

**SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY**

**SAULT STE. MARIE, ONTARIO**



Sault College

**COURSE OUTLINE**

**COURSE TITLE: TRANSCRIPTION TECHNIQUES**

**CODE NO. : OAD104 SEMESTER: TWO  
MODULE: FOUR**

**PROGRAM: OFFICE ADMINISTRATION – EXECUTIVE  
(ACCELERATED)**

**AUTHOR: SHEREE WRIGHT**

**DATE: FEB. 2009 PREVIOUS OUTLINE DATED: FEB. 2008**

**APPROVED: "Penny Perrier"**

**TOTAL CREDITS: 3**

	<b>CHAIR</b>	<b>DATE</b>
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**PREREQUISITE(S): OAD105**

**HOURS/WEEK: 5 hours/week  
for 7 weeks**

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*For additional information, please contact Penny Perrier, Chair*  
*School of Continuing Education, Business, and Hospitality*  
**(705) 759-2554, Ext. 2754**

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## I. COURSE DESCRIPTION:

This course provides the student with a broad overview of business vocabulary and a review of language skills (punctuation, capitalization, number usage, abbreviations, grammar, etc.). Students will use wav pedal technology to transcribe dictated material at a gradually increased level of difficulty, according to departmental formatting requirements, at a minimum rate of 15 g.w.p.m. Proofreading and keyboarding skills will continue to be developed throughout this course.

## II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

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

1. Operate a wav pedal and wav pedal software.

### Potential Elements of the Performance:

- Discuss new trends in technology – voice messaging, voice generated digital technology.
- Use the play, forward, and rewind features of the wav pedal.
- Use the features of the wav pedal software to assist in transcribing business documentation.

*A course grade will not be assigned to this module.*

2. Transcribe dictated material.

### Potential Elements of the Performance:

- Refer to reference manuals in order to apply the correct use of language skills:
  - Punctuation
  - Capitalization
  - Numbers
  - Abbreviations
  - Agreement Rules (subject/verb, pronoun/antecedent, verb tense)
- Use correct formats for keyboarding letters, memoranda, and reports.
- Apply correct techniques when typing special characters, such as dashes and ellipses.
- Use proofreading techniques to locate errors.

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- Note proofreading errors on hard copy using correct proofreading symbols.
- Refer to a dictionary to ensure accurate spelling.
- Incorporate appropriate business vocabulary in the areas of travel, realty, catering, landscaping, insurance, advertising, PC management, research, banking, publishing, education, and insurance.

*This module will constitute 90% of the course grade.*

3. Transcribe at a minimum speed.

Potential Elements of the Performance:

- Transcribe unfamiliar material at a minimum rate of 15 w.p.m. with 50 percent accuracy.

*This module is combined with the previous module since the transcription must be completed within a given time frame.*

4. Apply proofreading and editing skills to detect errors in office documents, and use standard revision symbols to mark needed changes.

Potential Elements of the Performance:

- Proofread for errors in business documents using standard proofreading symbols.
- Identify format errors in letters, memos, reports, and job search documents.
- Identify errors in sentence construction.
- Identify errors in punctuation marks, including commas, periods, question marks, exclamation marks, semicolons, colons, apostrophes, underscores, italics, and quotation marks.
- Proofread and edit on-screen documentation.
- Correct inconsistencies.

*This module will constitute 5% of the course grade.*

5. Keyboard at a minimum speed of 35 gross words per minute with 98 percent accuracy.

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Potential Elements of the Performance:

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

*This module will constitute 5% of the course grade.*

**III. TOPICS:**

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. Machine Transcription Terms.
2. Language Skills/Business Vocabulary.
3. Formatting Styles (letters, memoranda).
4. Proofreading.
5. Keyboarding Speed and Accuracy Development.

**IV. REQUIRED RESOURCES/TEXTS/MATERIALS:**

*Transcription Skills for Business, Sixth Edition*--Linda Mallinson, Prentice Hall.

*The Office Guide*--Linda Mallinson, 2<sup>nd</sup> Edition, Prentice Hall.

AND/OR

*The Gregg Reference Manual*--Sabin, O'Neill, 6th Cdn. Edition, McGraw-Hill.

*Proofreading & Editing Precision*, 5<sup>th</sup> Edition, Larry Pagel, Thomson-South-Western.

Manila file folder – lettersize.

Dictionary – *Oxford Canadian Dictionary* recommended - current edition (students should not use a compact size as there are not enough alternate meanings, spellings, etc., included).

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## V. EVALUATION PROCESS/GRADING SYSTEM:

The final grade will be established on the basis of two tests weighted as follows:

Proofreading Quiz – 5%  
 Timed Writings – 5%  
 Test 1 – 45%  
 Test 2 – 45%\*

Students will transcribe dictated business correspondence during regular classes. Following completion of the first four lessons, students will complete a test covering material similar to the practice documents. A second test will be held following completion of the next five lessons. Regular attendance is encouraged to enable the professor to observe each student's work and provide guidance as necessary.

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

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 - 100%	4.00
A	80 - 89%	4.00
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% or below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field/clinical placement or non-graded subject areas.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject areas.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

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## VI. SPECIAL NOTES:

### Disability Services:

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 Disability Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

### 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 post secondary institutions.

### Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

### Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Code of Conduct*. 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/program, as may be decided by the professor/dean. 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.

### Course Outline Amendments:

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.

