

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

COURSE OUTLINE

Course Outline: EXECUTIVE OFFICE PROCEDURES

Code No OPE 400

Program: EXECUTIVE SECRETARIAL

Semester FOUR

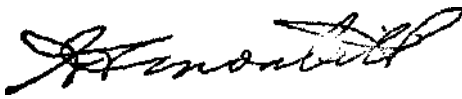
Date: JANUARY, 1986

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New:

Revision; X

APPROVED:



Chairperson

Date

G E N E R A L S T A T E M E N T S

ASSIGNMENTS:

DUE 100 % completion of all assignments is expected. Any class assignment
DATES submitted 1-7 days after due date* will be subject to a loss of 20% of the
 mark given the assignment. No mark will be assigned after the 7th
 consecutive day the assignment is late.

IN-BASKETS

FIRST SUBMISSION: "S" - Satisfactory
 "C" - Correctable
 "T" - Unacceptable or Incomplete

No grade will be assigned until second submission - Precedent Binder. However, if items are missing from any In-Basket, the second submission grade of 10% for the binder will be reduced by 1%; if the complete In-Basket is late, a 2% reduction will apply.

SECOND SUBMISSION: A percentage will be assigned subject to any reductions as noted under "FIRST SUBMISSION." If the Precedent Binder is not received on the due date* the student will receive a 2% reduction for each day late from the 10% binder grade*.

Examples of type of errors) which could result in a "C" or "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 addresses/series.
3. No or incorrect copies or attachments.
4. Incorrect calculations, dates, etc.
5. Construction errors of a serious nature in composition structure.
6. Not properly labeled and submitted.

*unless a valid reason is provided in advance to instructor and instructor approval is received or the instructor deems the reason given after the due to be a legitimate Hardship for postponement.

The following grading procedure will be followed for OPE300 and OPE400:

OPE300		OPE400	
TESTS (4):		TESTS:	
Chapters 11, 12, 13 - 10%		1h-Basket 3	10%
Chapters 14, 15, 17 - 20%		1hrBasket 4	10%
Chapters 18, 19, 21 -- ^ ^ ^ yo		1h-Basket 5	10%
Chapters 22, 23,		1h-Basket 6	10%
		1r>-Basket 7	10%
		Decision-Making #1	5%
		Dedsion-M aking #2	5%
Sub-total	70%		60%
ROUGH DRAFT	10%		10%
CLASS PARTICIPATrON & ASSIGNMENTS	10%		10%
DIARY	5%		5%
TIMED WRITINGS	5%		5%
		Binder	10%
TOTAL-100%			

Individual segments of the final grade are calculated according to the evaluation procedures listed in the individual objectives for OPE300 and OPE400 and the GENERAL STATEMENT Page.

NOTE • SEE OBJ. 1 RE ATTENDANCE

DEFINITIONS:

ASSIGNMENTS - SEE OBJECTIVE 4

CLASS PARTICIPATION - QUESTIONS WILL BE ASSIGNED TO STUDENT FOR PREPARATION PRIOR TO APPLICABLE CLASS AND SUBMITTED TO INSTRUCTOR AT CLASS START. QUESTIONS ARE TO BE NEATLY HANDWRITTEN NOT TYPED.

GRADE/NUMERICAL EQUIVALENCIES:

85% - 100% OUTSTANDING achievement
 70% - 84% consistently above average
 60% - 69% satisfactory or acceptable
 below 60% - REPEAT - THE STUDENT HAS NOT ACHIEVED THE OBJECTIVES OF THE COURSE AND THE COURSE MUST BE REPEATED

TEXTBOOK(S):

Executive Secretarial Procedures

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

Accompanying materials - Ih-Basket and stationery packets for above.

It's All Rough Draft

Sanderson, 1980, McGraw-Hill

MATERIALS:

- carbon paper
- typing paper (not corrassahle bond)
- newsprint (for file copies)
- onionskin (for dishibution copies)
- eraang material (duplex eraser, liquid paper, etc.)
- maraHa file folders (8-1/2" x 11" lettertiead SLZB only) - 8
- file labels
- perpetual diary (may continue using 1985's from OPE200)
- Webster's New World Dictionary, 2nd College Ed. or e3uivalent
- 3-Eing binder (2" ring - businesslike and professional in appearance)

Note: Additional stationery for the lit-Baskets can be purchased at the Campus Shc^.

OBJECTIVE 1:

Attendance

The student will demonstrate the ability to attend functions during Semester III and IV (examples listed below) and/or provide prior notice with just cause or just cause without prior notice.

NOTICE (prior or post) - shall be given to the instructor in MEMO form in duplicate, signed by the student, if pre-notice, instructor will indicate acceptance or non-acceptance of cause for absenteeism on one copy and return it to the student. Also, valid post-notice should be substantiated by a record of the student's attempt to contact instructor by one of the following methods: in person, by telephone (school - 942050, Ext. 283; residence 256-2725), message left with Secretarial Centre, main switchboard operator, or switchboard message recording device (1-min. message may be left between 4:45 p.m. mid 8 a.m.). This will ensure that student can establish contact 24-hours a day regardless of whether Student is in or out of the city.

