



Course Syllabus

POFT 2401 – Intermediate Keyboarding

Catalog Description: A continuation of keyboarding skills in document formatting, speed, and accuracy. Emphasis on proofreading, editing, following instructions, and keying documents from various copy.
Lecture hours = 3, Lab hours = 3

Prerequisites: POFT 1429 or instructor approval

Semester Credit Hours: 4

Lecture Hours per Week: 3

Contact Hours per Semester: 96

State Approval Code: 5204080000

Course Subject/Catalog Number: POFT 2401

Course Title: Intermediate Keyboarding

Course Rationale: This course continues to develop the student's use of the touch method to improve accuracy and speed. Students will also continue to apply word processing and proofreading skills as they create the following business documents: memos, business and personal business letters, business and academic reports, memo reports, resumes, employment applications, meeting agendas and minutes, itineraries, procedures manuals, tables, and various medical and legal documents.

Instructional Goals and Purposes: The purpose of this course is to further develop keyboarding skills in efficiently producing various business documents and in improving straight-copy speed and accuracy.

Learning Objectives:

1. Increase speed and improve accuracy.
2. Use word processing commands to complete document-processing activities.
3. Refine language arts skill in proofreading.
4. Improve proofreading skill.
5. Format business correspondence.
6. Create and format different types of meeting reports and business documents.
7. Format reports.
8. Create, edit, and format tables.
9. Arrange, format, and key specialized office documents.

Specific Course Objectives (includes SCANS):

After studying the material presented in the text and online, the student should be able to complete all behavioral/learning objectives listed below with a minimum competency of 70% on assignments and exams.

1. **Increase speed and improve accuracy.** (1c-i, 1c-iv)
 - a. Set speed goals and demonstrate improved speed on three-minute and five-minute straight copy timed writings.
 - b. Reduce the number of errors on straight-copy timed writings.

2. **Use word processing commands to complete document-processing activities.** (1a-i, 1c-i, 2c-iii, 2c-iv, 2e-i)
 - a. Use Microsoft Word 2007 to create documents and tables.
 - b. Read, interpret, and apply formatting commands using the Microsoft Word 2007 Manual.
3. **Refine language arts skill in proofreading.** (1a-ii, 1b-iv)
 - a. Refine proofreading skills and correctly use proofreaders' marks.
 - b. Correctly abbreviate, capitalize, punctuate, and spell.
 - c. Identify subject/verb agreement problems and refine composing skills.
4. **Improve proofreading skill.** (1b-iii, 1b-iv, 1c-i)
 - a. Proofread and correct errors in keyed documents.
 - b. Apply and interpret standard proofreaders' marks.
5. **Format business correspondence.** (1a-i, 1b-ii, 1b-iii, 1b-iv, 1b-v, 1b-vi, 1c-iv, 2a-i, 2a-iii, 2c-i, 2c-ii, 2c-iii, 2c-iv)
 - a. Arrange and key a business letter in both block and modified-block style.
 - b. Arrange and key a personal business letter.
 - c. Edit letters by using and interpreting proofreaders' marks.
 - d. Correctly format and key a multipage letter.
 - e. Format a letter containing multiple addressees.
 - f. Key letters containing special letter parts using acceptable formatting.
 - g. Key and format an interoffice memorandum.
 - h. Prepare and key a multipage interoffice memorandum.
 - i. Adjust letter margins and spacing to fit different sized stationery.
 - j. Use tables to create a resume.
 - k. Arrange and key an employment application and follow-up letter.
6. **Create and format different types of meeting reports and business documents.** (1a-i, 1b-ii, 1b-iii, 1b-iv, 1b-v, 1b-vi, 1c-iv, 2a-i, 2a-iii, 2c-i, 2c-ii, 2c-iii, 2c-iv)
 - a. Arrange and key a meeting agenda.
 - b. Prepare minutes of a meeting using an appropriate format.
 - c. Key and format an itinerary.
 - d. Prepare a procedures manual for employees.
7. **Format reports.** (1b-ii, 1b-iii, 1b-iv, 1b-v, 1b-vi, 1c-iv, 2a-i, 2a-iii, 2c-i, 2c-ii, 2c-iii, 2c-iv, 2e-i, 2e-ii)
 - a. Key and correctly format a business report.
 - b. Key and correctly format an academic report.
 - c. Create and appropriately format multipage reports that contain footnotes.
 - d. Key and correctly format a memo report.
 - e. Evaluate report headings and determine appropriate formatting.
 - f. Key and correctly format a bound formal business report that includes a title page, table of contents, and reference page or bibliography.
 - g. Insert a table and graphics into a report and apply appropriate formatting guidelines.
8. **Create, edit, and format tables.** (1b-ii, 1b-iii, 1b-iv, 1b-v, 1b-vi, 1c-iv, 2a-i, 2a-iii, 2c-i, 2c-ii, 2c-iii, 2c-iv, 2e-i, 2e-ii)
 - a. Create a boxed table.
 - b. Create an open table.
 - c. Center a table vertically and horizontally on a page.
 - d. Adjust column widths in a table.
 - e. Format title lines and column headings in a table.
 - f. Change text alignment within table cells.
 - g. Merge and/or split cells in a table.
 - h. Format custom borders and add fill to table cells.
 - i. Sort information in a table by either ascending or descending order.
 - j. Prepare and correctly format a multipage table.
9. **Arrange, format, and key specialized office documents.** (1b-ii, 1b-iii, 1b-iv, 1b-v, 1b-vi, 1c-iv, 2a-i, 2a-iii, 2c-i, 2c-ii, 2c-iii, 2c-iv, 2e-i, 2e-ii)
 - a. Use tables to design and key a patient information form.
 - b. Format and key sample medical office documents.
 - c. Apply line numbering to various legal documents.

