

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

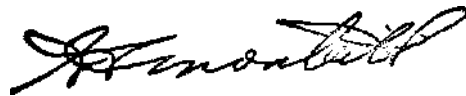
COURSE OUTLINE

Course Outline: OFFICE PROCEDURES
Code No.: OPE 400
Program: OFFICE ADMINISTRATION - EXECUTIVE
Semester: FOUR
Date: JANUARY, 1987
Author: ELSIE LALONDE

New:

Revision: X

APPROVED



Chairperson

Date

EXECUTIVE OFFICE PROCEDURES

Course Number

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Course Number

COURSE PREREQUISITES:

Prerequisite for OPE300 - OPE200

Prerequisite for OPE400 - OPE300

GENERAL OBJECTIVES

To prepare the student whose career plans include eventually working as a top-notch executive secretary through the introduction of the primary duties of professional secretaries, including emphasis on the essential non-technical skills such as decision-making, the exercise of initiative, follow-through, working with people and effective management of time and materials.

To prepare the student to perform as a management assistant who understands business operations and techniques of management,

SPECIFIC OBJECTIVES - SEE "UNITS"

GENERAL STATEMENTS

ASSIGNMENTS:

DUE DATES 100% completion of all assignments is expected. Any class assignment 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 - 4TH SEMESTER ONLY

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 (THESE % REDUCTIONS APPLY TO EACH LATE APPLICATION. PARTIAL IN-BASKETS WILL HAVE THE REDUCTION PRORATED ACCORDINGLY.)

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 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. Not properly labelled 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 basis for postponement.

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

OPE300		OPE400	
TESTS (4):		TESTS:	
Meeting - Hemi	5%	Ih-Basket 1 -	S/U
		In-Basket 2 -	5%
		In-Basket 3 -	10%
Meeting - Text - (3x5%)	15%	In-Basket 4	10%
Filing (av. tests)	10%	In-Basket 5	10%
Direct Mail	5%	Ih-Basket 6	10%
Travel	10%	In-Basket 7	10%
Taxation	10%	Decision-Making #1	5%
Ansley Simulation	15%	Decision-Making #2	5%
Sub-total	70%	Subtotal	65%
ROUGH DRAFT	10%	ROUGH DRAFT	5%
CLASS PARTICIPATION & ASSIGNMENTS	15%	CLASS PARTICIPATION & ASSIGNMENTS	10%
-Travel BiMer, Travel Cheques, liic. Tax Pkg., Meeting/Conf. Binder, Logs, etc. as listed in. objectives			
DIARY - to be maintained but mark recorded in Semester IV			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 card for OPE300 and OPE400 and the GENERAL STATEMENT Page.

NOTE - SEE OBJ. 1 RE ATTENDANCE

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:

A+	95% - 100%	EXCELLENT achievement
A	85% - 94%	OUTSTANDING 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

SEMESTER IV

Accompanying materials Ctn-Basket and Stationery Packets) - Executive Secretarial Office Procedures

Note - extra stationery can be purchased from the Campus Books Store; and additional forms, etc., can be obtained from instructor,

MATERIALS (COMMON TO SEMESTERS IH & VJh

- carbon paper
- typing paper (not cocrasable bond)
- newsprint (for file copies)
- ^onionskin (for distributLon copies)
- erasing material (duplex eraser, liquid paper, etc.)
- maniHa file folders (8-1/2" x 11" letterhead size only) - 12
(no assignments wiH be accepted with a file folder pric^erly labelled)
- file labels
- perpetual diary (may continue using 1986's from OPE200)
- Webster's New Wcadd Dictionary, 2nd College Ed. or equivalent
- (3) 3-ring binder (2" ring - businpflslike and profesgional in ^jpearance)

Attendance

The student will demonstrate the ability to attend functions during Semester HI and VJ (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 - 949-2050, 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. and 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/field tripp/seminars as arranged by instructor
- guest speakers, presentations, etc.
- films, video, slide presentations (in or out of class time)

Group H:

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 I-II/
OPE CLASSES

OBJECTIVE 2:

PG. 6
EOP-

Rough Drafts to Maiiabae Copy (Speed Building)

Semester HI - Given in-class testing on unfamiliar material of a MEDIUM degree of difficulty selected by instructor from PINE TREE RESORTS^ 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 final copy of 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
- use thinking skills to produce acceptable office-standard material

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

LEARNING ACTIVITIES

READING ASSIGNMENT - it is suggested the student review the types of material found in the text and check out any problems with current typing or office procedures texts.

