PELLISSIPPI STATE TECHNICAL COMMUNITY COLLEGE
MASTER SYLLABUS

OFFICE PROFICIENCY ASSESSMENT
OST 2010

Class Hours: 2.0  Credit Hours: 1.0
Laboratory Hours: 0.0  Date Revised: Spring 00

Catalog Course Description:
An application-oriented assessment of entry-level skills for OST students. The course is an open-
exit evaluation of students' proficiency in keyboarding, word processing, language arts skills, records
management, financial recordkeeping and spreadsheets. Must be enrolled in final semester of OST
and have filed an Intent to Graduate form.

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

Corequisite:
OST 2300/2301/2302

Textbook(s) and Other Reference Materials Basic to the Course:

Career Passport: Office Proficiency Assessment and Certification Candidate Manual, Copyright
1998, International Association of Administrative Professionals (formerly known as Professional
Secretaries International) and Biddle & Associates, Inc. (Copy provided by OST Program for use in
classroom during testing.)
Two 3.5-inch double-sided, high-density diskettes. (Required only if student desires national
certification. Please format disks before giving to instructor.)

I. Week/Unit/Topic Basis:

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction; certification standards; expectations; time-line requirements. Demo version practice testing over Keyboarding and Word Processing, Language Arts Skills, Records Management, Financial Recordkeeping and Data Entry (optional)</td>
</tr>
<tr>
<td>2-8</td>
<td>Administration, grading, and re-testing over the Office Proficiency and Assessment Certification exam</td>
</tr>
</tbody>
</table>

II. Course Objectives*:

A. Perform keyboarding and word processing activities at employable standards. I, II
B. Demonstrate the application of basic language arts skills to basic business documents at
   employable standards. IV, IX, X
C. Understand and apply basic records management’s rules for both alphabetic and numeric filing. XI, XII

D. Compute general office financial applications and record-keeping activities. XI, XII

E. Retrieve, edit, and print a spreadsheet and a database. I, III

*Roman numerals after course objectives reference goals of the Business and Computer Technologies department.

III. Instructional Processes*:

Students will:

1. Solve keyboarding and word processing problems based on real office documents until certification standards are met. Problem Solving and Decision Making Outcome, Active Learning Strategy, Transitional Strategies

2. Solve language arts problems based on real office situations until certification standards are met. Communication Outcome, Problem Solving and Decision Making Outcome, Transitional Strategies

3. Solve records management problems based on real office situations until certification standards are met. Problem Solving and Decision Making Outcome, Transitional Strategies

4. Solve financial record-keeping problems based on real office situations until certification standards are met. Numerical Literacy Outcome, Problem Solving and Decision Making Outcome, 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

*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. Key at least 45 gross words per minute on a five-minute timed writing with 95 percent accuracy. A

2. Demonstrate the ability to use all of the following word processing functions at 100 percent accuracy: A
   - bold
   - copy
   - hard page break
   - insert
   - printing
   - block indent
   - delete
   - hard return
   - move
   - center
   - hard hyphen
   - hard space
   - spell check
   - underscore
   - widow/orphan

3. Select appropriate paragraphs and merge them into a correctly formatted business letter style at 100 percent accuracy. A

4. Transcribe a letter from voice dictation at 75 percent accuracy level. A
5. Compose and format minutes to a meeting from rough draft copy at 75 percent accuracy level. A

6. 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

7. Demonstrate the proper use of grammar rules as found in a business letter based on 75 percent accuracy as validated by industry. B

8. Demonstrate the proper use of spelling as found in a business letter based on 75 percent accuracy as validated by industry. B

9. Demonstrate the proper use of punctuation rules as found in a business letter based on 75 percent accuracy as validated by industry. B

10. Demonstrate the proper use of capitalization rules as found in a business letter based on 75 percent accuracy as validated by industry. B

11. Index filing segments for both alphabetic and numeric methods at 75 percent accuracy based on ARMA (Association of Records Managers and Administrators) standards. C

12. Code filing segments for both alphabetic and numeric methods at 75 percent accuracy based on ARMA (Association of Records Managers and Administrators) standards. C

13. Alphabetize filing segments for both alphabetic and numeric methods at 75 percent accuracy based on ARMA (Association of Records Managers and Administrators) standards. C


15. Prepare bank deposits involving credits, debits, and petty cash transactions. D

16. Demonstrate a 75 percent proficiency level on basic math applications as applied to business activities. D

17. Demonstrate ability to maintain an office petty cash fund with deposits and disbursements. D

18. Demonstrate ability to retrieve, edit, insert, and delete a Lotus 1-2-3 or Excel 97 spreadsheet at 75 percent proficiency level. E

19. Demonstrate ability to save and print a Lotus 1-2-3 or Excel 97 spreadsheet. E

20. Demonstrate ability to add, modify, delete, sort, and print records in an Access 97 database at 75 percent proficiency level. E

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

V. Evaluation:

A. Testing Procedures:

Student will take the OPAC exam until standards are met or until 10 hours of class time has
expired. On certifying, the student no longer is required to attend the class. 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 tests, higher standards have been set by the OST faculty.)

B. Laboratory Expectations:

N/A

C. Field Work:

N/A

D. Other Evaluation Methods:

N/A

E. Grading Scale:

Grades are given for each unit of the three modules required. The following grading scales will be used for units passed as indicated below. You must pass all units of Modules 1, 2, and 3 at certification level in order to receive a grade of "A" in the course.

**GRADING SCALE FOR MODULES 1, 2, AND 3**

<table>
<thead>
<tr>
<th>All units passed</th>
<th>A</th>
</tr>
</thead>
<tbody>
<tr>
<td>One unit not passed</td>
<td>B+</td>
</tr>
<tr>
<td>Two units not passed</td>
<td>B</td>
</tr>
<tr>
<td>Three units not passed</td>
<td>C+</td>
</tr>
<tr>
<td>Four units not passed</td>
<td>C</td>
</tr>
<tr>
<td>Five units not passed</td>
<td>D</td>
</tr>
<tr>
<td>Six or more units not passed</td>
<td>F</td>
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</table>

Module testing will be done during class time ONLY. Software will be locked from student use except during class time hours. Absences will impact grade only if you are not able to pass units as described above during class time. NO MAKEUP TIME IS GIVEN.

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. [NOTE: No differentiation is noted for excused/unexcused absences. These will be treated as an absence.]

Regular attendance is required to receive veteran's benefit pay. Instructors are required to report non-attendance of veterans to the Veterans Affairs Office which reports non-attendance to the Veterans Administration Regional Office. Payments are adjusted or canceled if attendance is not regular.

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.

C. Other Policies:

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