- d. Arrange, format, and key the following legal documents: affidavit, warranty deed, summons, last will and testament, complaint, and a judgment.

Course Content:

Students in all sections of Intermediate Keyboarding will be required to do the following:

1. Students will submit keyboarding lessons throughout the semester by uploading work to the Gregg Document Processing (GDP) Web site. These assignments will include timed writings and production documents.
2. Students will complete hands-on, application exams in which they will be tested on creating business documents. A grading scale for each document will be provided (based on length and difficulty of the document). Timed writings will also be a part of testing.
3. Students will complete two objective exams testing their knowledge of keyboarding principles and formatting.

Methods of Instruction/Course Format/Delivery:

Students in both the traditional class and in the Internet class will have access to this course via WebCT. Students in the traditional class will meet regularly for lecture over the material. Students in the Internet class will only be required to meet with the instructor for testing; however, Internet students are always welcome to attend the traditional class (especially for exam reviews). Resources provided through WebCT include

- A calendar displaying assignments each week (please check often)
- Online assignments
- Learning aids including handouts, sample problems, slide presentations, and tutorials
- Email (totally contained within WebCT)

All lessons will be uploaded to the GDP Web site. Generally, grades are posted the next day. After an assignment has been graded, the student will be able to view the document including the instructor's comments by returning to the GDP Web site and accessing the submitted lessons. Traditional students will have production documents returned and discussed in class. Students will be able to view their grades in My Grades in WebCT.

Exams will include both objective and production testing. Students will be able to view the solutions to online objective tests; however, students will not be able to view the corrected production documents online. They will be able, however, to see their grades in My Grades and drop by the office to review their exams. Additionally, students will be able to view the instructor's comments on each production submitted. Generally work will be graded and posted within two days following an exam or production.

Students in both the traditional and Internet classes should use the Mail feature within WebCT to communicate with the instructor. Using WebCT email gives the student access to the instructor and other classmates without having to remember or type email addresses— just select a name from the list. If you are not able to contact your instructor using email in WebCT, you may use his or her Panola College email address. Panola College instructors attempt to respond to all email within 24 hours. Please always include a subject line and your name in your email.

Assessment:

The following items will be assigned during the semester and used to calculate the student's final grade:

- **KEYBOARDING LESSONS**
Each week's assignment will require the completion of selected lessons. Always check the Calendar to determine specific requirements (we will not complete every lesson or every exercise in each lesson). You will submit your work by uploading work to the GDP Irwin Web site (instructions for uploading work will be provided in WebCT) and each lesson will be reviewed and comments will be posted to the GDP site. The instructor will keep up with each lesson you submit and will give you a grade on the lessons submitted in each assignment. Basically, the instructor will review each lesson submitted from the assignment and give you a grade as to its percent of completeness .

