
Course Name

Code No.**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 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.

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.
- Note proofreading errors on hard copy using correct proofreading symbols.

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- 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.
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.
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.

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/Use of WAVpedal software
2. Language Skills/Business Vocabulary.
3. Formatting Styles (letters, memoranda).
4. Proofreading.

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Code No.**IV. REQUIRED RESOURCES/TEXTS/MATERIALS:**

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

The Office Guide--Linda Mallinson, 2nd Edition, Prentice Hall.

AND/OR

The Gregg Reference Manual--Sabin, O'Neill, 8th Cdn. Edition, McGraw-Hill.

Proofreading & Editing Precision, 5th Edition, Larry Pagel, Thomson-South-Western.

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

Manila file folder – lettersize.

V. EVALUATION PROCESS/GRADING SYSTEM:

The final grade will be established on the following components:

Two tests weighted as follows:

Test 1 – 45%

Test 2 – 45%

Students will transcribe dictated business correspondence during regular classes, and all transcribed work must be submitted daily. The transcribed documents will be reviewed and a grade assigned to serve as an indicator of weekly progress. 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 and completion of assigned work in class is encouraged to enable the professor to observe each student's work and provide guidance as necessary.

Students will complete weekly proofreading quizzes based on chapters covered in the proofreading text - **10%**

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- Quiz 1 – Chapter 7
- Quiz 2 – Chapter 8
- Quiz 3 – Chapters 9 and 10
- Quiz 4 – Chapters 11 and 12
- Quiz 5 – Chapters 13 and 14

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.	

VI. SPECIAL NOTES:

Attendance

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

It is the student's responsibility to be familiar with the course outline and *Office Administration – Executive Student Manual*. These documents outline classroom policies that must be followed.

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By considering the college environment as their workplace for the duration of the program, students will have a standard of performance to meet and will practise the day-to-day skills required to be successful in the work world.

These skills include:

- arriving and leaving class on time
- calling in/e-mailing when not in attendance
- checking college e-mail twice daily as a minimum
- following classroom rules and procedures
- demonstrating appropriate manners and etiquette
- listening attentively when the class is being addressed
- demonstrating respect for others at all times
- focusing on the work at hand
- organizing paperwork and keeping track of deadlines
- producing accurate, mailable documents
- being responsible for your own work

Failure to follow program policies will be dealt with through an escalating procedure as follows:

- One verbal warning from professor
- One e-mail notification from professor
- Removal from the classroom and meeting with professor
- Meeting with the chair which may result in suspension or expulsion from the course/program

The Student Code of Conduct (found on the portal) provides guidelines and disciplinary procedures for the college community. Academic dishonesty as defined in the Student Code of Conduct will result in a zero grade for all involved parties.

Keyboarding proficiency is an integral component of the Office Administration – Executive program. Students who are unable to keyboard with touch type techniques should practise their skills on a daily basis.

All the Right Type typing tutor software is located in the E-wing computer labs and in the Learning Centre. Visit <http://www.ingenuityworks.com/> for more information on purchasing All the Right Type for home use.

Lectures will not be repeated in subsequent classes. A study partner/group is invaluable for notes in the event of an unavoidable absence but must not be depended upon for frequent absences.

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For security reasons, WAV pedals are only available in E2150. The library has a number of WAV pedals that can be signed out for use within the college.

It is expected that 100 percent of classroom work be completed as preparation for the tests. The college network (S:/My Documents) should be used as the primary workspace. Students are responsible for maintaining back-ups of all completed files using either a memory stick (USB) or CD.

All requested assignments must be submitted in a labeled folder complete with a plastic USB/CD pocket. All work must be labeled with the student's name and the project information on each page.

A late assignment will be accepted if submitted within **72 hours** of the due date and time. Twenty-five percent will be deducted from late/incomplete assignments automatically. Failure to follow this procedure will result in a zero grade for the assignment.

Students are expected to be present to write all tests during regularly scheduled classes. Students must ensure that they have the appropriate tools on hand to do the test.

Test papers may be returned to the student after grading to permit review of the tests. However, the student must return all test papers to the professor who will keep them on file for two 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 date test papers are returned in class.

For those students who have

- attended 75 percent of classes
- completed all required course work
- failed the course or missed one test

a supplementary test will be administered at the end of the module. The mark achieved on the supplemental will replace the lowest test for the final grade calculation.

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In exceptional circumstances, the department will review the application of this policy on an individual basis. Supporting documentation may be required.

VII. COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located on the portal form part of this course outline.

OFFICE ADMINISTRATION DETAILED GRADING SHEET – 2011/2012

ABBREVIATIONS	
Failure to abbreviate properly, e.g. Ontario/ON, Street/St.	-2
APPEARANCE	
Improperly assembled documentation, e.g. pages out of order, pages upside down	-2
CAPITALIZATION	
<ul style="list-style-type: none"> ▪ Failure to capitalize less obvious words, e.g. the Great Depression 	-1/2
<ul style="list-style-type: none"> ▪ Failure to capitalize the first word in a sentence or obvious proper nouns, e.g. Wawa, Robert Kline 	-5
COMPOUND WORDS (use the program-approved dictionary to verify spelling)	
<ul style="list-style-type: none"> ▪ Incorrectly formed compound nouns/verbs that follow no regular pattern, e.g. courtyard, court order, layoff, to lay off, court-martialled, over-prescribe) 	-2
<ul style="list-style-type: none"> ▪ Incorrectly formed words that can be written as one or two words, e.g. anyone/any one, awhile/a while, already/all ready) 	-2
<ul style="list-style-type: none"> ▪ Incorrectly formed compound adjectives/adverbs, e.g. an actor who is well known/a well-known actor, part-time worker, go partway) 	-1/2
ENVELOPES	
<ul style="list-style-type: none"> ▪ Improper use of case/Forgetting to use street abbreviations/Missing author's name 	-1/2
<ul style="list-style-type: none"> ▪ Improper format/Incorrect placement of address/Missing or improperly placed postal codes 	-2
FORMAT	
Inconsistency of document style, format, and punctuation/Improper set-up/Missing reference initials/Missing or incorrect notations, e.g. Enclosure, Confidential, Copy, Attention, etc.	-2
GRAMMAR	
Errors in subject and verb agreement/Run-on sentences/Incomplete sentences	-2
MAILABILITY	
Errors in mathematical calculations or missing key elements, e.g. headings, lines, sentences, or paragraphs	-5/-10
NUMBERS	
Incorrect number usage	-2
PLURALS	
Errors in forming plurals, e.g. child/children, home/homes	-5
POSSESSIVES	
Errors in forming possessives	-2
PUNCTUATION	
<ul style="list-style-type: none"> ▪ Errors in the use of punctuation marks: period, question mark, exclamation mark, comma, semicolon, colon, em/en dash, hyphen, parentheses, quotation marks, etc. 	-1/2
<ul style="list-style-type: none"> ▪ Errors in the use of font styles: italics, underline, bold, etc. 	-1/2
<ul style="list-style-type: none"> ▪ Missing end-of-sentence punctuation 	-5
SPACING	
Errors in vertical and horizontal spacing	-2
SPELLING/VOCABULARY	
<ul style="list-style-type: none"> • Incorrectly spelled words, e.g. receipt/reciept • Incorrectly typed words (typographical errors), e.g. teh, buter • Errors in word usage, e.g. to/too/two, site/sight/cite 	-5

*Marks deducted for each occurrence unless the error is repeated consistently throughout the document. Updated: 2012-02-08