APPLICATIONS

Group I:

- tour/Held trip/serainais as arranged by instructor
- guest speakers, presentations, etc.
- films, video, slide presentations (in or out of class time)

Group H:

- tests

EVALUATION:

Attendance will be monitored through the use of absenteeism reports in class personnel file or instructor record book.

Group I - any absence w/o authorization or just cause will result in the loss of 10% of the total semester cumulative mark for class participation and assignments and rough draft work.

Group H - the highest mark assigned to a delayed test will be a minimum "C" to offset the increased preparation time factor,

there will be no opportunity to write tests in advance of the test day. A student who wishes to write in advance will automatically fall into the delayed test category.

ESTIMATED TIME
TO ACHIEVE:

SEMESTERS III & IV
OPEN CLASSES

OBJECTIVE 2:

Rough Drafts to Mailable Copy (Speed Building)

Semester I/II - Given in-class testing on unfamiliar material \leq a MEDIUM degree of difficulty selected by instructor from IT'S ALL ROUGH DRAFT (instructor will pre-advise format section), the student will demonstrate the ability to:

- locate and handle written and implied details
- locate and correct spelling errors (dictionaries may be used)
- properly hyphenate (body and line-ending decisions)
- organize rough draft copy without supervision
- prepare and correct a full range of correspondence and documents
- work with proofreading symbols
- produce copy of neat appearance (no obvious erasures, smudges, etc.)
- complete a specified quantity of work in a specified time

Semester III - as above but the unfamiliar material will be of an ADVANCED degree of difficulty.

LEARNING ACTIVITIES

READING ASSIGNMENT - the type of material to be covered will be announced by instructor one week in advance. Students are requested to contact instructor if they have any problems with the reading material.

EVALUATION:

Items assigned will be designated a figure grade (e.g., 20 points). The final grade will be the AVERAGE of 85% of the student's marks attained during the semester - the lowest 15% will be *dragged* (this provides a balance for illness, etc. - however, no additional allowance for absenteeism will be made). The final grade obtained will be adjusted to reflect 10% of the grade for the EOP Course in both semesters.

DEDUCTION SYSTEM

- 0 - if proofreading error found in copy* (includes spelling errors)
- Less 4 points - if major format error or proofreading instruction omission *etc.* found
- Less 2 points - minor format error
- Less 1/2-2 points each unacceptable erasure or smudge
- Less appropriate deduction for incomplete copy

ESTIMATED TIME

TO ACHIEVE:

Approximately (1) 50-min period
per week (Semesters
I-IV) - 13-17 hrs. total

*copy shall be deemed to be the approximate number of lines equal to the shortest item assigned

OBJECTIVE 3:

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 gwpm w/98% accuracy on three attempts
Semester III (end) - 50 gwpm w/98% accuracy on three attempts
Semester IV (mid-term) - 55 gwpm w/98% accuracy on three attempts
Semester IV (end) - 60 gwpm w/98% accuracy on three attempts

Note:

1. TIMINGS ACHIEVED IN SEMESTER III ARE NOT TRANSFERRABLE TO SEMESTER IV.
2. THOSE STUDENTS REQUIRING REMEDIAL TRAINING will be assigned speed and accuracy drills/drum 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.

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 % = $295 \div 300 = 98.3\%$. Note: 97.5% or higher does not reflect 98%.

ESTIMATED TIME

TO ACHIEVE:

8 periods of 50 minutes each*

Note * these timings are given in 30-min. sessions.

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 n/wpm.

OBJECTIVE 4:

EOP-^'

Perpetual Diary

The student will demonstrate the ability to record in a out-c^'-class situation during the 1985-86 school year the minimum shown below:

1. Dates -appcdntments (dentist, doctor, coinsellng, placement, instructor, out-of-school work commitments
-tests, assignments, tours, speakers (miniimum c£ OPE300-400)
-holidays and illne^ as they affect the schod year,
-occasions - schod starting dates, last day of dlasaes, convocation, etc.
2. Record related matedals required for any of the above
3. Cancellations of any of the Items 1-2

in a Perpetual Diary of the variety carried by the Campus Shop for this purpose in a businesslike* manner.

- * -legible (to a third party)
- in proper time slot
- ^adequate data - eg. name of person and/or caganization, telephone if applicable, nature of appointment, materials required
- properly dated each day (not by week)
- no "tdvial" personal listings

and to make use of aids such as calendar references, ready-location comer "clip-ofE^, and telephone listing (to include ccQlege instructors, placement contacts - school and office)*

LEARNING ACTIVITIES & APPUCATION

1. Ijistructca: review of method of use.
2. Dnsboictor feedback on OPE300,
3. Daily use i^ student.

EVALUATIOK:

The diary will be compared against an instnnictar checklist with:

- (10) points for general use and organization
- 25-paint check (each check will have varying points allotted to reflect content level of recorded item)

Deductions (over and above point sy^3m):

- 5 paints for each telephone number cc spelling error in name or address error

TOTAL - win be converted to a % of 100% - 5% of this converted % will be appQied to the final grade for OPE300-400 rei^aectively.

ESTIMATED TIME

TO ACHIEVE:

N.A.-IN AND OUT-OF-CLASS TIME CONTRIBUTION DURING SEMESTER 331 AND 17.