- **TIMED WRITINGS**

Students will earn grades on 5-minute timings throughout the semester, both in daily work and in testing. The instructor will take your top two scores from the timings you complete in the keyboarding lessons. The instructor will also take two timing scores during testing. You will be given a chance to improve your timed writing scores at the final exam. At the end of the semester, the instructor will post your four timed writing grades.

See the table below for the timing writings grading scale. Find your WPM; then look to the right to see the corresponding score. For example, if you keyed 50 WPM on a 3-minute timing with no more than 3 errors, your score on that timing would be 83. Remember: The timing must be BOTH at the WPM indicated and within the error limitation shown on the next page.

WPM	Grade
70	100
69	99
68	98
67	97
66	96
65	95
64	94
63	93
62	92
61	91
60	90
59	89
58	88
57	87
56	86
55	85
54	84
53	83
52	82
51	81
50	80
49	79
48	78
47	77
46	76
45	75
44	74
43	73
42	72
41	71
40	70
39	69
38	68
37	67
36	66
35	65
34	64
33	63
32	62
31	61
30	60

Error Limits on Timed Writings

3-minute timed writing – 3 errors maximum

5-minute timed writing – 5 errors maximum

- **PRODUCTION TESTS**

Production tests measure speed and accuracy in applying keyboarding skills in production of memos, business and personal business letters, business and academic reports, memo reports, resumes, employment applications, meeting agendas and minutes, itineraries, procedures manuals, tables, and various medical and legal documents. (The production grading scale will be presented to the student as each type of document is studied, and a graded production will be administered during testing.) Production testing must be taken on campus at a time scheduled by the instructor. Students taking this course through the Virtual College of Texas (VCT) must make testing arrangements with the testing center at their colleges before each exam.

- **EXAMS**

Exams will consist of testing over principles and formatting documents. Online testing must be taken on campus at a time scheduled by the instructor. Students taking this course through the Virtual College of Texas (VCT) must make testing arrangements with the testing center at their colleges before each exam. The Calendar will list the times testing will be available.

Course Grade:

The grading scale for this course is as follows:

- Keyboarding lessons – 20%
- Timed writings – 30%
- Production tests – 30%
- Exams – 20%

Lesson, production, timed writings, and exam grades will be posted to My Grades in WebCT.

Texts, Materials, and Supplies:

- *Gregg College Keyboarding & Document Processing (GDP), Microsoft Word 2007 Update, Kit 2, Lessons 61-120 with Home software 2.0, 10th edition, Ober, Johnson, Zimmerly, McGraw-Hill Higher Education, 2008, ISBN: 0077260554.*
- Access to a computer and the Internet.
- Access to Microsoft Word 2007.
- Hard drive, flash drive, or disk used to store completed documents.

Other:

- For current texts and materials, use the following link to access bookstore listings: <http://www.panola.edu/collegestore.htm>
- For testing services, use the following link: <http://www.panola.edu/instruction/dl/testing.htm>

