

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

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:- SEP 2;- 1992 ""^ !

COURSE OUTLINE

SALJU" STB. MARIE

COURSE TITLE OFFICE PROCEDURES - EXECUTIVE

CODE NO OPE200 **SEMESTER:** TWO

PROGRAM EXECUTIVE OFFICE ADMINISTRATION

AUTHOR: ELSIE LALONDE

DATE JANUARY, 199 2

PREVIOUS OUTLINE DATED: JANUARY, 1991

New

Revision:

APPROVED

DEAN, SCHOOL OF BUSINESS &
HOSPITALITY

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EXECUTIVE OFFICE PROCEDURES

OPE2 00

COURSE NAME

COURSE CODE

Total Credit Hours - 75

Prerequisite(s) - OPCIQQ

I. **PHILOSOPHY/GOALS:**

This course introduces the student to intermediate-level executive administrative tasks requiring the integration of skills (typing, mathematics, English) and techniques such as problem-solving, routine task time-savers, and time management through a simulation approach. Emphasis is also given to researching business information, banking and related office reports, professional growth, and running a job campaign.

II. **STUDENT PERFORMANCE OBJECTIVES:**

Upon successful completion of this course, the student will have:

1. Gained an understanding of how to obtain information from reference books.
2. Gained an understanding of secretarial duties associated with banking routines and recordkeeping procedures,
3. Gained an understanding of the use and composition of a press release.
4. Gained understanding of courier services.
5. Gained knowledge with respect to the preparation of appropriate employment documentation and pre-and post steps required (applications, interviews, etc.)
6. Gained exposure to procedures and conditions of the "real" world of office work in a variety of office settings (example - personnel, real estate, office manual, etc.)

III. **TOPICS:**

REFERENCING (BUSINESS) TECHNIQUES
BANKING PRACTICES AND RECORDS
PETTY CASH
EMPLOYMENT PROSPECTING
PROFESSIONAL GROWTH
PRESS RELEASE
COURIER SERVICES
IN-BASKETS (INTEGRATED OFFICE TASKS)

IV. LEARNING OBJECTIVES - SEE PAGES 7-12

V EVALUATION METHODS

- A+ 90% - 100% - Consistently Outstanding
- A 80% - 89% - Outstanding Achievement
- B 70% - 79% - Consistently Above Average Achievement
- C 60% - 69% - Satisfactory or Acceptable Achievement
- R BELOW 60% - REPEAT OBJECTIVES OF THE COURSE HAVE NOT BEEN ACHIEVED AND THE COURSE MUST BE REPEATED

MID-TERM REPORTING

- S - Satisfactory Progress
- U - Unsatisfactory Progress
- R - Repeat (objectives have not been met)
- NR - Grade not reported to Registrar's Office. This grade issued to facilitate transcript production when faculty, because of extenuating circumstances, find it impossible to report grades by due dates.

TEST NO	PROJECT	WEIGHTING	OBJECTIVE COVERAGE
1	1	15%	CH.12 - References
		10%	" " "
2	2	15%	CH.14 - Banking
		5%	" " "
3	3	10%	CH.15 - Job Cpgn.
		5%	CH.16 - P. Growth Press Release Courier
		10%	CH.15 - Job Cpgn.

* if Office Manual project is selected by instructor, % for tests 1 and 2 will be reduced to 10% each and project will be assigned a 10% weighting.

ON-THE-JOBS

- 5% The Boutique
- 5% Garson Industries
- 5% Pronto Construction
- 5% Ivanhoe Bus. Inst.
- 5% G. Prescott, M.D.

PERCENTAGE - TESTS - 45%
 PERCENTAGE - PRODUCTION - 55%

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TESTS AND ASSIGNMENTS will be allotted points based on degree of difficulty. Above any deductions for content errors, where applicable, there will be deductions from those points for finished quality. Deductions will be based on the following:

- proofreading error = -5
- work division = 1/2 to -2; minor punctuation = -2
- punctuation (major error - proper noun or sentence ending) = -5
- all other errors (poor corrections, no enclosure notation, uncorrected carbon copies, etc.) = -2
- formatting error (minor) = -2
- formatting error (major) = -5

OTHER COMMENTS;

1. **TESTS** - If a student is not able to write a test because of illness, or a legitimate emergency, that student **must** contact the instructor prior to the test and provide an explanation which is acceptable to the instructor (medical certificates or other appropriate proof may be required). In cases where the student has contacted the instructor; and, where the reason is not classified as an emergency (i.e. slept in, forgot, etc.), the highest achievable grade is a "C". In cases where the student has not contacted the instructor, the student will receive a mark of "0" on that test. **THERE WILL BE NO REWRITES OF TESTS.**

2. **ASSIGNMENTS:**

FULL POINTS - assignments in by date and time specified.