EVALUATION:

Items assigned will be designated a figure grade (e.g. 20 points). The final grade will be the AVERAGE of 90% of the student's marks attained during the semester - the lowest 10% will be dropped (this provides a balance for illness, etc. - however, no additional allowance for absenteeism will be made). The final grade obtained will be used 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 error found
- Less 2 points - minor format error
- Less 1/2r-2 points each unacceptable erasure or smudge
- Less appropriate deduction for incomplete copy
- Less 8 pts. if specific instruction (see paperdipped sections in *text*) not adhered to

ESTIMATED TIME

TO ACHIEVE:

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

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

OBJECTIVE 3:

PG. 7

TVP" ^ 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 (midterm) - 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 drill and tape programs by instructor to assist in attaining the goal. Completion of these assigned work is mandatory. No further speeds will be recorded if assigned work is not completed.
3. No in-class practice time is available - instructor will try and find a room and time for out-of-class group practice. Individual practice - see S. Boushear.

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 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 nwpm..

OBJECTIVE 4:

Perpetual Diary

The student will demonstrate the ability to record in a out-of-class situation during the 1986-87 school year the minimum shown below:

1. Dates
 - appointments (dentist, doctor, counselling, placement, instructor, out-of-school work commitments
 - tests, assignments, tours, speakers (minimum of OPE300-400)
 - holidays and illness as they affect the school year,
 - occasions - school starting dates, last day of classes, convocation, etc.
2. Record related materials 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.

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

and to make use of aids such as calendar references, ready-made "clip-offs", and telephone listing (to include college instructor placement contacts - school and office).

LEARNING ACTIVITIES & APPLICATION

1. Instructor review of method of use.
2. Instructor feedback on OPE300.
3. Daily use by student.

EVALUATION:

The diary will be compared against an instructor checklist with:

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

Deductions (over and above point system):

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

TOTAL - will be converted to a % of 100% - 5% of this converted % will be applied to the final grade for OPE300-400 respectively.

ESTIMATED TIME TO ACHIEVE:

N.A. - IN AND OUT-OF-CLASS TIME CONTRIBUTION DURING SEMESTER III AND IV.

CTIVE 5

: * Travel Arrangements

Given an in-class test containing questions and examples (student will be informed of type of testing format prior to testing), the student will be able to interpret and demonstrate the ability to contribute to the planning that precedes the executive's business trips and the follow-up activities required on their completion. As well* the student will demonstrate the ability to research information about domestic and international flights, train, bus, and car rental services so that appropriate choices can be made,

- Given an in/out-of-class assignment the student as a participant in a group will demonstrate the ability to complete all the pre, interim and post paperwork (including calculations) required for an executive-level trip. -

Given an in/out-of-class assignment the student will demonstrate the ability to prepare a TRAVEL REFERENCE MANUAL for domestic.

- Given an in/out-of-class assignment as part of a group, the student will prepare a comparison chart with supporting information demonstrating the cost of traveller's cheques based on various types of bank accounts at different financial institutions.

LEARNING OBJECTIVES AND APPLICATION

READ: Pgs. 255-277
Contemporary Office Procedures

LECTURES, DEMOS AND HANDOUTS

CLASS DISCUSSIONS

GUEST SPEAKER (IF AVAILABLE) - LOG REQUIRED

EVALUATION:

1. Test
2. Log - Guest Speaker
3. Assignment - pre, interim and post travel paperwork
4. Assignment-TRAVEL REFERENCE MANUAL
5. Assignment - Traveller's Cheques

ESTIMATED TIME

TO ACHIEVE:

6 periods of 50-minutes each*
1 50-minute test period

*does not include student reading and assignment time

SEMESTER II PROPOSED COVERAGE (OBJECTIVES PENDING)
1986-87 OPE400

16-WEEK SCHEDULE

ROUGH DRAFT - (1) HOUR PER WEEK

(7) IN-BASKETS PLUS (6) TWO-HOUR TESTS - APPBOX. 2 HRS. CLASSTIME FOR WORK
(20 HRS. IN-CLASS PRACTICAL AND 12 HRS. TESTING TIME)

PROJECTS; - SPREAD OUT C⁷ER 16 WEEKS IN ONE-HOUR PERIODS:

PERSONNEL (INCLUDING TESTING)	4 HRS,
SOCIAL BUSINESS LETTERS - (EVALUATE ON PRODUCTION)	4 HRS,
REPROCaY [^] PHICS (INCLUDING TEST)	4 HRS.
AUTOMATING THE OFFICE & TESTS	9 HRS.
REFERENCE RESEARCH - OUT-OF-CLASS EXCEPT (1) HR. SPECIAL LIBRARY TOUR	
(1) HR. INSTRUCTS PREPARATION ASSISTANCE	2 HRS.
DICTATICDN PROJECT (2 OUT-C [^] -CLASS) PLUS	2 HRS.
DECISION PACKAGES (FOLLOW COMPLETION OF LAST IN-BASKET)	6 HRS.
TXyVhL	31-32 HOURS.
SPEED & ACCURACY - OUT-OF-CLASS ONLY	