SCANS CRITERIA

- 1) **Foundation skills are defined in three areas: basic skills, thinking skills, and personal qualities.**
 - a) **Basic Skills:** A worker must read, write, perform arithmetic and mathematical operations, listen, and speak effectively. These skills include:
 - i) Reading: locate, understand, and interpret written information in prose and in documents such as manuals, graphs, and schedules.
 - ii) Writing: communicate thoughts, ideas, information, and messages in writing, and create documents such as letters, directions, manuals, reports, graphs, and flow charts.
 - iii) Arithmetic and Mathematical Operations: perform basic computations and approach practical problems by choosing appropriately from a variety of mathematical techniques.
 - iv) Listening: receive, attend to, interpret, and respond to verbal messages and other cues.
 - v) Speaking: Organize ideas and communicate orally.
 - b) **Thinking Skills:** A worker must think creatively, make decisions, solve problems, visualize, know how to learn, and reason effectively. These skills include:
 - i) Creative Thinking: generate new ideas.
 - ii) Decision Making: specify goals and constraints, generate alternatives, consider risks, and evaluate and choose the best alternative.
 - iii) Problem Solving: recognize problems and devise and implement plan of action.
 - iv) Visualize ("Seeing Things in the Mind's Eye"): organize and process symbols, pictures, graphs, objects, and other information.
 - v) Knowing How to Learn: use efficient learning techniques to acquire and apply new knowledge and skills.
 - vi) Reasoning: discover a rule or principle underlying the relationship between two or more objects and apply it when solving a problem.
 - c) **Personal Qualities:** A worker must display responsibility, self-esteem, sociability, self-management, integrity, and honesty.
 - i) Responsibility: exert a high level of effort and persevere toward goal attainment.
 - ii) Self-Esteem: believe in one's own self-worth and maintain a positive view of oneself.
 - iii) Sociability: demonstrate understanding, friendliness, adaptability, empathy, and politeness in group settings.
 - iv) Self-Management: assess oneself accurately, set personal goals, monitor progress, and exhibit self-control.
 - v) Integrity and Honesty: choose ethical courses of action.
- 2) **Workplace competencies are defined in five areas: resources, interpersonal skills, information, systems, and technology.**
 - a) **Resources:** A worker must identify, organize, plan, and allocate resources effectively.
 - i) Time: select goal-relevant activities, rank them, allocate time, and prepare and follow schedules.
 - ii) Money: Use or prepare budgets, make forecasts, keep records, and make adjustments to meet objectives.
 - iii) Material and Facilities: Acquire, store, allocate, and use materials or space efficiently. Examples: construct a decision time line chart; use computer software to plan a project; prepare a budget; conduct a cost/benefits analysis; design an RFP process; write a job description; develop a staffing plan.
 - b) **Interpersonal Skills:** A worker must work with others effectively.
 - i) Participate as a Member of a Team: contribute to group effort.
 - ii) Teach Others New Skills.
 - iii) Serve Clients/Customers: work to satisfy customer's expectations.

- iv) **Exercise Leadership:** communicate ideas to justify position, persuade and convince others, responsibly challenge existing procedures and policies.
- v) **Negotiate:** work toward agreements involving exchange of resources, resolve divergent interests.
- vi) **Work with Diversity:** work well with men and women from diverse backgrounds.

Examples: collaborate with a group member to solve a problem; work through a group conflict situation, train a colleague; deal with a dissatisfied customer in person; select and use appropriate leadership styles; use effective delegation techniques; conduct an individual or team negotiation; demonstrate an understanding of how people from different cultural backgrounds might behave in various situations.

- c) **Information:** A worker must be able to acquire and use information.

- i) **Acquire and Evaluate Information.**
- ii) **Organize and Maintain Information.**
- iii) **Interpret and Communicate Information.**
- iv) **Use Computers to Process Information.**

Examples: research and collect data from various sources; develop a form to collect data; develop an inventory record-keeping system; produce a report using graphics; make an oral presentation using various media; use on-line computer data bases to research a report; use a computer spreadsheet to develop a budget.

- d) **Systems:** A worker must understand complex interrelationships.

- i) **Understand Systems:** know how social, organizational, and technological systems work and operate effectively with them.
- ii) **Monitor and Correct Performance:** distinguish trends, predict impacts on system operations, diagnose deviations in systems' performance and correct malfunctions.
- iii) **Improve or Design Systems:** suggest modifications to existing systems and develop new or alternative systems to improve performance.

Examples: draw and interpret an organizational chart; develop a monitoring process; choose a situation needing improvement, break it down, examine it, propose an improvement, and implement it.

- e) **Technology:** A worker must be able to work with a variety of technologies.

- i) **Select Technology:** choose procedures, tools or equipment including computers and related technologies.
- ii) **Apply Technologies to Task:** understand overall intent and proper procedures for setup and operation of equipment.
- iii) **Maintain and Troubleshoot Equipment:** Prevent, identify, or solve problems with equipment, including computers and other technologies.

Examples: read equipment descriptions and technical specifications to select equipment to meet needs; set up and assemble appropriate equipment from instructions; read and follow directions for troubleshooting and repairing equipment.