

COURSE OUTLINE

Document Processing

Course Title

OA210

Dept. & Course No.

- I. DESCRIPTION: This course provides simulated document processing in the workplace using Microsoft Office applications as well as develop keyboarding speed and accuracy. It will cover realistic workplace challenges integrating business vocabulary, critical thinking, strategies, and web research skills into the development of various business documents.
- II. SEMESTER CREDITS: 3
- III. CONTACT HOURS PER WEEK:

3	0	3
Lecture	Lab	Total
- IV. PRE-REQUISITE: IT105
- V. STUDENT LEARNING OUTCOMES:
- VI. COURSE CONTENT:

Upon completion of the course, the student will be able, with 65% accuracy, to:

- | | |
|--|--|
| 1. Prepare business correspondence. | A. Routine Business Correspondence <ol style="list-style-type: none">1. Format letter2. Format memo3. Subject, reference, and attention lines4. Copy and enclosure notation5. E-mail |
| 2. Prepare medical documents. | B. Medical Documents <ol style="list-style-type: none">1. Medical reports2. Medical forms3. Billing statements4. Presentation documents |
| 3. Prepare legal documents. | C. Legal Documents <ol style="list-style-type: none">1. Legal employment documents2. Contracts3. Property Agreements4. Wills5. Complaints6. Affidavits |
| 4. Prepare travel documents. | D. Travel Documents <ol style="list-style-type: none">1. Itinerary2. Travel forms<ol style="list-style-type: none">a. Travel authorizationb. Travel budget/expense reports3. Trip reports |
| 5. Prepare meeting and business reports. | E. Business Reports <ol style="list-style-type: none">1. Business plan2. Speeches |

- 3. Proposals
- 4. Minutes of meeting
- 5. Agenda
- 6. News release

6. Prepare shipping documents.

F. Shipping Documents

- 1. Confirmation letters
- 2. Forms
 - a. Purchase orders
 - b. Invoice
- 3. Billing statement

7. Type with speed and accuracy.

G. Timed Writings

VI. EQUIPMENT AND MATERIALS:

- A. Computers
- B. Microsoft Office
- C. Projector
- D. Routine Classroom materials

VII. TEXTBOOK:

Instructor's handouts

VIII. METHOD OF INSTRUCTION:

- A. Lecture and questions/answers
- B. Demonstration
- C. Hands on experience
- D. Discussions & group/team work

IX. METHOD OF EVALUATION:

A. The components that are included in the computation of the final grade are:

<u>Components</u>	<u>Percent</u>
Assignments/Projects/Presentations	25%
Reports	5%
Tests/Quizzes	25%
Midterm/Final Examination	25%
Participation	<u>20%</u>
Total	100%

B. The conversion of percent to letter grade is as follows:

Percentages	Letter Grade
90-100.....	A
80-89.....	B
70-79.....	C
65-69.....	D
0-64.....	F

**Palau Community College
OA210 Document Processing
Course Learning Outcomes**

During the course experience, the *course learning outcomes* (CLOs) will be assessed through the use of signature assignments. A rating scale will be used to determine the students' proficiency level of each CLO using specifically aligned assignments. The numerical ratings of 4, 3, 2 and 1 are not intended to represent the traditional school grading system of A, B, C, D and F. The descriptions associated with each of the numbers focus on the level of student performance for each of the course learning outcomes listed below.

- | | |
|---------------|--------------|
| 4 Outstanding | 2 Emerging |
| 3 Proficient | 1 Developing |

CLO #1

Numerical Value	Students will be able to type with speed and accuracy.
4	Type given document in allotted time with 0- 2 errors. Over 40 words per minute / 93-100%
3	Type given document in allotted time but with 3 errors. 37-40 words per minute 90-92% accuracy
2	Type given document over allotted time without error. 30-36 words per minute / 80-89%
1	Type given document over allotted time and with errors. 0-29 words per minute / below 80%

CLO #2

Numerical Value	Student will be able to prepare routine business correspondence.
4	Documents are completed in appropriate format without any error.
3	Documents are completed in appropriate format with only 1 error.
2	Documents are completed in appropriate format with 2 errors.
1	Documents are completed in appropriate format with 3 or more errors.

CLO #3

Numerical Value	Student will be able to prepare legal/medical documents.
4	Prepare documents in appropriate format without error.
3	Prepare documents in appropriate format with 1- 2 errors.
2	Prepare documents in appropriate format with 3-4 errors.
1	Prepare documents in appropriate format with 5 or more errors.