Catalog Description: A continuation of keyboarding skills emphasizing acceptable speed and accuracy levels and formatting documents.

Lecture hours = 3, Lab hours = 1

Prerequisites: POFT 1429 or instructor approval

Semester Credit Hours: 4
Lecture Hours per Week: 3
Lab Hours per Week: 3
Contact Hours per Semester: 96

State Approval Code: 5204080000

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 to create documents and tables.
   b. Read, interpret, and apply formatting commands using the Microsoft Word 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-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-ii, 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-ii, 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-ii, 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-ii, 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.
2. Students will complete hands-on, production 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).
3. Students will complete two objective exams testing their knowledge of keyboarding principles and formatting.
4. Students will submit 5-minute timed writings completed during the lessons and during testing.

Methods of Instruction/Course Format/Delivery:
Students in both the traditional class and in the Internet class will have access to this course via Canvas. 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).

All lessons will be completed and submitted through the GDP Web site which is separate from Canvas. 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 Canvas.

Students will take two objective (true/false, multiple choice) exams during the semester using Canvas. Students will be able to view the solutions to online objective tests. Students will also take two production exams during the semester creating documents and submitting them through the GDP Web site. 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 People feature within Canvas to communicate with the instructor. Using Canvas 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 Canvas, 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 Syllabus link in Canvas 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 Web site (instructions for uploading work will be provided in Canvas) and each lesson will be reviewed and comments will be posted to the GDP site. I am keeping up with each lesson you submit and will give you a grade on the lessons submitted in each assignment. Basically, I will review each lesson submitted from the assignment and give you a grade as to its percent of completeness. Submission of someone else’s work will receive a zero.

- **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 score from the timings you complete in the keyboarding lessons. The instructor will also take your top timing score during testing. You will be given a chance to improve your timed writing scores at the final exam. See the table on the next page for the timing writings grading scale. Find your WPM; then look to the right to see the corresponding score. For example, if you keyed 45 WPM on a 5-minute timing with no more than 5 errors, your score on that timing would be 80. Remember: The timing must be BOTH at the WPM indicated and within the error limitation shown below.
### Error Limits on Timed Writings

5-minute timed writing – 5 errors maximum

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• **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. Students will be provided a grading scale on the last page of the production test that shows how words per minute (wpm) and errors correlate to a numeric score. Production testing must be taken on the Carthage, Marshall, or Shelby College campuses 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 objective questions testing keyboarding principles and document formatting. Online testing must be taken on the Carthage, Marshall, or Shelby College campuses 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 Syllabus link in Canvas 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%

All student grades including a mid-semester and final grade will be posted to Grades in Canvas.

Students needing special classroom or testing accommodations because of physical or learning disabilities must contact the Student Success office before these services will be made available in the classroom.

A student that chooses to NOT finish the course must complete the withdrawal procedure in the Student Success office in order to receive a “W.” Otherwise, the student will receive a grade at the end of the semester commensurate with the work completed.

**Texts, Materials, and Supplies:**
- Access to a computer and the Internet.
- Access to Microsoft Word 2013 (Word 2010 may be used for this course).
- Hard drive or flash drive used to store completed documents.

**Other:**
- For current texts and materials, use the following link to access bookstore listings: [http://www.panolacollegestore.com](http://www.panolacollegestore.com).
- For testing services, use the following link: [http://www.panola.edu/elearning/testing.html](http://www.panola.edu/elearning/testing.html).
- If any student in this class has special classroom or testing needs because of a physical learning or emotional condition, please contact the ADA Student Coordinator in Support Services located in the Administration Building or go to [http://www.panola.edu/student-success/disability-support-services/](http://www.panola.edu/student-success/disability-support-services/) for more information.
- Withdrawing from a course is the student’s responsibility. Students who do not attend class and who do not withdraw will receive the grade earned for the course.
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.