SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

SAULT COLLEGE

COURSE OUTLINE

COURSE TITLE:	ADMINISTRATIVE OFFICE SIMULATION II		
CODE NO.:	OAD202	**SEMESTER:**	THREE
		MODULE:	FIVE
PROGRAM:	OFFICE ADMINISTRATION – EXECUTIVE (ACCELERATED)		
AUTHOR:	SHEREE WRIGHT		
DATE:	APRIL 2011	**PREVIOUS OUTLINE DATED:**	APRIL 2010
APPROVED:		"Penny Perrier"	Apr. 2011

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                        CHAIR   **DATE**

TOTAL CREDITS:	4
PREREQUISITE(S):	OAD101, OAD108, OAD109, and OAD111
HOURS/WEEK:	6 hrs./7 weeks

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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.

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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- Design and 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.

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.

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.

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

6. Prepare related documentation associated with the organization of

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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 agendas, minutes, travel expense statements, seminar registration forms, announcements, programs, speaker confirmations, itineraries, etc.

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

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:

Grade	Definition	Grade Point Equivalent
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.	

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X	A temporary grade. This is used in 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:

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.

It is the student's responsibility to be familiar with the course outline and *Office Administration – Executive Student Manual*. These documents provide classroom policies that must be followed.

Students are expected to check college e-mail twice daily as a minimum to ensure timely communication of course information.

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. A study partner/group is invaluable for notes in the event of an unavoidable absence but must not be depended upon for frequent absences.

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Students are expected to demonstrate respect for others in the class.

Classroom disturbances will be dealt with through an escalating procedure as follows:

- One verbal warning from professor
- One e-mail notification from professor
- Meeting with the dean which may result in suspension or expulsion

Producing accurate work is fundamental to this course. Marks will be deducted for inaccuracies.

Keyboarding proficiency is an integral component of the Office Administration – Executive program. Students who are unable to keyboard with touch type techniques should be practising their skills on a daily basis. *All the Right Type* typing tutor software is located in the E-wing computer labs and in the Learning Centre. Visit http://www.ingenuityworks.com/ for more information on purchasing All the Right Type for home use.

It is expected that 100 percent of classroom work be completed as preparation for the tests. All work must be labeled with the student's name and the project information on each page. Printed work must be submitted in a labeled folder complete with a memory stick/CD housed in a secure plastic CD pocket. The college network drive (S:\MyDocuments) should be used as the primary workspace. Students are responsible for maintaining back-ups of all completed files using either a memory stick (USB) or CD.

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/incomplete assignments automatically. Failure to follow this procedure will result in a zero grade for the assignment.

Students are expected to be present to write all tests during regularly scheduled classes. During tests, students are expected to keep their eyes on their own work. Academic dishonesty will result in a grade of zero (0) on the test for all involved parties. A missed test will receive a zero (0) grade.

Students must ensure that they have the appropriate tools to do the test.

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Test papers may be returned to the student after grading in order to permit verification of the results and to review the tests. However, the student must return all test papers to the professor who will keep them on file for two 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 date test papers are returned in class.

For those students who have

- attended 75 percent of classes,
- completed all required course work, and
- failed the course or missed one test,

a supplementary test will be administered at the end of the module. The mark achieved on the supplemental will replace the lowest test for the final grade calculation. In exceptional circumstances, the department will review the application of this policy on an individual basis. Supporting documentation may be required.

An appropriately labelled USB/CD containing completed daily work MUST be available with the test if requested by the professor.

VII.   COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located on the portal form part of this course outline.

ABBREVIATIONS	
Failure to abbreviate properly, e.g. Ontario/ON, Street/St.	-2

APPEARANCE	
Improperly assembled documentation, e.g. pages out of order, pages upside down	-2

CAPITALIZATION	
▪ Failure to capitalize less obvious words, e.g. the Great Depression	-1/2
▪ Failure to capitalize the first word in a sentence or obvious proper nouns, e.g. Wawa, Robert Kline	-5

COMPOUND WORDS (use the program-approved dictionary to verify spelling)	
▪ Incorrectly formed compound nouns/verbs that follow no regular pattern, e.g. courtyard, court order, layoff, to lay off, court-martialled, over-prescribe)	-2
▪ Incorrectly formed words that can be written as one or two words, e.g. anyone/any one, awhile/a while, already/all ready)	-2
▪ Incorrectly formed compound adjectives/adverbs, e.g. an actor who is well known/a well-known actor, part-time worker, go partway)	-1/2

ENVELOPES	
▪ Improper use of case/Forgetting to use street abbreviations/Missing author's name	-1/2
▪ Improper format/Incorrect placement of address/Missing or improperly placed postal codes	-2

FORMAT	
Inconsistency of document style, format, and punctuation/Improper set-up/Missing reference initials/Missing or incorrect notations, e.g. Enclosure, Confidential, Copy, Attention, etc.	-2

GRAMMAR	
Errors in subject and verb agreement/Run-on sentences/Incomplete sentences	-2

MAILABILITY	
Errors in mathematical calculations or missing key elements, e.g. headings, lines, sentences, or paragraphs	-5-/-10

NUMBERS	
Incorrect number usage	-2

PLURALS	
Errors in forming plurals, e.g. child/children, home/homes	-5

POSSESSIVES	
Errors in forming possessives	-2

PUNCTUATION	
▪ Errors in the use of punctuation marks: period, question mark, exclamation mark, comma, semicolon, colon, em/en dash, hyphen, parentheses, quotation marks, etc.	-1/2
▪ Errors in the use of font styles: italics, underline, bold, etc.	-1/2
▪ Missing end-of-sentence punctuation	-5

SPACING	
Errors in vertical and horizontal spacing	-2

SPELLING/VOCABULARY	
• Incorrectly spelled words, e.g. receipt/reciept • Incorrectly typed words (typographical errors), e.g. teh, buter • Errors in word usage, e.g. to/too/two, site/sight/cite	-5

Marks deducted for each occurrence unless the error is repeated consistently throughout the document. Updated: 2011-04-28