Substitute course information is available in the Registrar's office.

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Students are expected to demonstrate respect for others in the class. Classroom disturbances will be dealt with through an escalating procedure as follows:

- Verbal warning
- E-mail notification
- Meeting with the Dean

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 those students who have attended 75 percent of classes and have completed all required course work (including proofreading lessons and transcription lessons). The mark achieved on the supplemental will replace the lowest failed test for the final grade calculation. An appropriately labeled CD containing completed daily work must be available prior to the supplemental test if requested by the professor.

During tests, students are expected to keep their eyes on their own work. Academic dishonesty will result in a grade of zero (0) on the test for all involved parties.

It is expected that 100 percent of classroom work will be completed and submitted on time. All transcription done in regular class time should be submitted to the professor for review.

All work must be labeled with the student's name and the project information on each page. All work must be submitted in a labeled folder.

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 professor who will keep them on file for three weeks after the semester finish date. Any questions regarding the grading of individual tests must be brought to the professor's attention within two weeks of the test paper being returned.

Regular attendance is expected to ensure course information is communicated to all students. In-class observation of student work and guidance by the professor aids student success. Lectures will not be repeated in subsequent classes.

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Producing accurate work is fundamental to this course. Marks will be deducted for all proofreading, grammar, and spelling errors. Refer to the attached departmental grading scheme.

For security reasons, the wav pedals are only available in E2150. The library has three wav pedals that can be used within the library.

Keyboarding proficiency is encouraged. Students who are unable to keyboard with a touch type technique are encouraged to use (or purchase) the *All the Right Type* typing tutor software located on the E-wing network and in The Learning Centre.

Students are expected to have their own reference materials available, i.e. dictionary and reference manual. Sharing of reference materials is not permitted during tests.

It is the student's responsibility to be familiar with the course outline and department manual. Students are expected to check college email twice daily as a minimum.

#### **VII. PRIOR LEARNING ASSESSMENT:**

Students who wish to apply for advanced credit in the course should consult the professor. 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 advance credit transfer (advanced standing) should obtain an Application for Advance Credit form from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide a transcript and course outline related to the course in question.



**OFFICE ADMINISTRATION DETAILED GRADING SHEET – 2008/2009**

<b>ABBREVIATIONS</b>	
Failure to abbreviate properly	-2
<b>APPEARANCE</b>	
Smudges/Wrinkles/Improper assembly/Poor corrections	-2
<b>CAPITALIZATION</b>	
<ul style="list-style-type: none"> <li>▪ Failure to capitalize less obvious words, i.e. the Great Depression</li> </ul>	-1/2
<ul style="list-style-type: none"> <li>▪ Failure to capitalize the first word in a sentence or obvious proper nouns, i.e. Sault Ste. Marie, Robert</li> </ul>	-5
<b>COMPOUND WORDS</b> (always use a current dictionary to verify spelling)	
<ul style="list-style-type: none"> <li>▪ Compound nouns (follow no regular pattern e.g. courtyard, court order, court-martial)/Compound verbs (usually hyphenated or solid e.g. baby-sit, highlight)</li> </ul>	-5
<ul style="list-style-type: none"> <li>▪ Compound adjective (e.g. an actor who is well known /a well-known actor)/Prefixes and suffixes (do not use a hyphen to set off a prefix at the beginning of a word or a suffix at the end of a word e.g. <u>post</u>test, nation<u>wide</u>)</li> </ul>	-1/2
<ul style="list-style-type: none"> <li>▪ Sometimes one word, sometimes two words (e.g. anyone/any one, already/all ready)</li> </ul>	-2
<b>ENVELOPES</b>	
<ul style="list-style-type: none"> <li>▪ Improper use of case/Street abbreviation not used/Author's name not included</li> </ul>	-1/2
<ul style="list-style-type: none"> <li>▪ Improper format/Placement of address/No postal code or improper placement thereof</li> </ul>	-2
<b>FORMAT</b>	
<i>Minor:</i> Consistency of style, format, and punctuation/Improper setup/Missing reference initials/Missing enclosure notation	-2
<i>Major:</i> Incomplete/missing element	-5/-10
<b>GRAMMAR</b>	
Subject and verb agreement/Run-on/Incomplete sentence	-2
<b>MAILABILITY</b>	
Unmailable, e.g. mathematical error, key component missed, etc.	-5
<b>MAJOR ERROR</b>	
Missed line, sentence, or paragraph (or part thereof)	-10
<b>NUMBERS</b>	
Incorrect number usage	-2
<b>POSSESSIVES</b>	
Errors in forming possessives	-2
<b>PROOFREADING</b>	
All proofreading errors	-5
<b>PUNCTUATION</b>	
<ul style="list-style-type: none"> <li>▪ Period, Question Mark, Exclamation Point, Comma, Semicolon, Colon, Dash, Hyphen, Parentheses, Quotation marks, Italics, Underline, Bold, Other Marks of Punctuation, Word Division</li> </ul>	-1/2
<ul style="list-style-type: none"> <li>▪ Punctuation left off at the end of a sentence</li> </ul>	-5
<b>SPACING</b>	
Vertical and horizontal spacing	-2
<b>SPELLING/VOCABULARY/SPELL CHECK</b>	
Words misspelled/Errors in vocabulary (e.g. to/too/two)/Forming plurals	-5

\*Marks deducted for each occurrence unless the error is repeated throughout the document.