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Course Name

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Code No.

## **I. COURSE DESCRIPTION:**

The OAD209 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, Access, and Internet Explorer).

The ability to organize, process, and respond to oral and written (paper/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 and organizational skills to facilitate the completion of tasks and meet deadlines in the workplace.

#### Potential Elements of the Performance:

- Analyze and prioritize tasks based on a thorough review of source documents.
- Coordinate long-range projects.
- Design and implement a work plan.
- Meet deadlines.
- Use calendar and reminder systems.
- Coordinate, record, and communicate appointment arrangements.
- Use Windows 7 to manage electronic files utilizing folders.
- Organize paper output using an appropriate file system.

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 attentively to follow and record oral instructions to assist with document preparation.
- Use correct business terminology.

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- Analyze written communications received through manual and electronic communication systems and determine appropriate action.
  - 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:

- Compose and edit correspondence.
  - Use correct grammar, spelling, and punctuation.
  - Convert draft information into final-form business correspondence.
  - Apply both electronic and paper research techniques to prepare summary reports.
4. Integrate application software (Word, Excel, and Access) 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 and incorporate desktop publishing techniques to design seminar brochures, newsletters, and announcements.
- Utilize the “merging” function to generate correspondence, envelopes, and labels.
- Prepare tables containing statistical information.
- Prepare graphs and charts.
- Design forms.
- Create, edit, and update databases.
- Generate database queries and reports.

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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 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.

### III. TOPICS:

1. Completion of Six In-Basket Simulations.

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

1. *Intertech Executive Secretarial Simulation*
2. Two Memory Sticks (one for daily work and one for tests)
3. Two Manilla File Folders – 8 ½" X 11" – (letterhead size only) and File Labels
4. *The Gregg Reference Manual*
5. *Oxford Canadian Dictionary*
6. *Office Administration Style Manual*

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**V. EVALUATION PROCESS/GRADING SYSTEM:**

**Daily Work** (completion of six in-baskets) **(10%)**

**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 limited situations with extenuating circumstances giving a student additional time to complete the requirements for a course (see <i>Policies &amp; Procedures Manual – Deferred Grades and Make-up</i> ).	
NR	Grade not reported to Registrar's office.	

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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 outline classroom policies that must be followed.

By considering the college environment as their workplace for the duration of the program, students will have a standard of performance to meet and will practise the day-to-day skills required to be successful in the work world.

These skills include:

- arriving and leaving class on time
- calling in/e-mailing when not in attendance
- checking college e-mail twice daily as a minimum
- following classroom rules and procedures
- demonstrating appropriate manners and etiquette
- listening attentively when the class is being addressed
- demonstrating respect for others at all times
- focusing on the work at hand
- organizing paperwork and keeping track of deadlines
- producing accurate, mailable documents
- being responsible for your own work

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Failure to follow program policies will be dealt with through an escalating procedure as follows:

- One verbal warning from professor
- One e-mail notification from professor
- Removal from the classroom and meeting with professor
- Meeting with the dean which may result in suspension or expulsion from the course/program

The Student Code of Conduct (found on the portal) provides guidelines and disciplinary procedures for the college community. Academic dishonesty as defined in the Student Code of Conduct will result in a zero grade for all involved parties.

Keyboarding proficiency is an integral component of the Office Administration – Executive program. Students who are unable to keyboard with touch type techniques should practise 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.

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.

It is expected that 100 percent of classroom work be completed as preparation for the tests. The college network (S:/My Documents) 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.

All requested assignments must be submitted in a labeled folder complete with a plastic USB/CD pocket. All work must be labeled with the student's name and the project information on each page. All assignments must be accompanied by a USB containing original files.

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.

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

Producing accurate work is fundamental to this course. Marks will be deducted for all proofreading, grammar, and spelling errors. Refer to the attached departmental grading scheme.

Students are expected to be present to write all tests during regularly scheduled classes. Students must ensure that they have the appropriate tools on hand to do the test.

Test papers may be returned to the student after grading to permit review of 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
- 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.

## **VII. COURSE OUTLINE ADDENDUM:**

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

**OFFICE ADMINISTRATION DETAILED GRADING SHEET – 2012/2013**

<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> <li>▪ Failure to capitalize the first word in a sentence or obvious proper nouns, e.g. Wawa, Robert Kline</li> </ul>	-1/2 -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> <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> <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>	-2 -2 -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> <li>▪ Improper format/Incorrect placement of address/Missing or improperly placed postal codes</li> </ul>	-1/2 -2
<b>FORMAT</b>	
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
<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> <li>▪ Errors in the use of font styles: italics, underline, bold, etc.</li> <li>▪ Missing end-of-sentence punctuation</li> </ul>	-1/2 -1/2 -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 consistently throughout the document. Updated: 2013-04-25