LATE PENALTY - for each late assignment, the student will receive a 10% reduction of the total cumulative points for that assignment.

The above penalty will not be applied to those in the Secretarial Centre who may turn work in one week late without a penalty. However, where possible, it is recommended that the student attempt to meet any deadlines as early as possible after the due date to minimize any handicap the student may experience at test time as a result of delayed feedback from instructor.

3. Field trips and guest speakers are arranged to supplement classroom activities. Attendance is mandatory. If a student is not in attendance, then the student will have a choice of either:
(a) a loss of 10% of the accumulative semester mark on all daily work aspects (excluding tests), or (b) preparing a paper

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relating to the field trip or topic under discussion - particular topic to be approved by instructor, or (c) an alternative designated by instructor.

TEXTBOOKS, PACKAGES, KITS, ETC.

Secretarial Procedures for the Automated Office, Canadian Edition, by Lucy May Jennings and Lauralee Kilgour

On-the-job Modern Office Simulations

The Gregg Reference Manual - Recommended

MATERIALS:

- notepaper for lecture notes
- typing paper (not corrassable bond)
- newsprint (for file copies)
- onionskin (for distribution copies)
- manilla file folders (8 1/2" x 11" only) - 3
- pocket file folder for ON THE JOB TASKS (because of number of loose items will not be accepted in standard file folders)
- expandable folder or binder (to be determined later - do not buy at this point for JOB CAMPAIGN)
- erasing material - NOTE - for OPC200 the use of correction tape other than machine tape will not be accepted.
- carbon paper (onus on student to have carbon of acceptable quality
 - worn-out carbon not acceptable (marks will be deducted)
- dictionary
- pen, pencil ruler

Recommended, but not mandatoiry;

- calculator
- typing ruler (new one in Campus Shop now available)
- erasing shield
- liquid paper (both original and carbon copy quality)

VII. **ADDITIONAL RESOURCE MATERIALS AVAILABLE IN THE COLLEGE LIBRARY**

Following are on reserve at Circulation Desk (Sault College Library) under the name Elsie Lalonde.

Books in Print Supplement 1981-1982
Fraser's Trade Directory, 1982
Canadian Almanac & Directory, 1978
The Ultimate Source, 1988

The following are in the Sault College Library Reference Section;

Black's Law Dictionary
The Financial Post Directory of Directors
Canadian Who's Who
Bartlett's Familiar Quotations
Colombo's Canadian Quotations
Speaker's Handbook of Epigrams and Witticisms
Robert's Rules of Order

VIII. **SPECIAL NOTES** - Each student will be required to keep a file in a designated classroom. This will facilitate the return of assignments, grades, and any messages the Office Administration faculty need to relay to student.

ESTIMATED TIMETABLE

<u>WEEK OF</u>	<u>(2) PERIODS PER WEEK</u>	<u>(1) SING. & (1) DBLE PERIOD/WEEK</u>
Jan. 6	Review Objectives	O.T.J. #1
Jan. 13	Ch. 12 - Ref.	O.T.J. #1
Jan. 20	Tour/Ch. 12 - Ref.	O.T.J, #2
Jan. 27	Tour/Ch. 12 - Ref.	O.T.J. #3
Feb. 3	Overview-Lib. Proj.	O.T.J. #4
Feb. 10	TEST - CH. 12	O.T.J. #4
Feb. 17	Ch, 14 - Banking	O.T.J. #5
Feb. 24	BREAK	
Mar. 2	Banking Speaker/Tour Ch. 14 - Banking	O.T.J. #5
Mar. 9	Banking - Ch. 14	Banking - Ch. 14
Mar. 16	Ch. 14 - Banking	Ch. 15 - Job
Mar. 23	TEST - CH. 14	Ch. 15 - Job
Mar. 30	Ch. 15 - Job	Project - Job Campaign
April 6	Ch. 15 - Job	Project - Job Campaign
April 13	Ch. 16 - P.S.I. & Speaker	TEST - Ch. 15, 16
April 20	Press Release Courier	

TIMETABLE SUBJECT TO CHANGE AS REQUIRED DUE TO UNFORESEEN CIRCUMSTANCES

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OBJECTIVE - IN-BASKETS (INTRODUCTORY DIFFICULTY LEVEL)

Given in-class In-Basket work, the student will demonstrate the ability to employ basic level cognitive abilities and technical skill through the completion of assigned tasks at a satisfactory level within a given timeframe.

