

PELLISSIPPI STATE TECHNICAL COMMUNITY COLLEGE
MASTER SYLLABUS

**BUSINESS COMMUNICATIONS
OST 2360**

Class Hours: 3.0

Credit Hours: 3.0

Laboratory Hours: 0.0

Revised: Spring 05

NOTE: This course is not designed for transfer credit.

Catalog Course Description:

Transcription of business communications from voice dictation using computers and transcribers. Students build on skills learned in keyboarding and word processing courses. Language arts skills, including punctuation, spelling, editing, proofreading, and vocabulary, are reviewed and stressed.

Entry Level Standards:

Minimum typing speed of 53 words per minute; basic knowledge of advanced features of Microsoft Word; basic business and technical writing skills.

Prerequisites:

OST 1105, OST 2006, and ENG 1010

Textbook(s) and Other Course Materials:

Machine Transcription, Fourth Edition, Carol A. Mitchell, Glencoe/McGraw Hill Publishing Company, 2003

The Gregg Reference Manual, Ninth Edition by William A. Sabin, McGraw-Hill Book Company, Gregg Division, 2001

Two 3.5" 1.44 Mb high-density diskettes

Two 2-pocket notebooks for submission of transcripts

I. Week/Unit/Topic Basis:

Week	Topic
1	Orientation to Course and Demonstration of Machines Review <i>The Gregg Reference Manual</i> usage. Read pages 1-48 in <i>Machine Transcription</i> by Mitchell for next week.
2	Begin transcription of Section 1 - <i>Machine Transcription</i> by Mitchell.
3	Finish Transcribing Section 1; begin transcribing Section 2.
4	Continue transcribing Section 2. Transcripts for Section 1 due.
5	Transcribe Section 3 (Items 1, 2, and 3 and Section 4, Items 1, 2, and 3). NOTE: Key envelopes for Sections 3; fold and insert letters in envelopes. Check reference book for correct way to fold and insert letters in envelopes. Word Study Test 1 covering Sections 1 and 2. Transcripts for Section 2 due.
6	Transcribe Section 5 (No keys beginning with this section.). Transcripts for items assigned in Sections 3 and 4 due.

- 7 Transcribe Section 6 (Items 3, 4, 5) and Section 7 (Items 1, 2, 3 -- Note: Item 1 has an attachment). Word Study Test 2 covering Sections 3 through 5. Transcripts for Section 5 due.
- 8 Transcribe Section (Items 1, 2, 3) and Section 9 (Items 1, 2, 3). Timed Transcription Test 1. Transcripts for Section 6 and 7 due
- 9 Transcribe Section 10 (Items 1, 2, 3) and Section 11 (Items 2, 3, 4). Frequently Confused Words Test. Transcripts for items assigned in Sections 8 and 9 due.
- 10 Transcribe Section 12. Timed Transcription Test 2. Transcripts for Section 10 and 11 due.
- 11 Transcribe Section 15 and Section 16. Transcripts for Section 12 due.
- 12 Word Study Test 4 and 5 covering Sections 9-14. Timed Transcription Test 3.
- 13-14 Letter Writing Unit. Transcripts for Sections 15 and 16 due
- 15 Final Exam: Final Punctuation Test and Final Word Study Test covering Sections 1-14

II. Course Objectives*:

- A. Demonstrate proper utilization of dictation/transcription audio technology. VII
- B. Employ proper techniques of dictation/transcription to produce accurate mailable correspondence. I, II, III, VI, VII, X, XI
- C. Proofread accurately for grammatical and contextual errors. X

*Roman numerals after course objectives reference goals of the OST program.

III. Instructional Processes*:

Students will:

- 1. Transcribe business letters, memos, and reports using word processing software. *Communication Outcome, Problem Solving and Decision Making Outcome, Technological Literacy Outcome, Transitional Strategy, Active Learning Strategy*
- 2. Refine listening skills by transcribing business documents from dictation. *Communication Outcome, Technological Literacy Outcome, Active Learning Strategy*
- 3. Review and apply language arts skills when transcribing business documents. *Communication Outcome, Technological Literacy Outcome, Active Learning Strategy*
- 4. Expand business vocabulary by completing weekly word study assignments. *Communication Outcome, Personal Development Outcome*
- 5. Use reference materials to complete acceptable business documents. *Information Literacy Outcome*
- 6. Internalize the work ethic by regularly attending class, being punctual, being dependable, cooperating with the teacher and other classmates, and acting in a professional manner while in class. *Personal Development Outcome, Transitional Strategy, Active Learning Strategy*

*Strategies and outcomes listed after instructional processes reference Pellissippi State's goals for strengthening general education knowledge and skills, connecting coursework to experiences beyond the

classroom, and encouraging students to take active and responsible roles in the educational process.