NO TIMETIME CAN BE SET UNTIL NEXT SEMESTER'S TIMETABLE IS KNOWN.
SUBJECT TO CHANGE WHEN 1987 OPE400 OBJECTIVES ARE PREPARED

OBJECTIVE 11:

OPE400

Unit - Automating the Office

-Given a test at the completion of each video presentation, the student will demonstrate the ability to review, record and recall information relative to the various aspects of a modern office - computer, word processing, telecommunications networking, etc. (This objective is aimed at providing the student with the opportunity of being exposed to an "information finding" session such as may be required of a secretary should the employer not desire or cannot attend various business presentations.)

LEARNING ACTIVITIES AND APPLICATIONS,

Video Presentations
Class Discussion

EVALUATION:

Tests (NUMBER APPLICABLE TO NUMBER OF PERIODS)
(Note - lowest test will be dropped - no rewrites or allowance for absenteeism)

ESTIMATED TIME TO ACHIEVE:

(9) in-class periods

OBJECTIVE 12;

OPE400

Unit - Researching Information

- Given (10) in/out-of-class assignments the student will demonstrate the ability to use the techniques involved in researching information needed by an employer and present it in usable form through the completion of these assignments which require use of most common business reference aids. As a result the student will develop an awareness of the problems and questions that most often plague an employer as he searches for information.

LEARNING ACTIVITIES AND APPLICATION

SUPPLEMENTARY READING

Pgs. 299-312, CH. 17

Executive Secretarial Procedures, 2nd Canadian Edition

LECTURE, DEMOS AND HANDOUTS

PRACTICE ASSIGNMENT

Instructor will Provide

CLASS DISCUSSION:

Applying the "Reference Section", p. 312-314 Q-1-10

TOUR - Library (emphasis on related area information available both in general library stacks, and behind circulation desk).

EVALUATION:

1. Assignment - Library Research.

ESTIMATED TIME

TO ACHIEVE:

2 periods of 50-minutes each*

*does not include student reading and assignment time

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OBJECTIVE 13

OPE400

Unit - Editing and Composing

Given an out-of-class assignment the student will demonstrate ability to prepare model letters for classroom presentation and critique. Through these letters the student will be able to show ability to respond according to specific area exhibiting a knowledge of letter writing skills and composition of business and social business letters in such areas as requesting material, acknowledgments, copyright privilege, covering and transmittal letters, letters of referral, follow-up, congratulations on appointments, etc., invitations/acceptance and/or regret, consolation, etc.

LEARNING ACTIVITIES AND APPLICATIONS

LECTURE	INSTRUCTOR WILL - present general information required using as a reference <u>Business Communications, A Problem Solving Approach</u> , 2nd Ed.
HANDOUTS	to be provided by instructor
PRACTICE ASSIGNMENT	to be provided by instructor

EVALUATION:

1. Assignment - letters for in-class critique

ESTIMATED TIME TO ACHIEVE:

(4) periods of 50-minutes each*

*does not include assignments at tuva

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OBJECTIVE 14:

OPE400

Unit - Reprographics

Given appropriate in-class assignments the student will demonstrate ability to produce visuals or printed material in the following areas:

- transparency from typed copy (will include a table)
- combination of handwriting, printing and drawing w/transparency pen
- remount and storage of transparency
- select and produce paperwork for internal phototypeset (same package will be given out by instructor)
- letter labelling with photocopy machine
- manufactured lettering products
- prepare camera-ready material for a slide
- prepare camera ready material for offset negative (to be reproduced by Printing Department - to practical assignment - e.g. use Social Letter Project to make a package which may be distributed for future reference)

Given a tour of the A-V department of Sault College, the student will produce a log describing the specific equipment and general use, etc., as well as the human services available.

LEARNING ACTIVITIES AND APPLICATIONS:

LECTURES, DEMOS AND HANDOUTS
PRACTICAL ASSIGNMENTS
SPEAKER (if available)
TOUR - college A-V facilities

ALL TO BE GIVEN OUT BY INSTRUCTOR

EVALUATION:

- 1, Class Assignments
2. Log

ESTIMATE TIME TO ACHIEVE:

(4) 50-minute periods