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, 1993
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                                    New   Revision

APPROVED:
        Dean, School of Business and   D^e   *iiA* *n*
              Hospitality

EXECUTIVE OFFICE PROCEDURES   **OPE400**

    Course Name   Course Number

TOTAL CREDIT HOURS;   75

COURSE PREREQUISITES - Prerequisite for OPE400 is OPE300

I.   **PHILOSOPHY/GOALS**:

    The OPE400 course is designed to prepare the student whose career plans include eventually working as an executive secretary through the introduction of the primary duties of professional secretaries, including emphasis on the essential non-technical and technical skills such as decision-making, exercising initiative, working with people, effectively managing time and materials, composing correspondence, and utilizing WordPerfect 5.1 on a microcomputer.

II.   **STUDENT PERFORMANCE OBJECTIVES;**

    Upon successful completion of this course, the student will be able to:

a)   Type at 60 w.p.m. with 98 percent accuracy on three, 5-minute timed writings.

b)   Efficiently utilize a microcomputer using WordPerfect, Version 5.1, to produce mailable copy from unfamiliar material in a specified length of time.

c)   Compose business correspondence including letters and memos.

d)   Produce attractive flyers and notices using PrintMaster Plus software.

e)   Complete forms using WordPerfect 5.1.

f)   Demonstrate strong organizational, decision-making, and time management skills through completion of six simulated office "in basket" exercises.

g)   Describe and use DOS commands such as copy, xcopy, diskcopy, dir, del, format, date, time, ver, els, md, cd, rd, and chkdsk.

h)   Demonstrate strong human relations and decision-making skills through completion of a computer simulation entitled, "Top Performance: A Decision-Making Simulation for the Office".

III. **TOPICS TO BE COVERED;**

1)   Timed Writings to Measure Speed and Accuracy

2)   PrintMaster Plus/Print Shop Graphics Software

3)   In-Basket Simulations

4)   Decision-Making Computer Simulations

5)   Review of MSDOS (Disk Operating System)

IV   **LEARNING ACTIVITIES:**

TOPIC ONE

UNIT   TIMED WRITINGS TO MEASURE SPEED AND ACCURACY

The student will demonstrate the ability to type at 50 gross words per minute by the end of Semester III and 6 0 gross words per minute by the end of Semester IV on three 5-minute straight copy timings with 98 percent 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 TRANSFERABLE TO
    SEMESTER IV.

2. THOSE STUDENTS REQUIRING REMEDIAL TRAINING will be assigned speed
    and accuracy drills/drill 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.

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 Secretarial Centre technician along with instructor
    recommendation.

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EVALUATION:

The timed writing section represents 5 percent of the OPE400 final
grade.

Speed - the total number of words or strokes converted to words will
be divided by 5 to obtain the gross words per minute. The following
grading scheme will be assigned:

- 52 gwpm on three timings - 1%
- 54 gwpm on three timings - 2%
~ 56 gwpm on three timings - 3%
- 58 gwpm on three timings - 4%
- 6 0 gwpm on three timings - 5%

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%.

ESTIMATED TIME TO ACHIEVE - 15 periods of 20 minutes each

Note: These timings are given in one class each week.

LEARNING ACTIVITIES

TOPIC TWO;

UNIT; GRAPHICS SOFTWARE (PRINT MASTER PLUS OR PRINT SHOP)

As part of one of (Print Master Plus or Print Shop) the in-basket simulations, the student will demonstrate the ability to produce an attractive notice and card using PrintMaster Plus graphics software or Print Shop graphics software.

LEARNING ACTIVITIES AND APPLICATIONS;

Lecture/instructor demonstration of the PrintMaster/Print Shop software and appropriate handouts.

EVALUATION:

Students will prepare two documents using the PrintMaster Plus or Print Shop graphics software. Items to be prepared include an informational poster and a special occasion card.

This assignment will be graded as part of the Intertech simulations.

ESTIMATED TIME TO ACHIEVE: **(2) SO^minute periods**

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LEARNING ACTIVITIES

TOPIC THREE

UNIT - INTERTECH IN-BASKET SIMULATIONS (ADVANCED DIFFICULTY)

Given in/out-of-class in-basket work the student will demonstrate
the ability to a) utilize good time management skills, b) employ
higher levels of cognitive abilities - the processes of analysis and
decision-making - and c) complete accurate finished work. Cognitive
abilities include: using WordPerfect 5.1 on a microcomputer.

* An understanding of assigned task.
* Using previously learned competencies in new situations.
* Gathering facts from various sources and determining course
  of action.
* Judging which data or action is appropriate for a given
  situation.

