

PELLISSIPPI STATE COMMUNITY COLLEGE
MASTER SYLLABUS

**OFFICE PROFICIENCY ASSESSMENT AND CERTIFICATION
OST 2010**

Class Hours: 1.0

Credit Hours: 1.0

Laboratory Hours: 0.0

Revised: Spring 2010

NOTE: This course is not designed for transfer credit.

Catalog Course Description:

An application-oriented assessment of students' proficiency in business or medical office skills. Finalization of the portfolio is required.

Entry Level Standards:

The student must have math, writing, verbal, and English language skills at the college level.

Corequisite:

OST 2360 or 2935

Textbook(s) and Other Course Materials:

1. *Office Proficiency Assessment and Certification Software and Candidate Manual*, Copyright 2007, International Association of Administrative Professionals (formerly known as Professional Secretaries International) and Biddle & Associates, Inc. (Copies provided by OST Department for use in Main Campus Testing Center during testing.)
2. A one-half inch portfolio with protector sheets, available at the PSCC bookstore as a required item for OST 1105.

I. Week/Unit/Topic Basis:

Week	Topic
1	Course orientation (on campus) with overview of OPAC software, course expectations, time line requirements, and certification standards. A preview of the OPAC software is available as a trial download. Visit the OPAC site, http://www.opac.com , and download a trial copy of OPAC Testing Software . You have until the Friday before spring break to complete the assessments. The key to success is to start ASAP.
2-7	Successfully complete a minimum of three (3) units of the Office Proficiency and Assessment Certification modules each week. An additional unit will need to be successfully completed during one of the seven-weeks of the allowed time period to earn a grade of A. The OPAC software will not be available after Friday before spring break .
4	Submit OST Portfolio.
7	Friday is the last day to complete the OPAC units.
6-8	Revise OST Portfolio

- 9-10 Resubmit OST Portfolio
- 14-15 Pick up the OST Portfolio

II. Course Objectives*:

- A. Perform file management, keyboarding and word processing activities at employable standards. (I, II, III)
- B. Demonstrate the application of basic language arts skills to basic business documents at employable standards. (IV, VII, IX)
- C. Understand and apply basic records management rules for both alphabetic and numeric filing. (X, XI)
- D. Compute general office financial applications and recordkeeping activities. (X, XI)
- E. Retrieve, edit, and print a spreadsheet and a database. (Database is optional for HCOA students. HCOA students required to complete Professional-Medical module.) (I, III)
- F. Create, edit, and print a slide presentation using presentation software. (Required of Business concentration students only.) (X, XI)
- G. Compile professional portfolio displaying samples of coursework completed in OST/Business courses. (I, III, IV, IX, X)

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

III. Instructional Processes*:

Students will:

1. Solve keyboarding and word processing problems based on real office documents until certification standards are met. *Transitional Strategies*
2. Solve language arts problems based on real office situations until certification standards are met. *Transitional Strategies*
3. Solve records management problems based on real office situations until certification standards are met. *Transitional Strategies*
4. Solve financial record-keeping problems based on real office situations until certification standards are met. *Transitional Strategies*
5. Use technology to promote the objectives of the course; specifically, the Windows operating system, MS Office Professional, WordPerfect, and the OPAC testing software. *Technological Literacy Outcome*
6. Organize samples of coursework displayed in a professional portfolio according to specifications given. *Active Learning Strategies*

*Strategies and outcomes listed after instructional processes reference TBR'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. Demonstrate file management utilities using Windows at 75 percent accuracy. (A)
2. Keyboard at least 45 gross words per minute on a five-minute timed writing with 95 percent accuracy. (A)
3. Keyboard medical writings at least 45 gross words per minute on a five-minute timed writing with 95 percent accuracy. (HCOA concentration students-only) (A)
4. Demonstrate the ability to use all of the following word processing functions at 100 percent accuracy: (A)
 - bold
 - block indent
 - center
 - copy
 - delete
 - hard hyphen
 - hard page break
 - hard return
 - hard space
 - insert
 - move
 - spell check
 - printing
 - underscore
 - widow/orphan
5. Select appropriate paragraphs and merge them into a correctly formatted business letter style at 100 percent accuracy. (A, B)
6. Transcribe a letter (or medical report for HCOA students) from voice dictation at 75 percent accuracy level. (A, B)
7. Compose and format minutes to a meeting from rough draft copy at 75 percent accuracy level. (A)
8. Demonstrate the ability to use all of the following word processing function at 75 percent accuracy. (A)
 - decimal tab
 - headers/footers
 - pagination
 - hard page break
 - right justified tab
 - spell check
 - double underline
 - global search/replace
 - printing
 - left justified tab
 - superscript
 - subscript
 - heading style

- bullets and numbers
- insert a picture
- format a table and its contents
- page setup (orientation and alignment)
- borders
- margins
- paragraph spacing
- page breaks
- AutoCorrect
- insert symbols
- format text
- custom indent
- copy and paste
- insert a simple table

