

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

COURSE OUTLINE

Course Outline: EXECUTIVE OFFICE PROCEDURES

Code No.: SPR 225

Program: EXECUTIVE SECRETARIAL

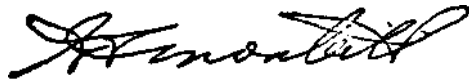
Semester: FOUR

Date: JANUARY, 1985

Author: ELSIE LALONDE

New: \_\_\_\_\_ Revision: \_\_\_\_•^

APPROVED!



Chairperson

Date

CALENDAR DESCRIPTION

EXECUTIVE OFFICE PROCEDURES  
Coarse Name

SPR224-5  
Course Number

COURSE PREREQUISITES:

PREREQUISITE FOR SPR224 - TYP120 AND SPR119

PREREQUISITE FOR SPR225 - SPR2224

## EXECUTIVE OFFICE PROCEDURES - SPR224 - 225 (1984-85)

### TEXTBOOK(S):

Executive Secretarial Procedures

2nd Canadian Edition by Place, Byers, et al, 1981, McGraw-Hill

Accompanying materials;

In baskets and stationery packets for above.

It's All Rough Draft

Sanderson, 1980, McGraw-Hill

### MATERIALS:

- carbon paper
- typing paper (not corrassable bond)
- newsprint (for file copies)
- onionskin (for distribution copies)
- erasing material (duplex eraser, liquid paper, etc.)
- manilla file folders (8-1/2" x 11" letterhead size only)
- file labels
- perpetual diary
- Webster's New World Dictionary, 2nd College Ed. or equivalent

## EXECUTIVE OFFICE PROCEDURES - SPR224-5 (1984-85)

### FINAL GRADES:

<u>SEMESTER III</u> - TESTS (THEORY & PERFORMANCE)	- 80%
- ROUGH DRAFTS	- 15%
-TIMED WRITINGS*	- 5%
- CLASS ASSIGNMENTS**	- S OR I
- BINDER**	- S OR I

\*47 GWPM W/98% ACCURACY

\*\*10% IF NOT SUBMITTED BY DUE DATE

<u>SEMESTER IV</u> - TESTS (THEORY. & PERFORMANCE)	- 60%
- ROUGH DRAFTS	- 10%
- TIMED WRITINGS	- 5%
- CLASS ASSIGNMENTS	- 10%
- PERPETUAL DIARY	- 5%
- BINDER	- 10%

FINAL GRADES ARE CALCULATED ACCORDING TO THE EVALUATION PROCEDURES LISTED IN OBJECTIVES FOR SPR224-5 AND THE GENERAL STATEMENT PAGE.

### GRADE/NUMERICAL EQUIVALENCIES;

A - 85% - 100%	~ <u>outstanding</u> achievement
B - 70% - 84%	- consistently above average
C - 60% - 69%	- satisfactory or acceptable
R - below 60%	- Repeat - the student has not achieved the objectives of the course and the course must be repeated.

## EXECUTIVE OFFICE PROCEDURES - SPR224 - 225 (1984-85)

### GENERAL STATEMENTS

#### Assignments:

DUE DATES: 100% completion of all assignments is expected. Any class or In Basket assignments submitted 1-7 days after DUE DATE\* will be subject to a loss of 10 marks for each late assignment from the student's final semester grade. Work received beyond the 7 day period will result in a maximum

- "C" for the total course.

\* unless a valid reason is provided in advance to instructor and has received instructor approval

S vs I: "S" - Satisfactory  
• "T" - Incomplete/Unsatisfactory

Depending on the seriousness of the error(s) (if any), work will be graded "satisfactory" or "incomplete".

Examples of the type of error(s) which could result in an "T":

1. Errors such as -
  - (a) misspelled words
  - (b) punctuation errors
  - (c) unacceptable erasures
  - (d) incomplete documents
  - (e) formatting errors; lack of professionalism in setups
  - (f) proofreading errors
2. Reversal of addressee/sender.
3. No or incorrect copies or attachments.
4. Incorrect calculations, dates, etc.
5. Construction errors of a serious nature in composition structure.
6. In baskets or other assignments not submitted in properly labelled folder.

