame, using appropriate software.

Potential Elements of the Performance:

- Use reference materials.
- Access spreadsheet software to record and organize financial information.

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- Make calculations and verify their accuracy.
- Apply proofreading skills.
- Prepare final-form financial documents, including cheques, cheque and supply requisitions, travel expense statements, and purchase orders.

This module will constitute 10 percent of the course grade.

6. Prepare related documentation associated with the organization of meetings, conferences, and travel.

Potential Elements of the Performance:

- Research and identify facilities, equipment, services, speakers, and supplies required for meetings, conferences, special events, and travel.
- Coordinate arrangements and office activities associated with advance publicity and registration for a seminar.
- Prepare documentation to support and follow-up meetings, conferences, special events, and travel, including travel expense statements, seminar registration forms, announcements, programs, speaker confirmations, itineraries, etc.

This module will constitute 10 percent of the course grade.

7. Keyboard at a minimum of 40 w.p.m. with 98 percent accuracy on two, 5-minute timed writings.

This module will constitute 5 percent of the course grade.

**III. TOPICS:**

1. Timed Writings to Measure Speed and Accuracy.
2. Completion of Six In-Basket Simulations.

**IV. REQUIRED RESOURCES/TEXTS/MATERIALS:**

1. *Intertech Executive Secretarial Simulation*
2. CD-RW or Memory Stick
3. 2 Manilla File Folders – 8 ½" X 11" – (letterhead size only) and File Labels
4. *The Gregg Reference Manual* and/or *The Office Guide*
5. *Oxford Canadian Dictionary*
6. *Office Administration Style Manual*

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**V. EVALUATION PROCESS/GRADING SYSTEM:****1. Timed Writings:**

Students will be evaluated on their ability to keyboard at a speed of 40 gross words per minute with a minimum of 98 percent accuracy on five-minute timed writings which must be achieved on two separate occasions under the instructor's supervision. **(5%)**

**2. Daily Work** (completion of six in-baskets) **(5%)****3. Tests – In-Basket Simulations**

Students will complete two hands-on tests to evaluate their production, organizational, composition, and computer skills. Tests will be based on material covered in six in-basket simulations that students have completed as part of their daily work.

In-basket Test 1  
(based on In-baskets 1, 2, and 3) **(45%)**

In-basket Test 2  
(based on In-baskets 4, 5, and 6) **(45%)**

**Marking Deductions: (see attached marking grade sheet)**

The following semester grades will be assigned to students in postsecondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 - 100%	4.00
A	80 - 89%	4.00
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 - 59%	1.00
F (Fail)	49% or below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field placement or non-graded subject areas.	
U	Unsatisfactory achievement in field placement or non-graded subject areas.	
X	A temporary grade. This is used in	

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limited situations with extenuating circumstances giving a student additional time to complete the requirements for a course (see *Policies & Procedures Manual – Deferred Grades and Make-up*).  
 NR Grade not reported to Registrar's office.  
 W Student has withdrawn from the course without academic penalty.

## VI. SPECIAL NOTES:

### Course Outline Amendments:

The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

### Retention of Course Outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

### Prior Learning Assessment:

Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question. Please refer to the Student Academic Calendar of Events for the deadline date by which application must be made for advance standing.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.

Substitute course information is available in the Registrar's office.

### Disability Services:

If you are a student with a disability (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Disability Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

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Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Code of Conduct*. A professor/instructor may assign a sanction as defined below, or make recommendations to the Academic Chair for disposition of the matter. The professor/instructor may (i) issue a verbal reprimand, (ii) make an assignment of a lower grade with explanation, (iii) require additional academic assignments and issue a lower grade upon completion to the maximum grade “C”, (iv) make an automatic assignment of a failing grade, (v) recommend to the Chair dismissal from the course with the assignment of a failing grade. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Student Portal:

The Sault College portal allows you to view all your student information in one place. **mysaultcollege** gives you personalized access to online resources seven days a week from your home or school computer. Single log-in access allows you to see your personal and financial information, timetable, grades, records of achievement, unofficial transcript, and outstanding obligations. Announcements, news, the academic calendar of events, class cancellations, your learning management system (LMS), and much more are also accessible through the student portal. Go to <https://my.saultcollege.ca>.

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Electronic Devices in the Classroom:

Students who wish to use electronic devices in the classroom will seek permission of the faculty member before proceeding to record instruction. With the exception of issues related to accommodations of disability, the decision to approve or refuse the request is the responsibility of the faculty member. Recorded classroom instruction will be used only for personal use and will not be used for any other purpose. Recorded classroom instruction will be destroyed at the end of the course. To ensure this, the student is required to return all copies of recorded material to the faculty member by the last day of class in the semester. Where the use of an electronic device has been approved, the student agrees that materials recorded are for his/her use only, are not for distribution, and are the sole property of the College.

Attendance:

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

Tuition Default:

Students who have defaulted on the payment of tuition (tuition has not been paid in full, payments were not deferred or payment plan not honoured) as of the first week of May will be removed from placement and clinical activities. This may result in loss of mandatory hours or incomplete course work. Sault College will not be responsible for incomplete hours or outcomes that are not achieved or any other academic requirement not met as of the result of tuition default. Students are encouraged to communicate with Financial Services with regard to the status of their tuition prior to this deadline to ensure that their financial status does not interfere with academic progress.

