

COURSE DESCRIPTION::

The OPE400 course is designed to prepare students to assume executive secretarial/administrative assistant positions. Students will apply recording, composition, research and language skills to produce accurate correspondence by a specified deadline using computer application software (WordPerfect/Microsoft Word; Excel; and PageMaker).

The ability to organize, process, and respond to paper and electronic communications to facilitate the flow of information in the workplace is stressed, and continued emphasis is placed on the development of non-technical skills such as time management, decision-making, organizational, and interpersonal skills.

II LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**A. Learning Outcomes:**

1. Apply time management skills to facilitate the completion of tasks and meet deadlines in the workplace.
2. Organize, process, and respond to paper and electronic communications to facilitate the flow of information in the workplace.
3. Apply recording, composition, research and language skills to produce accurate business correspondence by a specified deadline, using computer technology.
4. Integrate application software to produce accurate, organized business documents within a specified time frame.
5. Compile information and produce accurate financial records for the workplace within a specified time frame, using appropriate software.
6. Produce attractive flyers and notices using desktop publishing features of a variety of software packages (WordPerfect, Word, or PageMaker).
7. Organize meetings, conferences, special events, and travel, including the preparation of related documentation.
8. Utilize PageMaker 5.0 to create letterheads, business cards, coupons, order forms, fliers, and announcements.
9. Keyboard at a minimum of 50 w.p.m. with 98 percent accuracy on three, 5-minute timed writings.

6. Learning Outcomes with Elements of Performance:

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

- a) Apply time management skills to facilitate the completion of tasks and meet deadlines in the workplace.

- Analyze and prioritize tasks.
- Coordinate long-range projects
- Design and implement a work plan.
- Meet deadlines.
- Use calendar and reminder/follow-up systems.
- Coordinate, record, and communicate appointment arrangements.

This module will constitute 1 percent of the course grade.

- b) Organize, process, and respond to paper and electronic communications to facilitate the flow of information in the workplace.

- Listen effectively.
- Follow verbal and written instructions.
- Make notes to record communications.
- Use correct business terminology.
- Analyze written communications received through manual and electronic communication systems and determine appropriate action.
- Complete a variety of business forms to record communications and support the flow of information.
- Draft replies to routine correspondence.
- Compose clear and concise messages.
- Prepare internal and external communications for distribution.

This module will constitute 20 percent of the course grade.

- c) Apply recording, composition, research, and language skills to produce accurate business correspondence by a specified deadline, using computer technology.

- Make notes to record instructions and detailed information.
- Use correct grammar, spelling, and punctuation.
- Draft correspondence.
- Convert draft information into final-form business correspondence, including letters, memos, and reports.
- Apply both electronic and paper research techniques to prepare summary reports.

This module will constitute 20 percent of the course grade.

- d) Integrate application software to produce accurate, organized business documents within a specified time frame.

- Select appropriate document formats for specific tasks.
- Select and use appropriate software to record and organize a variety of business information.

Import text and graphics files to design seminar brochures, announcements, registration forms,
Utilize the "merging" function to generate correspondence.
Prepare tables containing statistical information.

This module will constitute 20 percent of the course grade.

- e) Compile information and produce accurate financial records for the workplace within a specified time frame, using appropriate software.

Use reference materials.
Access Excel or other spreadsheet software to record and organize financial information.
Make calculations and verify their accuracy.
Apply proofreading skills.
Prepare final-form financial documents, including cheques, cheque and supplies requisitions, travel expense statements, and purchase orders.

This module will constitute 4 percent of the course grade.

- f) Produce attractive flyers and notices using desktop publishing features of a variety of software packages (WordPerfect, Word, or PageMaker).

This module will represent 5 percent of the course grade.

- g) Organize meetings, conferences, special events, and travel, including the preparation of related documentation.

Research requirements for meetings, conferences, special events, and travel.
Organize appropriate facilities, equipment, services, and supplies.
Co-ordinate arrangements and office activities associated with advance publicity and registration for a seminar.
Prepare documentation to support and follow-up meetings, conferences, special events, and travel, including travel expense statements, seminar registration forms, announcements, programs, itineraries, etc.

777s module will constitute 5 percent of the course grade.

- h) Utilize PageMaker 5.0 to create letterheads, business cards, coupons, order forms, fliers, and announcements.

Create boxes with shading.
Create drop shadows.
Use save as command.
Perform quick saves.
Save multiple items.
Copy and paste boxes.
Utilize quick save.
Use ruler guides for alignment.
Change shading of boxes.
Draw text boxes.
Choose fonts.
Key text.
Draw with an ellipse tool.
Select and move multiple items.
Print documents.
Key left- and right-aligned text without reference to column guides.
Change type size within text blocks.
Draw lines.
Place graphics.
Change zero point.
Size graphics.
Set up a customized document.
Place and size graphics.
Place zero point.
Create left-aligned, centred, and right-aligned text without reference to column guides.
Create a two-column layout.
Copy and paste graphics and text from another document.
Create cut lines.
Select multiple fonts.
Setup a grid.
Use an existing PageMaker file to create a new file.
Key centred and left-aligned text.
Create a form with boxes and lines.
Set multiple tabs.
Utilize rulers and ruler guides to align and measure.
Place and size graphics.
Create columns.
Place text.
Thread text.
Place and size graphics.
Work with multiple pages.
Place and size graphics.