IV. Expectations for Student Performance*:

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

1. Identify and use properly the different parts of machine transcription equipment. A
2. Describe the difference between a centralized and decentralized system of dictation equipment. A
3. Identify and use properly the different parts of machine dictation equipment. A
4. Identify optional features on machine dictation and transcription equipment. A
5. Display the proper listening techniques for both transcription and dictation. B
6. Operate machine transcription equipment properly by keying continuous while listening in thought units.
7. Understand and use the dictation techniques of order, voice, identification, visualization, and simple-talk language. B
8. Produce first-time mailable copy of letters, memo-randums, and reports in proper format. B
9. Organize work properly for the dictation/transcription process by displaying the proper desk arrangement, machine setup, and time schedule. B
10. Identify and use properly reference materials that are available to dictators and transcribers. C
11. Identify and use proofreaders' marks. C
12. Refer to reference texts, if necessary, to use correct punctuation marks and capitalization rules in both dictation and transcription. C
13. Refer to reference texts, if necessary, to construct sentences properly using complete sentences, subject-verb agreement, and proper tense. C
14. Identify and spell properly the vocabulary used in different business organizations. C

*Letters after performance expectations reference the course objectives listed above.

V. Evaluation:

A. Testing Procedures: 50% of grade

Four transcription tests will be given. The tests will be graded for both speed of completion and accuracy of transcripts; speed will count as one-third of the test grade and accuracy will count as two-thirds of the test grade. A progressive speed scale for the transcription tests will be used.

B. Laboratory Expectation:

N/A

C. Field Work:

N/A

D. Other Evaluation Methods: 50% of grade

Transcription assignments consisting of letters, memos, and reports that correspond with the sections in the text will be completed using computers and transcription equipment. Students will be allowed to check the transcripts against the keys for the first four sections; no keys will be used after the fourth section. The transcripts will be graded for accuracy using the following scale:

Perfect transcript	15 points
1 error	13 points
2 errors	11 points
3 errors	9 points
4 errors	7 points
5 or more errors	5 points

Quizzes will be given over grammar, punctuation, spelling, word study, and other language arts skills.

(Transcripts submitted late will be accepted up to one week after due date but will be given half credit only. Students may have one grace period when transcripts will be accepted up to one week late with no penalty. Use this grace period carefully—for sickness or other emergencies.)

E. Grading Scale:

A	93 - 100
B+	90 - 92
B	85 - 89
C+	80 - 84
C	75 - 79
D	70 - 74
F	Below 70

VI. Policies:

A. Attendance Policy:

Pellissippi State Technical Community College expects students to attend all scheduled instructional activities. As a minimum, students in all courses must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course.

B. Academic Dishonesty:

Plagiarism, cheating, and other forms of academic dishonesty are prohibited. A student guilty of academic misconduct, either directly or indirectly through participation or assistance, are immediately responsible to the instructor of the class. In addition to other possible disciplinary sanctions which may be imposed through the regular Pellissippi State procedures as a result of academic misconduct, the instructor has the authority to assign an F or a zero for the exercise or examination or to assign an F in the course.

C. Accommodations for disabilities:

If you need accommodation because of a disability, if you have emergency medical information to share, or if you need special arrangements in case the building must be evacuated, please inform the instructor immediately. Privately after class or in the instructor's office. To request accommodations students must register with Services for Students with Disabilities: Goins 127 or 131, Phone: (865) 539-7153 or (865) 694-6751 Voice/TDD.

D. Other Policies:

1. In order for grades to be calculated, all assigned work must be submitted in a timely fashion. Assigned work must be turned in by date designated. Late work will be charged with a late

penalty as indicated above.

2. Students must have a valid PSTCC ID to be presented on demand to gain access to PSTCC facilities.