9. Demonstrate the proper use of grammar rules as found in a business letter based on 75 percent accuracy as validated by industry. (B)
10. Demonstrate the proper use of spelling as found in a business letter based on 75 percent accuracy as validated by industry. (B)
11. Demonstrate the proper use of punctuation rules as found in a business letter based on 75 percent accuracy as validated by industry. (B)
12. Demonstrate the proper use of capitalization rules as found in a business letter based on 75 percent accuracy as validated by industry. (B)
13. Retrieve a database file and modify the structure, add records, modify the records sort the file, copy the file, and save the modified file at 75 percent accuracy.
14. Index filing segments for both alphabetic and numeric methods at 75 percent accuracy based on ARMA (Association of Records Managers and Administrators) standards. (C)
15. Code filing segments for both alphabetic and numeric methods at 75 percent accuracy based on ARMA (Association of Records Managers and Administrators) standards. (C)
16. Alphabetize filing segments for both alphabetic and numeric methods at 75 percent accuracy based on ARMA (Association of Records Managers and Administrators) standards. (C)
17. Reconcile an office bank statement. (D)
18. Prepare bank deposits involving credits, debits, and petty cash transactions. (D)
19. Demonstrate a 75 percent proficiency level on basic math applications as applied to business activities. (D)
20. Demonstrate ability to maintain an office petty cash fund with deposits and disbursements. (D)
21. Demonstrate ability to retrieve and modify an Excel 2007 spreadsheet at 75 percent proficiency level. (E)
22. Demonstrate ability to save and print an Excel 2007 spreadsheet. (E)

23. Demonstrate ability to retrieve, modify, copy, and save an Access 2007 database at 75 percent proficiency level. (Optional for HCOA students) (E)
24. Demonstrate ability to create and modify a new presentation, as well as delete, and print slides in PowerPoint 2007 at 75 percent proficient level. (Optional for HCOA students) (F)
25. Demonstrate the ability to use correct medical terms, medical proofreading/language arts skills, and medical transcription production at 75 percent proficiency level. (HCOA concentration students only) (A, B, E)
26. Demonstrate organization skills by compiling a professional portfolio that displays samples of coursework completed in OST/Business courses. (G)

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

V. Evaluation:

A. Testing Procedures:

TESTING PROCEDURES: The student will successfully complete a minimum of three (3) units of the OPAC modules each week of the allowed six (6) week timeframe. Units of the modules may be repeated until standards are met or until 12 hours of test time has expired. All testing must be completed on or before Friday of the week before spring break (see Calendar of Course Events for exact date) and within the allotted twelve (12) hours. **NO EXTRA TESTING TIME WILL BE GIVEN.** All OPAC modules must be completed at the Main campus testing center where accurate time logs will be maintained. Standards for certification are set nationally by the International Association of Administrative Professionals (formerly known as Professional Secretaries International) based on a two-year comprehensive validity study that served as the foundation for the PSI Postsecondary Model Curriculum for Office Careers. (On some units, higher standards have been set by the OST faculty.). OPAC units completed after the 12 logged testing hours will not be accepted. To earn a grade of an A, the student will have to successfully complete an additional OPAC unit beyond the aforementioned three per week requirement.

Students seeking certification from International Association of Administrative Professionals must successfully complete the required units plus those identified on the OPAC Certification Standards sheet.

B. Laboratory Expectations:

N/A

C. Field Work:

The student's OST Portfolio must be submitted during fourth week of this course for evaluation by OST faculty. The student is expected to make the suggested changes and re-submit the portfolio during the tenth week of the course for evaluation by the OST advisory committee and/or community business members. Failure to submit the revised portfolio will result in an incomplete in the class.

D. Other Evaluation Methods:

If applicable, will be provided by instructor via syllabus supplement.

E. Grading Scale:

Percentages are awarded for each unit of the required modules. Each of the units require a minimum of 75% accuracy for successful completion at certification level except for the following:

- Editing/Formatting from Rough Draft = 100%
- Formatting a Letter = 100%
- Keyboarding at 45 WPM with 95% accuracy
- Medical Keyboarding at 45 WPM with 95% accuracy

GRADING SCALE FOR MODULES 1, 2, 3, 4 AND 5

The following grading scales will be used for units successfully completed at certification level as indicated below.

- All units passed = A
- One unit not passed = B
- Two units not passed = C
- Three units not passed = D
- Four or more units not passed = F

All required Field Work must be completed for one of the above grades to be awarded for the course.

VI. Policies:

A. Attendance Policy:

Pellissippi State expects students to attend all scheduled instructional activities. As a minimum, students in all courses (excluding distance learning courses) must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course. Individual departments/programs/disciplines, with the approval of the vice president of Learning, may have requirements that are more stringent. In very specific circumstances, an appeal of the policy may be addressed to the head of the department in which the course was taken. If further action is warranted, the appeal may be addressed to the vice president of Learning. (*Pellissippi State Online Catalog*)

B. Academic Dishonesty:

Plagiarism, cheating, and other forms of academic dishonesty are prohibited. Students 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. (*Pellissippi State Online Catalog*)

C. Accommodations for disabilities:

Students who need accommodations because of a disability, have emergency medical information to share, or need special arrangements in case the building must be evacuated should inform the instructor immediately, privately after class or in her or his office. Students must present a current accommodation plan from a staff member in Services for Students with Disabilities (SSWD) in order to receive accommodations in this course. Services for Students with Disabilities may be contacted by going to Goins 134 or 126 or by phone: 694-6751 (Voice/TTY) or 539-7153. More information is available at www.pstcc.edu/departments/swd/.

D. Other Policies:

In order for grades to be calculated, all testing must be completed in a timely fashion. Testing must be completed by date designated.

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

COMPUTER USAGE GUIDELINES: College-owned or -operated computing resources are provided for use by students of Pellissippi State. All students are responsible for the usage of Pellissippi State's computing resources in an effective, efficient, ethical and lawful manner. (*Pellissippi State Online Catalog*)