

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

Course Title: GENERAL OFFICE PROCEDURES
Code No.: OPC201 SEMESTER: TWO
Program: OFFICE ADMINISTRATION
Author: SHEREE WRIGHT
Date: JANUARY 1999
Previous Outline Dated: JANUARY 1998

APPROVED:


JQS::PRUCHTER, DEAN, SCHOOL OF
BUSINESS & HOSPITALITY

"in IX 1"

TOTAL CREDITS:

PREREQUISITE: NONE

LENGTH OF COURSE: 14 WEEKS

TOTAL CREDIT HOURS: 64

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L PHILOSOPHY/GOALS:

This course is designed to introduce **the** Office Administration student to the office environment and general procedures followed in an office. The student will learn to organize time, use effective and appropriate communication and interpersonal skills, and identify the secretary's role in the goals of the organization. The student will apply composition and language skills to produce correspondence and accurate, computer-generated documents for office applications.

Students will make decisions and set priorities and will learn techniques to increase self-esteem; improve time-management skills; record messages accurately; keyboard general office correspondence, reports, forms, and news articles using word processing techniques; and track and manage information efficiently.

Students will demonstrate proficiency with the basics of Microsoft Word, including tables, newspaper columns, and page setup features, through the completion of practical simulations and projects.

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

Organize the use of time to facilitate the completion of tasks and meet deadlines. Use effective and appropriate communication and interpersonal skills for the business environment to assist the completion of tasks and promote the image of the organization.

Produce accurate, computer-generated business documents by a specified deadline by processing text and numeric information from a variety of sources. Use and maintain an existing filing system to provide complete, accurate business records.

Utilize commonly used features of Microsoft Word.

B. Learning Outcomes with Elements of Performance:

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

1. Organize the use of time to facilitate the completion of tasks and meet deadlines.
 - D Analyze and appropriately prioritize own tasks.
 - Accept task and project deadlines.
 - n Identify deadlines and reminder dates and accurately record these in a daily diary.

2. Use effective and appropriate communication and interpersonal skills for the business environment to assist the completion of tasks and promote the image of the organization.
 - n Receive, process, and follow instructions.
 - D Receive, process, compose, and relay accurate messages.
 - a Apply knowledge of telephone systems to a variety of communication situations.
 - n Work independently in completing tasks in the business environment.

3. Produce accurate, computer-generated business documents by a specified deadline by processing text and numeric information from a variety of sources:
 - D Interpret and follow written and verbal instructions using communication and summarizing skills.
 - Use reference materials and document precedents.
 - Use Microsoft Word for Windows and apply proofreading skills.
 - n Use correct grammar, spelling, and punctuation.
 - Process a variety of hard-copy and soft-copy input to produce accurate documents within a specified time frame.

4. Use and maintain an existing filing system to provide complete, accurate business records.
 - n Accurately file paper and information.
 - Analyze a variety of information and index it for filing purposes.
 - n Efficiently retrieve information.
 - Maintain organized, up-to-date filing of records.

5. Utilize commonly used features of Microsoft Word.
 - a Use various page setup features to produce various types of business correspondence.
 - a Utilize the tables feature to design forms.
 - Utilize the newspaper column feature to produce newsletters.
 - Insert clipart to enhance the layout of newsletters.

UL **TOPICS TO BE COVERED:**

- 1) Microsoft Word Basics
- 2) Four In-Basket Simulations

IV REQUIRED STUDENT RESOURCES:

Students are required to purchase the following resource materials:

Textbooks:

The Receptionist. The New Orleans Times. Third Edition, Butler & Smith, South-western Publishing Co.

Materials:

- 1, Perpetual desk diary or equivalent
- 2 Gage dictionary or equivalent
- 3 3 letter-size file folders
- 4 File labels
- 5. Calculator

y, **EVALUATION PROCESS/GRADING SYSTEM:**

BREAKDOWN OF THE FINAL GRADE

Assignments:

Simulations (4)	10%
Microsoft Word Assignments (3)	10%

Tests:

Test - Microsoft Word Basics	25%
Test#1 -Simulations 1&2	25%
Test #2 - Simulations 3&4	30%

CRITERIA FOR STUDENT SUCCESS:

The student must;

- 1. Complete and hand in to Instructor all simulations and Microsoft assignments. Each simulation and assignment will be graded "mailable" or "unmailable." "Mailable" items submitted by the due date will be recorded as "two points"; "unmailable" items will be recorded as "one point." Simulations not handed in by the due date will be recorded as "zero points."

Mailability is determined by the number of errors and type of errors made on a document. Any document containing a typographical or spelling error would be classified as "unmailable." Any document containing a major format error or mathematical error would also be considered "unmailable."

THE STUDENT WILL HAND IN ALL WORK NEATLY TYPED, PROPERLY ASSEMBLED, AND IN AN APPROPRIATELY LABELLED FILE FOLDER OR SIMULATION ENVELOPE.

Students must submit original work. Completed work from previous semesters will not be accepted.

2 (a) **Microsoft Word Practical Test:**

Complete one hands-on test using Microsoft Word to produce a variety of documents (including letters, tables, and newsletters) utilizing basic word processing features (including bullets, merging, custom lines, page formatting, etc.).

(b) **Simulation Tests:**

Complete **two** simulation tests **based on** simulations handed in by students. Tests will be announced **one week** in advance. Theory and practical applications comprise **the two tests**.

GUIDELINES RE 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 *vAW* 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. 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, runnDn sentences, pronoun/contraction errors), etc.
- y^ 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
- 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.

VL 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 the 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. **Test papers will be returned to the student after grading in order to permit verification of the results and to review the tests. However, the student will be required to return all test papers to the instructor who will keep them on file for one year.**
6. 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.

