

PELLISSIPPI STATE COMMUNITY COLLEGE
MASTER SYLLABUS

**OFFICE PROFICIENCY ASSESSMENT & CERTIFICATION
ADMN 2010**

Class Hours: 1.0

Credit Hours: 1.0

Laboratory Hours: 0.0

Revised: Spring 2015

Catalog Course Description:

An application-oriented assessment of students' proficiency in business or medical office skills.

Entry Level Standards:

Currently completing required coursework for graduation or will complete the coursework the following term.

Corequisite:

ADMN 2450

Textbook(s) and Other Course Materials:

Office Proficiency Assessment and Certification Software and Candidate Manual, International Association of Administrative Professionals (formerly known as Professional Secretaries International) and Biddle & Associates, Inc. (Copies provided by APT program for use in Main Campus Testing Center during testing.)

I. Week/Unit/Topic Basis:

Week	Topic
1 Orientation	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 <u>OPAC Testing Software</u> . If you start the first Saturday of the semester, you have six (6) Saturdays in which to complete the OPAC assessment.
2-7	Successfully complete required units of the Office Proficiency and Assessment Certification modules each week. Complete the soft skills assessment.
7	Friday, March 6, is the last day to complete the OPAC units and the soft skills assessment.

II. Course Goals*:

The course will:

- A. Assess knowledge, skills, and abilities necessary for job performance in either a business or health care setting. (I, II, III, V)

- B. Emphasize the appropriateness of soft skills in the work place. (III)

**Roman numerals after course goals reference goals of the Administrative Professional Technology program.*

III. Expected Student Learning Outcomes*:

The student will be able to:

1. Validate ability to create, manipulate, and save files; create and manipulate folders; search for files and folders. (A)
2. Perform word processing activities such as formatting a letter, composing minutes, and editing/formatting a document using a rough draft. (A)
3. Demonstrate the application of basic language arts skills to basic business documents. (A)
4. Validate ability to use Excel and Word at the proficiency level required for the APT program concentration. (A)
5. Retrieve, edit and print a spreadsheet and. (A)
6. Retrieve, edit and query a database. (A)
7. Compute general office financial applications and recordkeeping activities. (A)
8. Correctly spell and use homonyms. (A)
9. Rate possible responses to customer issues expressed during a telephone call – Business concentration students only. (A)
10. Demonstrate the ability to use correct medical terms and medical proofreading/language arts skills - HCOA concentration students only. (A)
11. Create, add, and modify a PowerPoint presentation – Business concentration students only. (A)
12. Demonstrate other applicable skills, if appropriate, related to coursework completed for major concentration. (A)
13. Assess soft skills using situational scenarios. (B)

**Capital letters after Expected Student Learning Outcomes reference the course goals listed above.*

IV. Evaluation:

- A. Testing Procedures: **100% of grade**

Students will complete unit tests within four OPAC modules depending on program concentration. The modules are 1) computer skills, 2) clerical skills, 3) financial tests, 4) medical professional tests, and 5) miscellaneous tests. The student will be assigned specific OPAC unit tests to complete using no more than 15 hours of testing time by Friday of the week before spring break (check the course management software for the exact date). Each unit test must be attempted and completed at least once. Unit tests may be taken up to three times until standards are met or highest grade is achieved. Students may not exceed 15 hours of testing time. **NO EXTRA TESTING TIME WILL BE GIVEN.** OPAC units completed after the 15 logged testing hours will not be accepted. **Due to software licensing, the OPAC assessments can be**

completed at the Hardin Valley Road campus testing center only.

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

B. Laboratory Expectations:

N/A

C. Field Work:

N/A

D. Other Evaluation Methods: **100% of grade**

Students will complete a self-assessment of soft skills using situational scenarios accessed via the Internet.

E. Unit Standards:

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 APT faculty.) Each of the modular unit tests may be attempted up to three times and requires a minimum of 75% accuracy for successful completion at certification level except for the following:

- Editing/Formatting from Rough Draft = 94%
- Formatting a Letter = 92%

F. Grading Scale: **Grades for each component of the course will be weighted as follows:**

APT Business Majors

Computer Applications = 60 percent
(includes Customer Service)

Clerical Module = 30 percent

Financial/Recordkeeping = 10 percent

APT HCOA Majors

Computer Applications = 40 percent

Clerical Module = 30 percent

Financial/Recordkeeping = 10 percent

Medical Module = 20 percent

The final grade will be determined by averaging the highest grade of each unit test in that component and then adding each component's average based on the weighted percentage for each component as noted above.

92 – 100	A
89 – 91	B+
82 – 88	B
79 – 81	C+
72 – 78	C
65 – 71	D
0 – 64	F

NOTE: In order to graduate and receive an AAS degree in APT, a grade of C or better must be attained in this course. Failure to complete the soft skills assessment will result in a one level decrease in the above grading scale.

V. 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 Academic Affairs, 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 Academic Affairs.

B. Academic Dishonesty:

Academic misconduct committed either directly or indirectly by an individual or group is subject to disciplinary action. Prohibited activities include but are not limited to the following practices:

- Cheating, including but not limited to unauthorized assistance from material, people, or devices when taking a test, quiz, or examination; writing papers or reports; solving problems; or completing academic assignments.
- Plagiarism, including but not limited to paraphrasing, summarizing, or directly quoting published or unpublished work of another person, including online or computerized services, without proper documentation of the original source.
- Purchasing or otherwise obtaining prewritten essays, research papers, or materials prepared by another person or agency that sells term papers or other academic materials to be presented as one's own work.
- Taking an exam for another student.
- Providing others with information and/or answers regarding exams, quizzes, homework or other classroom assignments unless explicitly authorized by the instructor.
- Any of the above occurring within the Web or distance learning environment.

Please see the Pellissippi State Policies and Procedures Manual, Policy 04:02:00 Academic/Classroom Conduct and Disciplinary Sanctions for the complete policy.

C. Accommodations for disabilities:

Students that 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 Disability Services (DS) in order to receive accommodations in this course. Disability Services may be contacted by sending email to disabilityservices@pstcc.edu, or by visiting Alexander 130. More information is available at <http://www.pstcc.edu/sswd/>.

D. Other Policies:

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.