Cognitive abilities include:

- an understanding of assigned task
- using previously learned competencies in new situations
- gathering facts from various sources and determining course of action

LEARNING ACTIVITIES AND APPLICATIONS

ON-THE-JOB (MODERN OFFICE SIMULATIONS 1) - JOBS 1-5

Instructor review and ongoing assistance as In-Baskets are completed. Then, feedback after each In-Basket is turned in.

As work will be judged on quality of finished product, the student should remember the instructor will automatically assume the student believes the work turned in is up to business standards for acceptable quality and will mark accordingly. This includes typing format, correction techniques, legible handwriting, grammar, spelling, etc.

EVALUATION;

Each In-Basket will be graded out of 100% with each item graded for difficulty; and the average of the In-Baskets completed will constitute 25% of the grade.

ESTIMATED TIME TO ACHIEVE; 24 in-class periods

OBJECTIVE - RESEARCHING INFORMATION

Given in/out-of-class assignments, the student will demonstrate the ability to use the techniques involved in researching information needed by an employer (using the most common business reference aids) and present it in usable form.

Given an in-class test, the student will be able to:

1. Identify the services provided by libraries.
2. Classify reference books used in business.
3. Recommend sources to consult to find articles in print.
4. Use references to locate information.
5. Elaborate on the guidelines, features^ cost, etc., related to a computer search by a library of a data base.

LEARNING ACTIVITIES:

Readings: Chapter 12 - "Using References"
Secretarial Procedures for the Automated Office,
Canadian Edition

Pages 232 - 240

Lecture Instructor

Tour Sault College Library
Demonstration Computerized Data Base Search

Practaical Research Assignment - provided by instructor
(above text)

EVALUATION:

Library Assignment
Test

ESTIMATED TIME TO ACHIEVE: (8) 50-min, class periods
(2) 30-50 min. test period

OBJECTIVE - BANKING AND RECORDKEEPING TRANSACTIONS

Given an in-class test the student will demonstrate the ability to:

1. Define the following: (a) cheque, (b) certified cheque, (c) bank draft, (d) traveller's cheque, (e) bank money order.
2. Explain magnetic ink characters on cheques.
3. Prepare currency for deposit and make out a deposit slip.
4. Fill in a cheque form.
5. Describe how to stop payment on a cheque.
6. Compare a restrictive endorsement, a blank endorsement, and a full endorsement.
7. Reconcile a bank statement with a cheque book or cheque register
8. Type a bank reconciliation statement.
9. List the standard procedures for keeping a petty cash fund.
10. Make out petty cash vouchers.
11. Type a petty cash report.
12. Describe office inventory recordkeeping procedures

LEARNING ACTIVITIES AND APPLICATIONS:

Reading: Secretarial Procedures for the Automated Office,
Canadian Edition
Pages 278-293

Speaker/Tour (if feasible)

Practical Jobs 14-A, -B, -C, -D

lecture, demo,
handouts

ESTIMATED TIME TO ACHIEVE; (11) 50-min. class periods
(3) 30-50 min. test period.

OBJECTIVE - JOB CAMPAIGN

Given an in-class test and/or class assignment and/or be required to prepare a portfolio of job-campaign materials, the student will be able to:

1. State sources for locating jobs
2. Suggest methods for researching employment opportunities
3. Inventory his/her job qualifications
4. Prepare and type a prospecting letter of application
5. Prepare and type a personal resume and cover letter
6. Describe the preparations necessary for a job interview
7. Outline the expected course of a job interview
8. Describe types of job follow-up letters and complete same
9. Complete an application form
10. Complete a tax exemption return form
11. Identify requirements for job advancement
12. List professional associations which offer educational and informational services
13. Plan an ongoing program for professional growth

LEARNING ACTIVITIES AND APPLICATIONS

Read	<u>Secretarial Procedures for the Automated Office,</u> Canadian Edition Ch. 15 - pgs. 300 - 316 Ch. 16 - pgs. 321 - 330
Lecture	Instructor
Speakers	
Application	Job 15-A (portions assigned by instructor) Job-Campaign Activities

EVALUATION;

Test
Assignments
Job-Profile

ESTIMATED TIME TO ACHIEVE (17) 50-min. periods
(3) 50-min. test period

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OBJECTIVE - MISCELLANEOUS OFFICE RELATED ACTIVITIES

Given in-class assignments, the student will be able to:

1. Complete a press release
2. Read and interpret courier information

LEARNING ACTIVITIES AND APPLICATIONS

Lecture, Demos, Handouts and Assignments as given by instructor
Speaker, if available.

ESTIMATED TIME TO ACHIEVE; (2) in-class periods