#### **REJECTION PROCEDURE:**

Any individual or combination of errors listed above could result in an unsatisfactory grade. Items so indicated will be reassigned to student for correction or repeat. Final corrected copy will be placed in precedent binder.

NOTE: NO FINAL GRADE WILL BE ASSIGNED TO THIS COURSE UNTIL ALL UNACCEPTABLE WORK HAS BEEN BROUGHT UP TO MAILABLE STANDARD.

OBJECTIVE 1; The Professional Secretary

The student will demonstrate an understanding of "multidisciplinary characteristics of secretarial positions, the office environment, and career self-fulfillment"- As well , related competencies (setting priorities and making decisions) and skills (typing, transcribing dictation/instructions - shorthand or machine, catiposing, and researching) will be incorporated. Degree of success will be measured through the use of timed supervised tests (combining both written and production responses) and actual in-class "in basket" production work.

APPLICATIONS;

TEXT: EXECUTIVE SECRETARIAL PROCEDURES, 2ND CANADIAN ED.

CHAPTER	TOPIC	READ	*ASSIGNMENT(S)
	Preface	iii & iv	
1	The Modern Office	p. 1-14	Nil
2	The Office Team	p.18-30	p.32 (Q1-5)
3	Managing Responsibility	p.33-42	p.44 (Q1-2)
4	Career Opportunities	p.45-50	p.52 (Q1-3)

IN BASKET #1

- . ESSAY - WHAT IS AN EXECUTIVE SECRETARY - AND WHY DO YOU WANT TO BE ONE?

(\*) PLUS ADDITIONAL ASSIGNMENTS AS GIVEN VERBALLY OR IN WRITING BY INSTRUCTOR.

EVALUATION: 1. In Basket #1 and appropriate Reference Sections Chapters 2 - 4 ) will be graded S or I. NB - see GENERAL STATEMENT.

2. TEST #1.

ESTIMATED TIME TO ACHIEVE;

24 periods of 50 min. each

OBJECTIVE 2; Interpersonal Communications

The student will demonstrate an understanding of "methods and procedures of business communication with the public inside and outside the office through both a wide variety of media and equipment (where applicable) and face-to-face settings. As well, related competencies (setting priorities and making decisions) and skills (typing, transcribing dictation/instructions - shorthand or machine, composing, and researching) will be incorporated. Degree of success will be measured through the use of timed supervised tests (combining both written and production responses) and actual in-class "in basket" production work.

•APPLICATIONS;

TEXT: EXECUTIVE SECRETARIAL PROCEDURES, 2ND CANADIAN ED.

<u>(CHAPTER</u>	<u>TOPIC</u>	<u>READ</u>	<u>*ASSIGNMENT(S)</u>
5	Communication w/others	p. 54-66	p. 68-9 (Q1-2)
6	Handling Incoming Calls and Callers	p. 72-94	p. 97-8 (Q1-4)

IN BASKET #2 - will be completed in Objective 3.

(\*) PLUS ADDITIONAL ASSIGNMENTS AS GIVEN VERBALLY OR IN WRITING BY INSTRUCTOR.

EVALUATION; 1. In Basket #2 and appropriate Reference Sections (Chapters 5 & 6) will be graded S or I. NB - see GENERAL STATEMENT.

2. TEST #2 (given on completion of Objective 3).

ESTIMATED TIME  
TO ACHIEVE;

12 periods of 50 min. each

OBJBCnVE 3; GJianneling Information

The student will demonstrate an understanding of "the secretarial role with respect to methods, procedures, materials, and equipment used in the handling of office materials as well as storing and retrieving information." In addition, related competencies (setting priorities and making decisions) and skills (typing, transcribing dictation/instructions - shorthand or machine, composing, and researching) will be incorporated. Degree of success will be measured through the use of timed supervised tests (combining both written and production responses) and actual in-class "in basket" production work.

APPLICATIONS:

TEXT: [52CBC] OTIVE SECRETARIAL PROCEDURES, 2ND CANADIAN ED.