Students are expected to demonstrate respect for others in the class. Classroom disturbances will be dealt with through an escalating procedure as follows:

- Verbal warning
- E-mail notification
- Meeting with the dean

Students are expected to be present to write all tests during regularly scheduled classes.



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In the event of a failed course grade, a supplementary test will be administered at the end of the semester to those students who have attended 75 percent of classes and have completed all required course work. The mark achieved on the supplemental will replace the lowest failed test for the final grade calculation. An appropriately labeled CD-RW or memory stick containing completed daily work must be available prior to the supplemental test if requested by the professor.

It is expected that 100 percent of classroom work/projects will be completed and submitted on time. A late assignment will be accepted if submitted within 72 hours of the due date and time. Twenty-five percent will be deducted from late assignments automatically. Failure to follow this procedure will result in a zero grade for the assignment.

Test papers will be returned to the student after grading in order to permit verification of the results and to review the tests. However, the student will be required to return all test papers to the professor who will keep them on file for three weeks after the semester finish date. Any questions regarding the grading of individual tests must be brought to the professor's attention within two weeks of the test paper being returned.

A CD-RW or memory stick MUST be available with the test and with daily work. At the professor's discretion, disks will be checked. All work must be submitted in a labeled folder complete with a plastic disk pocket. Students are advised to maintain at LEAST one backup of all files.

Proofreading is an integral part of this course. Marks will be deducted for all proofreading, spelling, grammar, and format errors. (See attached.)

Regular attendance and participation is expected to ensure course information is communicated to all students. In-class observation of student work and guidance by the professor aids student success. Lectures will not be repeated in subsequent classes.

Keyboarding proficiency is expected. Students who are unable to attain 40 g.w.p.m. keyboarding speed are encouraged to use (or purchase) the *All the Right Type* typing tutor software located on the E-wing network and in the Learning Assistance Centre.

It is the student's responsibility to be familiar with the course outline and department manual. Students are expected to check college E-mail twice daily as a minimum.

**OFFICE ADMINISTRATION DETAILED GRADING SHEET – 2009/2010**

<b>ABBREVIATIONS</b>	
Failure to abbreviate properly, e.g. Ontario/ON, Street/St.	-2
<b>APPEARANCE</b>	
Improperly assembled documentation, e.g. pages out of order, pages upside down	-2
<b>CAPITALIZATION</b>	
<ul style="list-style-type: none"> <li>▪ Failure to capitalize less obvious words, e.g. the Great Depression</li> </ul>	-1/2
<ul style="list-style-type: none"> <li>▪ Failure to capitalize the first word in a sentence or obvious proper nouns, e.g. Wawa, Robert Kline</li> </ul>	-5
<b>COMPOUND WORDS</b> (use the program-approved dictionary to verify spelling)	
<ul style="list-style-type: none"> <li>▪ Incorrectly formed compound nouns/verbs that follow no regular pattern, e.g. courtyard, court order, layoff, to lay off, court-martialled, over-prescribe)</li> </ul>	-2
<ul style="list-style-type: none"> <li>▪ Incorrectly formed words that can be written as one or two words, e.g. anyone/any one, awhile/a while, already/all ready)</li> </ul>	-2
<ul style="list-style-type: none"> <li>▪ Incorrectly formed compound adjectives/adverbs, e.g. an actor who is well known/a well-known actor, part-time worker, go partway)</li> </ul>	-1/2
<b>ENVELOPES</b>	
<ul style="list-style-type: none"> <li>▪ Improper use of case/Forgetting to use street abbreviations/Missing author's name</li> </ul>	-1/2
<ul style="list-style-type: none"> <li>▪ Improper format/Incorrect placement of address/Missing or improperly placed postal codes</li> </ul>	-2
<b>FORMAT</b>	
Inconsistency of document style, format, and punctuation/Improper set-up/Missing reference initials/Missing enclosure notations	-2
<b>GRAMMAR</b>	
Errors in subject and verb agreement/Run-on sentences/Incomplete sentences	-2
<b>MAILABILITY</b>	
Errors in mathematical calculations or missing key elements, e.g. headings, lines, sentences, or paragraphs	-5/-10
<b>NUMBERS</b>	
Incorrect number usage	-2
<b>PLURALS</b>	
Errors in forming plurals, e.g. child/children, home/homes	-5
<b>POSSESSIVES</b>	
Errors in forming possessives	-2
<b>PUNCTUATION</b>	
<ul style="list-style-type: none"> <li>▪ Errors in the use of punctuation marks: period, question mark, exclamation mark, comma, semicolon, colon, em/en dash, hyphen, parentheses, quotation marks, etc.</li> </ul>	-1/2
<ul style="list-style-type: none"> <li>▪ Errors in the use of font styles: italics, underline, bold, etc.</li> </ul>	-1/2
<ul style="list-style-type: none"> <li>▪ Missing end-of-sentence punctuation</li> </ul>	-5
<b>SPACING</b>	
Errors in vertical and horizontal spacing	-2
<b>SPELLING/VOCABULARY</b>	
<ul style="list-style-type: none"> <li>• Incorrectly spelled words, e.g. receipt/reciept</li> <li>• Incorrectly typed words (typographical errors), e.g. teh, buter</li> <li>• Errors in word usage, e.g. to/too/two, site/sight/cite</li> </ul>	-5

\*Marks deducted for each occurrence unless the error is repeated throughout the document. Updated: 2010-04-26