Draw a perfect circle.
 Copy and paste items.
 Draw boxes.
 Import spreadsheet files.
 Import spreadsheet graphs.
 Create uneven columns.
 Place masthead.
 Crop images.
 Set multiple tabs.
 Create second page header.
 Add hairlines.

This module will constitute 20 percent of the course grade.

- i) Keyboard at a minimum of 50 w.p.m. with 98 percent accuracy on three, 5-minute timed writings.

keyboard five-minute timed writings with an accuracy level of 98 percent on three separate occasions under instructor's supervision

This module will constitute 5 percent of the course grade.

111. **TOPICS TO BE COVERED**

Note: These topics sometimes overlap several areas of skill development and are not necessarily intended to be explored in isolated learning units or in the order below.

- 1) Timed Writings to Measure Speed and Accuracy
- 2) Completion of Seven In-Basket Simulations
- 3) Completion of Eight PageMaker 5.0 Projects

IV **REQUIRED STUDENT RESOURCES:**

Textbooks/Materials (available at Campus Book Store)

1. Accompanying Materials (In-basket and Stationery Packets) - Executive Secretarial Office Procedures
2. Desktop Publishing Applications Using PageMaker 5.0, Cocke & Darnell, South-Western Publishing Co., 1995
3. Diskettes - 4 - 3 1/2" high density, 1.44 mb diskettes
4. Manilla File Folders - 6 (8 1/2" x 11" - letterhead size only) and File Labels

5. Perpetual Diary
6. Gregg Reference Manual and Gage Dictionary

V **EVALUATION PROCESS/GRADING SYSTEM:**

1. **Timed Writings:**

Students will be evaluated on their ability to keyboard at a speed of 50 gross words per minute with a minimum of 98 percent accuracy on five-minute timed writings and must be achieved on three separate occasions under instructor's supervision. (5%)

The following grading scheme will be assigned:

- 46 g.w.p.m. on three timings - 1/5%
- 47 g.w.p.m. on three timings - 2/5%
- 48 g.w.p.m. on three timings - 3/5%
- 49 g.w.p.m. on three timings - 4/5%
- 50 g.w.p.m. on three timings - 5/5%

2. a. **Tests - In-Basket Simulations**

Students will complete three hands-on tests to evaluate their organization, composition, and computer skills. The three tests will be administered based on simulations which have been completed, marked, and returned.

In-basket Test #1
(based on In-baskets #2 and #3) **(20%)**

In-basket Test #2
(based on In-baskets #4 and #5) **(20%)**

In-basket Test #3
(based on In-baskets #6 and #7) **(20%)**

Test - PageMaker 5.0 (10%)

Students will complete a hands-on test to evaluate their desktop publishing skills using PageMaker 5.0.

3. Assignments

Students will complete six in-basket simulations	(15%)
Students will complete eight PageMaker projects	(10%)

Guidelines for Grading:

1 TESTS:

If a student is not able to write a test because of illness or a legitimate emergency, that student should 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). If this is not possible, student should contact the instructor before next class. 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" (60 percent). 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 on tests/quizzes.**

2. ASSIGNMENTS:

One hundred (100) percent completion of all assignments is expected. Any class assignment submitted 1-3 days (holidays and weekends included) after the due date will be subject to a loss of 10 percent of the assignment value. No mark will be assigned after the third consecutive day the assignment is late.

3. Field trips, guest speakers, and specified visuals or the like are arranged to supplement classroom activities. Attendance is mandatory. If a student is not in attendance, the student will have a choice of either (a) a loss of 10 percent of the accumulative semester mark (all items except tests) or (b) preparing a paper relating to the field trip or topic under discussion - particulars to be approved by instructor.

4. Marking Deductions:

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

GRADE/NUMERICAL EQUIVALENCIES:

- A+** 90% - 100% - Consistently Outstanding
- A** 80% - 89% - Outstanding
- B** 70% - 79% - Consistently Above Average Achievement
- C** 60% - 69% - Satisfactory or Acceptable Achievement
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.

VII. SPECIAL NOTES:

1. All students should be aware of the Special Needs Office in the College. If you have any special needs, such as being visually impaired, hearing disabled, physically disabled, or learning disabled, you are encouraged to discuss required accommodations confidentially with the professor and/or contact the Special Needs Office, Room E1204, so that support services can be arranged for you.
2. Your professor reserves the right to modify the course as deemed necessary to meet the needs of students.
3. It is the responsibility of the student to retain all course outlines for possible future use in gaining advanced standing at other post-secondary institutions.
4. Students should refer to the definition of "academic dishonesty" in the "Statement of Student Rights and Responsibilities." Students who engage in academic dishonesty will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course, as may be decided by the professor.
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.