



## **Course Syllabus**

### **POFT 2301 – Intermediate Keyboarding**

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

**Prerequisites:** POFT 1329 or instructor approval

**Semester Credit Hours:** 3

**Lecture Hours per Week:** 2

**Lab Hours per Week:** 4

**Extended Hours:** 0

**Contact Hours per Semester:** 96

**State Approval Code:** 5204080000

**Class section meeting time:**

**Alternate Operations During Campus Closure:** In the event of an emergency or announced campus closure due to a natural disaster or pandemic, it may be necessary for Panola College to move to altered operations. During this time, Panola College may opt to continue delivery of instruction through methods that include, but are not limited to: online learning management system (CANVAS), online conferencing, email messaging, and/or an alternate schedule. It is the responsibility of the student to monitor Panola College's website ([www.panola.edu](http://www.panola.edu)) for instructions about continuing courses remotely, CANVAS for each class for course-specific communication, and Panola College email for important general information.

**Artificial Intelligence (AI) Course Policy: No use of Generative AI permitted.** All work submitted by students will be generated by the students themselves, whether they are working individually or in groups. Students should not have another person or entity do the writing of any portion of an assignment, which includes hiring a person or a company to write assignments and/or using artificial intelligence (AI) tools like ChatGPT. Use of any AI-generated content in this course qualifies as academic dishonesty and violates Panola College's standards of academic integrity.

**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 Outcomes:**

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-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:**

A general description of lecture/discussion topics included in this course are listed in the Learning Outcomes/Specific Course Objectives sections of this syllabus.

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.

**Major Assignments/Assessments:**

The following items will be assigned and assessed 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. There will be approximately 6 assignments.

- **Timed Writings**

Students will earn grades on 5-minute timings throughout the semester, both in daily work and in testing (2 grades total). 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. Timed writing exams do not need to be taken at a testing center.

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 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. Each timed writing grade will count 15% of the student's final grade.

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

**Error Limits on Timed Writings**

5-minute timed writing – 5 errors maximum

35	70
34	69
33	68
32	67
31	66
30	65
29	64
28	63
27	62
26	61
25	60

- **Production Test**

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. There will be a production exam given at the end of the semester. Students will type five documents and will receive a separate grade for each document (5 grades total). Students will be provided a grading scale on each production that shows how words per minute (wpm) and errors correlate to a numeric score. The production exam does not need to be taken in the testing center.

- **Exams**

Exams consist of objective questions testing keyboarding principles and document formatting. The Syllabus link in Canvas will list the times testing will be available. Tests will be administered online in Canvas using Proctorio which provides a video/audio recording of your testing experience for the instructor. You will take the exams at home using the webcam on your computer; if you do not have a webcam, you may take the exams at one of the Panola College testing centers in Carthage, Center, or Marshall. The final exam will count 15% of the student's final grade.

**Course Grade:**

The grading scale for this course is as follows:

- Keyboarding lessons – 25%
- Timed writings – 30%
- Production tests – 30%
- Exams – 15%

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

*Cheating* is defined as unauthorized help on an examination or assigned course material. A student must not submit another student's work as his or her own. A student must not receive from any other student or give to any other student any information, answers, or help during an exam. A student must not "steal" the answers from an unsuspecting student during an exam. A student must not use any sources for answers during an exam (including but not limited to notes, books, or electronic devices) without prior authorization from the professor. A student must not obtain exam questions illegally, tamper with the exam questions, nor change the results of an exam after it has been graded. **All cheating infractions will result in a grade of "0" for the assignment. A student will fail the class upon his or her second cheating offense.** These policies shall be adhered to unless mitigating circumstances should prove a lesser penalty should apply. Students shall have the right to contest a cheating or plagiarism claim; the appeals process is specifically defined in the student handbook.

**Attendance:**

Students in the face-to-face class are expected to arrive on time and remain in class until the class is over as random movement into, out of, or around the classroom is disruptive and disrespectful. Students are highly encouraged to participate in class by asking questions and engaging in discussions. Disruptive

class behavior will result in dismissal from the classroom and an absent mark on the attendance record. Persistent, disruptive behavior may ultimately result in dismissal from the course, a failing grade, and further disciplinary actions in accordance with college policy.

Make up assignments/exams will only be granted in accord with the excused absence policy.

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.

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.

#### **Texts, Materials, and Supplies:**

- *Gregg College Keyboarding & Document Processing (GDP), Microsoft Word 2019, Kit 2, Lessons 61-120 w/ Word Manual*, 11th edition, Ober, Johnson, Zimmerly, McGraw-Hill Higher Education, 2019, ISBN: 9780077959739. This kit includes the textbook and the access code.
- Access to a computer and the Internet.
- Access to Office 365 or Microsoft Word 2019.
- Hard drive or flash drive used to store completed documents.

#### **Required Readings:**

- Chapters 61-74 and 76-100 in *Gregg College Keyboarding & Document Processing*, 11<sup>th</sup> edition.

#### **Recommended Readings:**

- None

#### **Other:**

- Courses conducted via video conferencing may be recorded and shared for instructional purposes by the instructor.
- For current texts and materials, use the following link to access bookstore listings: <https://www.panolacollegestore.com>
- For testing services, use the following link: <https://www.panola.edu/student-services/student-support/academic-testing-center>
- 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 Charles C. Matthews Student Center or go to <https://www.panola.edu/student-services/student-support/disability-support-services> for more information.
- Panola College welcomes pregnant and parenting students as a part of the student body. This institution is committed to providing support and adaptations for a successful educational experience for pregnant and parenting students. Students experiencing a need for accommodations related to pregnancy or parenting will find a Pregnancy and Parenting Accommodations Request form in *The Pathfinder* or may request the form from the course instructor.
- 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.
- Student Handbook, *The Pathfinder*: <https://www.panola.edu/> (located at the bottom under students)

## 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.