CHAPTER	TOPIC	READ	*ASSIGNMENTS(S)
7	Processing Incoming Mail	p.100-12	p.117 (Q1-2)
8	Processing Outgoing Mail	p.118-35	p.138 (Q1-3)
9	Filing Systems	p.139-59	p.163-4 (Q1-5)
10	Filing Operations	p.165-84	p.185-6 (Q1-4)

- IN BASKET? #2

(\*) PLUS ADDITIONAL ASSIGNMENTS AS GIVEN VERBALLY OR IN WRITING BY INSTRUCTOR.

- EVALUATION;
1. In Basket #2 and appropriate Reference Sections (Chapters 7-10) will be graded S or I. NB - see GENERAL STATEMENT.
  2. TEST #2.

ESTIMATED TIME  
TO ACHIEVE:

18 periods of 50 min. each



CBJECnVE 4; Processing Written Communications

The student will demonstrate an understanding of "the new generation of office equipment and procedures for receiving dictation, transcribing from shorthand notes or from dictation equipment, editing and composing, and reproducing recorded information." In addition, related competencies (setting priorities and making decisions) and skills (typing, transcribing dictation/instructions - shorthand or machine, composing, and researching) will be incorporated. Degree of success will be measured through the use of timed supervised tests^combining both written and production responses) and actual in-class "in basket" production work.

APPLICATIONS;

TESCT: EKECOTIVE SBCRETARIAL PROCEDURES, 2ND CANADIAN ED.

CHAFIER	TOPIC	READ	*ASSIGNMENr(S)
11	Word Processing Equ & Systems	p.188-204	p.207 (Q1-4)
12	Dictation	p.208-18	p.221 (CAP.)
13	Transcription	p.222-35	p.239 (Q1-2)
14	Editing & Conposing Techniques	p.240-60	p.262 (Q1-3)
15	Reprographics	p.263-79	p.282 (Q1-2)
-	IN BASKET #3 IN BASKET #4		

(\*) PLUS ADDITIONAL ASSIGNMENTS AS GIVEN VERBALLY OR IN WRITING BY INSTRUCTOR.

- EVALUATKjin;
1. In Baskets #3 & 4 and appropriate Reference Sections Chapters 11 - 15) will be graded S or I. NB - see GENERAL STATEMENT.
  2. TEST #3 & 4.
  3. PERFORMANCE TEST #1.

ESTIMATED TIME  
TO ACHIEVE;

36 periods of 50 min. each

OBJECTIVE 5: Rough Drafts to Mailahjp Ccpy Speed Bm'ifting

GOAL:

- to improve ability to locate and handle details
- improve spelling capabilities
- to organize rough draft copy without supervision
- to prepare and correct final copy of a full range of correspondence and documents
- to work with proofreading symbols
- to build ^>eed in completing final copy from draft

APPLICATIONS:

Unfamiliar material of a MEDIUM degree of diEficulty will be selected by instructor from IT'S ALL ROUGH DRAFT for each production class session. No allowance will be made for out-of-class work.

EVALUATION:

Items assigned will tœ designated a figure grade (e.g. 10 paints). The final grade will be the percentage of the student's 13 highest class sessions. (This provides an balance for illness, etc. - however, no additional allowance for absenteeism will be made.) The final grade obtained will be used to reflect 15 % of the grade for the Executive Office Procedures course Semester HE and 10 % Semester IV.

DEDUCTION SYSTEM;'

- 0 - if proofreading error found in copy (includes spelling errors)
- Less 4 paints - if major setup error or proofreading instruction omission error found in copy
- Less 2 points - unacceptable erasures
- Less appropriate deduction for. incomplete ccpy

ESTIMATED TIME  
TO ACHIEVE;

16 periods of 50 min. each

## OBJECTIVE 6: Typing Speed

### GOAL:

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 3 5-minute straight out timings with 98% accuracy or better. Official testing must be supervised by instructor or instructor authorized personnel.

### APPLICATION:

Each week a minimum of 2 5-minute timings will be given in a classroom setting. This will ensure that a student has 32 separate opportunities to achieve the required speed.

THOSE STUDENTS REQUIRING REMEDIAL TRAINING will be assigned speed and accuracy drill programs by instructor to assist in attaining the goal. Completion of these assigned drills is mandatory. No further tests will be recorded if assigned work is not completed.