LEARNING ACTIVITIES AND APPLICATIONS

Instructor will introduce each simulation and will then provide
ongoing assistance as Intertech in-baskets are completed. Additional
feedback will be given after in-baskets have been evaluated.

Completion of IN-BASKETS 2-7 INCLUSIVE OF <u>EXECUTIVE SECRETARIAL OFFICE
PROCEDURES</u>

* Students are recommended to complete the major portion of in-baskets
in class so instructor can observe work and make last-minute changes.
(As is normal in the work environment, the onus is on student to be
aware of any changes.) Also, remember that <u>quality</u> of finished
product will be judged. If material is completed on poor equipment,
it will be judged that the student assumes this to be business quality
and marks will be deducted accordingly. All in-basket assignments
must be completed using WordPerfect, Version 5.1, word processing
software on IBM compatible equipment.

EVALUATION;

The unit on in-baskets 2-7 will form part of the Class Participation
and General Assignments mark worth 35 percent of the final grade.
While each in-basket will be evaluated, grading of individual
in-basket items will be done on a random selection basis.

No photocopied work will be accepted unless authorized by instructor.

Students will complete three tests containing practical work similar
to in-basket set-up.

Test #1 - Based on in-baskets 2 and 3
Test #2 - Based on in-baskets 4 and 5
Test #3 - Based on in-baskets 6 and 7

The three tests represent 60 percent of the final OPE400 mark.

ESTIMATED TIME TO ACHIEVE:

                              {in-baskets) -48 in-class periods plus
                                            whatever out-of-class time
                                            is required
                                           -6 test periods

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TOPIC FOUR:

UNIT;   DECISION-HAKING COMPUTER SIMULATIONS

Using the Top Performance computer simulation, students will be faced
with situations in which complex decisions must be made.   These
decisions reflect the kinds of human relations and procedural problems
students will face in an office job on a regular basis.

LEARNING ACTIVITIES AND APPLICATIONS:

A hypothetical organization is the setting in which students will work
throughout the simulation.   Office professionals often have to make
decisions quickly and with limited information.   Organizational
procedures and manager instructions may help, but personal
decision-making is required in the majority of cases.   Conflicting
duties, deadlines that must be met, and the personalities of
co-workers and managers add pressures that complicate the
decision-making process.   Nonetheless, office professionals are
expected to handle these pressures, which have been simulated in the
Top Performance software, by making sound decisions.

It is important for students to understand that every action taken
will produce one or more reactions later in the simulation.   Just as
in a real office setting, a decision made at 9 a.m. will have an
impact on situations and decisions later in the day.   A co-worker
whose feelings were hurt in the morning, for example, may be reluctant
to help solve a problem at 3 p.m.

The language used to communicate a decision also is important.   Subtle
differences in phrasing are included in the decision-making options to
illustrate the importance of using good communications skills as well
as making the right decision.

In order to add realism to the simulation, two clocks appear on the
screen along with the situation to be addressed.   The clock on the
left shows real time elapsing as the student proceeds through the
simulation.   The clock on the right shows the simulated time that
elapses in the office as the day progresses.   As students will
discover, there is pressure to make the right decision in a timely
manner.   If students act too slowly, the sequence is replaced by a
message informing them that time is up, thus ending the opportunity to
choose an option and receive points for that sequence.

EVALUATION:

Completion of the decision-making unit is a requirement of the OPE400
course.   Failure to complete the computer simulation will result in an
"Incomplete" evaluation.

ESTIMATED TIME TO ACHIEVE: Approximately 5 in-class periods plus
                                    whatever out-of-class time is required.

LEARNING ACTIVITIES

TOPIC FIVE: REVIEW OF MS-DOS

Given a number of in-class assignments and one quiz, the student will be able to:

1) Describe what is meant by an operating system (DOS) and its major functions.

2) Differentiate what is meant by a warm and cold start and describe what is meant by "booting the system".

3) Describe and use DOS internal and external commands such as:

DIR, DATE, TIME, CLS	CD
FORMAT	MD
DEL (ERASE)	RD
COPY	PATH
DISKCOPY	PROMPT
XCOPY	TYPE
PRINT SCREEN	VER
RENAME	
TYPE	
CHKDSK	
LABEL	
PRINT	

4) Identify appropriate DOS filenames.

5) Describe how to create and manage subdirectories on a hard disk system.

LEARNING ACTIVITIES AND APPLICATIONS;

TEXT: <u>DOS Essentials</u>, Rod B. Southworth, Boyd and Fraser Publishing Company, 1991.

