
Course Name

Code No.

I. COURSE DESCRIPTION:

The OAD202 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/Quattro Pro; Netscape; and PowerPoint).

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:

Learning Outcomes with Elements of Performance:

Upon successful completion of this course, the student will demonstrate the ability to:

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

Potential Elements of the Performance:

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

This module will constitute 1 percent of the course grade.

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

Potential Elements of the Performance:

- Listen effectively.
- Follow verbal and written instructions.

Course Name

Code No.

- 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 25 percent of the course grade.

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

Potential Elements of the Performance:

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

This module will constitute 24 percent of the course grade.

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

Potential Elements of the Performance:

- 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, and registration forms.
- Utilize the “merging” function to generate correspondence.
- Prepare tables containing statistical information.
- Utilize presentation software to generate slides and overheads.

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Course Name

Code No.

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

Potential Elements of the Performance:

- Use reference materials.
- Access 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 10 percent of the course grade.

6. Prepare related documentation associated with the organization of meetings, conferences, and travel.

Potential Elements of the Performance:

- Research and identify facilities, equipment, services, speakers, and supplies required for meetings, conferences, special events, and travel.
- Coordinate 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, speaker confirmations, itineraries, etc.

This module will constitute 10 percent of the course grade.

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

This module will constitute 5 percent of the course grade.

III. TOPICS:

1. Timed Writings to Measure Speed and Accuracy.
2. Completion of Six In-Basket Simulations.

Course Name

Code No.

IV. REQUIRED RESOURCES/TEXTS/MATIERALS:

1. Accompanying Materials (In-basket and Stationery Packets) – Executive Secretarial Office Procedures.
2. Diskettes – 3 – 3 ½” high density, 1.44 mb diskettes.
3. Manilla File Folders – 8 ½” X 11” – (letterhead size only) and File Labels.
4. The Gregg Reference Manual and Gage Dictionary.

Course Name

Code No.**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 which must be achieved on three separate occasions under the 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 #1 and #2) **(26%)**

In-basket Test #2
(based on In-baskets #3 and #4) **(27%)**

In-basket Test #3
(based on In-baskets #5 and #6) **(27%)**

B. Assignments:

Students will complete six in-basket simulations. **(15%)**

Marking Deductions: (see attached marking grade sheet)

- -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.
- -½ to -5 points for each punctuation error.

Course Name

Code No.

The following semester grades will be assigned to students in postsecondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 - 100%	4.00
A	80 - 89%	3.75
B	70 - 79%	3.00
C	60 - 69%	2.00
R (Repeat)	59% or below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field placement or non-graded subject areas.	
U	Unsatisfactory achievement in field placement or non-graded subject areas.	
X	A temporary grade. This is used in limited situations with extenuating circumstances giving a student additional time to complete the requirements for a course (see <i>Policies & Procedures Manual – Deferred Grades and Make-up</i>).	
NR	Grade not reported to Registrar's office. This is used to facilitate transcript preparation when, for extenuating circumstances, it has been impossible for the faculty member to report grades.	

VI. SPECIAL NOTES:

1. Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your instructor and/or the Special Needs office. Visit Room E1204 or call Extension 493, 717, or 491 so that support services can be arranged for you.

Course Name

Code No.

2. Retention of course outlines:
It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.
3. Plagiarism
Students should refer to the definition of “academic dishonesty” in *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. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.
4. The Professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.
5. Substitute course information is available in the Registrar's office.
6. It is expected that 100 percent of classroom work be completed and submitted on time. A late assignment with an attached Extension form will be accepted if submitted within 3 calendar days of the due date and time. Ten percent will be deducted from late assignments automatically. Failure to follow this procedure will result in a zero grade for the assignment.
7. Students are expected to be present to write all tests during regularly scheduled classes. In the event of a failed course grade, a supplementary test will be administered at the end of the semester to replace EITHER the lowest failed or one missed test.
8. During testing, the program's on-line help may be available. Tests will not be open book. Talking with other students during the test will result in an automatic deduction of 5 marks per occasion. Students must ensure that they have the appropriate tools to do the test (i.e. diskettes, pencils, pens, etc.).
9. 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.

Course Name

Code No.

10. 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.
11. A disk labeled with the student's name, professor's name, and the course name **MUST** be available with the assignment. At the professor's discretion, disks will be checked. Students are advised to maintain at **LEAST** one backup of all files. A lost or damaged diskette will not be an acceptable reason for a late or incomplete assignment.
12. All work must be labeled with the student's name and the project information. All work must be submitted in a labeled folder complete with a plastic disk pocket.
13. Proofreading is an integral part of this course. Marks will be deducted for all proofreading and spelling errors.
14. Regular attendance is expected so the professor can observe work and provide guidance as necessary.
15. Keyboarding proficiency is expected. Students who are unable to attain 45 to 50 g.w.p.m. keyboarding speed are encouraged to use (or purchase) the *All the Right Type* typing tutor software located on the A-wing network and in the Learning Assistance Centre.

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advanced credit in the course should consult the instructor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

VIII. DIRECT CREDIT TRANSFERS:

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.