### EVALUATION:

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

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%. Note; 97.5% or higher does not roll to 98%.

### ESTIMATED TIME TO ACHIEVE:

8 -16 periods of 50 min. each

## OBJECTIVE 7; Class Assignments

The student will demonstrate the ability to carry out a variety of tasks designed to simulate junior to executive secretarial level responsibilities. EXAMPLES ARE LISTED BELOW - SELECT OR ALL ITEMS MAY BE REQUIRED BY THE INSTRUCTOR.

### APPLICATIONS:

MEETINGS - act in various capacities. Chairperson, secretary, committee chairperson or member, general member or observer (guest).

PERSONNEL WORK - handling classroom personnel duties (attendance records, insertion of own personnel materials, etc.).

LOG - speakers, tours, seminars, films, slide presentations, video tapes, presentations, etc.

### CONFERENCE FILE/SECRETARIAL REFERENCE SECTION

SPONTANEOUS DICTATION (machine transcription, note-taking or task assignments. Ex - Letters requesting information, appreciation, etc.).

### INFORMATION REFERENCE SECTION

TO DO LISTS (DAILY)

PERPETUAL DIARY

### EVALUATION:

AH work will be graded S or I. Any incomplete sections will result in a 10% reduction of final mark.

This objective reflects 10% of the overall grade for the simulated responsibility section and 5% for perpetual diary.

### ESTIMATED TIME TO ACHIEVE:

INCLUDED IN OBJECTIVES 1-4, 7  
SPR224 PLUS SPR225  
OBJECTIVES.

## OBJECTIVE 8: Precedent Binder

The student will demonstrate the ability to complete a professional looking precedent binder which incorporates perfect copies only of all In Basket assignments.

### APPLICATION:

IN BASKET ASSIGNMENTS SPR224 - 1984; SPR225 - 1985.

Semester III - In-Basket Assignments 1-3 (SPR224)

Semester IV - In-Basket Assignments 1-7 (SPR224 & 225)

### EVALUATION:

Semester III - S OR I

Semester IV - REPRESENTS 10% OF FINAL MARK.

Binder will be evaluated on the following basis:

- (a) Binder - 2" binding business or professional appearance
- (b) Appropriate section dividers with typed tabs
- (c) Binder represents 100 percent WITH DEDUCTIONS as follows:
  - 1. Missing Items less 10 points ea.
  - 2. Instructor corrected copies not retyped less 5 points ea.
  - 3. Proofreading errors less 10 percent ea. pg.
  - 4. Obvious erasures less 10 points (1-5) - (15 points 6+)
  - 5. Setup errors (margins, etc.) less 10 points
  - 6. Lack of overall professional appearance. less 10 points
  - 7. DUE - 3RD SEMESTER - DEC. 7, 1984 NOON  
4TH SEMESTER - APR. 26, 1985 NOON

NOTE - No extension. Recommend student retype in basket work marked by instructor immediately upon return. There will be a 10% reduction on student's final grade if not submitted by due date 1-7 days. After 7 days this objective will be marked Incomplete and course will be graded R.

### ESTIMATED TIME

#### TO ACHIEVE:

— N.A. - In- and out-of-class time contribution  
." during SPR224 & 225.

## OBJECTIVE 9: Attendance

The student will be demonstrate the ability to attend functions listed below and/or provide prior notice with just cause or just cause without prior notice.

NOTICE - shall be given to the instructor in memo form, signed by the student either on a pre or post basis. If post/ student must have contacted instructor personally or telephoned (949-2050, Ext. 246; residence 256-2725) or left a message with the Secretarial Centre or main switchboard.

### APPLICATION;

- tours/field trips/seminars as arranged by instructor
- guest speakers, presentations, etc.
- films, video, slide presentations (in or out of class time)

### EVALUATION;

Attendance records and absenteeism reports in class personnel file or instructor record book.

Any absence w/o prior authorization or just cause will result in the loss of 10% of the total semester mark.

ESTIMATED TIME  
TO ACHIEVE;

SEMESTER HI & IV  
SPR224-5 CLASSES

OBJECTIVES FOR SPR225 TO FOLLOW

NO LATER THAN

JANUARY 7, 1985