Lectures and Handouts
Assignments - as given out by instructor

EVALUATION:

1. One DOS Quiz
2. Assignments - from text and handouts

Grading of the DOS section will form part of the Class Participation and Assignments General section.

ESTIMATED TIME TO ACHIEVE: Approximately eight 50-minute periods

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V.   EVALUATION METHODS;

The following grading procedure will be followed for OPE400

TESTS

In-Basket Test #1
(based on In-Baskets #2 & #3   20%

In-Basket Test #2
(based on In-Baskets #4 and #5)   20%

In-Basket Test #3
(based on In-Basket #6)   20%

CLASS PARTICIPATION
AND ASSIGNMENTS GENERAL
(includes In-Baskets *2-1*,
 decision-making assignments,
 and MS-DOS assignments and
 quiz)   35%

TIMED WRITINGS   5%

TOTAL MARK   100%

GUIDELINES RE GRADING

   If a student is not able to write a test because of illness, or a
   legitimate emergency, that student <u>must</u> contact the instructor
   <u>prior</u> 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 OR QUIZZES.

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<u>**EVALUATION METHODS;**</u>   (cont'd)

2.   The student will demonstrate the ability to attend functions
     during Semester IV (examples listed below).

     In the event of an absence, notice shall be given to the
     instructor prior to the function. If advance notice is given,
     instructor will indicate acceptance or non-acceptance of cause for
     absenteeism. Also, valid notice should be supported by a record
     of the student's attempt to contact the instructor by one of the
     following methods: in person; by telephone (school - 759-6774,
     ext. 487); message left with Secretarial Centre, main switchboard
     operator, or switchboard message recording device (1-min. message
     may be left between 5:15 p.m. - 8:15 a.m.). This will ensure that
     the student can establish contact 24 hours a day regardless of
     whether a student is in or out of the city.

     FUNCTIONS

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

     Group II: - tests

     <u>**EVALUATION:**</u>

     Attendance will be monitored through the use of absenteeism
     reports in instructor record book.

     Group I - Any absence without authorization or just cause will
                result in a) the loss of 10% of the **total** semester
                cumulative mark for Class Participation and Assign-
                ments General or b) preparing a paper related to the
                field trip or topic under discussion - particulars to
                be approved by instructor.

     Group II - 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.

     Individual segments of the Class Participation and Assignments
     General final grade are calculated according to the evaluation
     procedures listed in the individual objectives for OPE400.

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EVALUATION METHODS:

4. Marking Deductions:

    - 5 points for each proofreading, spelling or major format error
    - 2 points each for all other types of errors (poor corrections, alignment problems, major word division errors, minor format errors, run-on sentences, pronoun/contraction errors), etc.
    - 1/2 to -5 points for each punctuation error

5. Due Dates - 100 percent completion of all assignments is expected. Any class assignment submitted **1-5 days** after due date* will be subject to a loss of 10 percent of the mark given the assignment. No mark will be assigned after the **5th** consecutive day the assignment is late.

    *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 date to be a legitimate basis for postponement,

5. 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 needs to relay to the student.

GRADE/NUMERICAL EQUIVALENCIES;

A+ 90% - 100% - CONSISTENTLY OUTSTANDING
A   80% - 89% - OUTSTANDING ACHIEVEMENT
B   70% - 79% - CONSISTENTLY ABOVE AVERAGE ACHIEVEMENT
C   60% - 59% - 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 is issued to facilitate transcript production when faculty, because of extenuating circumstances, find it impossible to report grades by due dates.

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VI.   REQUIRED STUDENT RESOURCES;

TEXTBOOK(S):

1. Accompanying materials (In-Basket and Stationery Packets) -
    <u>Executive Secretarial Office Procedures</u>

2. <u>DOS Essentials</u>, Rod B. Southworth, Boyd & Eraser Publishing
    Company, 19 **91**

<u>REFERENCE TEXTS ONLY</u> **(NOT REQUIRED TO PURCHASE)**

<u>Secretarial Procedures for the Automated Office</u>, Jennings, Kilgour,
Prentice-Hall, 19 90

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

MATERIALS

- typing paper (not corrasable bond)
- manila file folders (8 1/2" x 11" letterhead size only)
  (minimum 6)
  (assignments will only be accepted with a file folder properly
  labelled)
- file labels
- perpetual diary
- <u>Gregg Reference Manual</u>
- 7 double-sided, double-density diskettes, 5 1/4" floppy
- <u>Gage Dictionary</u>

COURSE OUTLINE SUBJECT TO CHANGE DEPENDING ON UNFORESEEN CIRCUMSTANCES