

ACED 4070 (Section E01)
Office Applications
3 SEMESTER HOURS

Dewar College of Education
Valdosta State University
Department of Adult and Career Education
Conceptual Framework: Guiding Principles (DEPOSITS)
(adapted from the Georgia Systemic Teacher Education Program Accomplished Teacher Framework)

Dispositions Principle: Productive dispositions positively affect learners, professional growth, and the learning environment.

Equity Principle: All learners deserve high expectations and support.

Process Principle: Learning is a lifelong process of development and growth.

Ownership Principle: Professionals are committed to and assume responsibility for the future of their disciplines.

Support Principle: Successful engagement in the process of learning requires collaboration among multiple partners.

Impact Principle: Effective practice yields evidence of learning.

Technology Principle: Technology facilitates teaching, learning, community-building, and resource acquisition.

Standards Principle: Evidence-based standards systematically guide professional preparation and development.

REQUIRED TEXTBOOKS

REQUIRED TEXT IS AVAILABLE IN THE VSU BOOKSTORE. (ANY UNSOLD BOOKS WILL BE RETURNED TO THE PUBLISHER AFTER MIDTERM). If you plan to purchase your book from a source other than the VSU bookstore, it is your responsibility to make sure that arrives on time.

REQUIRED: ACED 4070 Office Applications ISBN# 9780077725037

Author/Editor = McGraw-Hill Create

Publisher = MCGRAW HILL

NOTE: This ISBN# 9780077725037 is for a custom course textbook/package that was created specifically for ACED 4070 at Valdosta State University. The package comes complete with the required student DVD, audio files, and filing kit all packaged together.

REQUIRED:

Express Scribe Software (FREE DOWNLOAD) at <http://www.nch.com.au/scribe/index.html>

Express Scribe is professional audio player software for PC or Mac designed to assist the transcription of audio recordings.

Install it on the computer and control audio playback using a transcription foot pedal or keyboard (with 'hot' keys).

The free version supports common audio formats, including wav, mp3, wma and dct. Download the free version of Express Scribe here.

RECOMMENDED: Ear Phones & USB Foot Pedal



COURSE DESCRIPTION

This course focuses on three major aspects of office administration— machine transcription, records management , and business calculations. Emphasis in the course is on keying a variety of business documents from machine dictation completing a records management simulation , and solving business mathematics problems using the electronic calculator.

THIS IS A CAPSTONE COURSE. Students will be required to apply English/grammar, business communication, and document formatting techniques which were taught in prerequisite courses.

Prerequisites: Grade of “C” or better in ACED 2000 or exemption, ACED 2050, ACED 3000. Focus on three major aspects of office administration— machine transcription, records management, and business calculations. Emphasis in the course is on keying a variety of business documents from machine transcription, completing a records management simulation, and solving business mathematics problems using the electronic calculator and other methods.

COLLEGE OF EDUCATION CONCEPTUAL FRAMEWORK STANDARDS (CFS)

(identify those that apply to the course)

- I. **CONTENT AND CURRICULUM:** Educators demonstrate a strong content knowledge of content area(s) that is appropriate for their certification levels.
- III. **LEARNING ENVIRONMENTS:** Educators create learning environments that encourage positive social interaction, active engagement in learning, and self-motivation.
- VI. **PROFESSIONALISM:** Educators recognize, participate in, and contribute to teaching and learning as a profession.

LEARNING OUTCOMES FOR VSU'S CORE CURRICULUM

All learning outcomes in the major continue to build upon those in VSU's Core Curriculum listed at <http://www.valdosta.edu/gec/ProposedNewLearningOutcomes.shtml>.

COURSE OBJECTIVES (CO):

Upon completion of this course, the student will be able to:

1. Demonstrate positive employability skills and work habits.)
2. Correctly apply grammar, punctuation, word choice, and business letter styles.
3. Demonstrate proficiency in transcribing documents using a computer and transcription equipment and correcting errors in punctuation, spelling, formatting, keying, and word usage striving to make each document mailable (error free and in correct format).
4. Demonstrate an understanding of the records management cycle, what it includes, and why it is important.
5. Understand and apply the basic principles and procedures for effective document filing and retrieval.
6. Demonstrate the ability to apply filing rules in the completion of filing exercises and examinations.
7. Create an electronic records management file.
8. Demonstrate proficiency in using the touch system for the ten-key electronic calculator in performing the fundamental processes of addition, subtraction, multiplication, and division rapidly and accurately.
9. Use a systematic approach to solve word problems involving basic business mathematical concepts.
10. Demonstrate proficiency in reconciling selected bank records.
11. Understand the various methods of computing finance charges and the advantages and disadvantages of each method.

COURSE ACTIVITIES/ASSIGNMENTS/REQUIREMENTS

1. Adequate attendance and preparation; appropriate appearance and dress on class meeting days.
2. Successful completion of machine transcription unit consisting of spelling, proofreading, English and grammar worksheets and keying a variety of Mailable (error-free) documents in the correct format.

2. Successful completion of exercises to demonstrate knowledge of specific filing rules.
3. Successful completion of business mathematics worksheets and calculator exercises to demonstrate knowledge of specific math concepts.
4. Achievement of passing score (**70%**) on the end of unit exams which will be given at the culmination of each of the units to be covered (transcription, records management, business mathematics).

COURSE EVALUATION

Machine transcription Worksheets, Mailable Transcripts, and Exam(Objectives 1 and 2)	35%
Filing Unit Worksheets and Exam (Objectives 3-5)	30%
Practical Business Math Worksheets and Exam (Objectives 6-15)	30%
Work Ethics (regular attendance, no evidence of dishonesty and/or cheating on assignments) (Objective 1)	<u>5%</u>

TOTAL = 100%

SEMESTER EVALUATION METHOD FOR ACED 4070 E01

	A	B	C	D
1	35% of Final Grade	TRANSCRIPTION UNIT		Transcription Unit
2	Homework	Transcription	Exam	Average
3	=AVERAGE*20%	=AVERAGE*30%	=AVERAGE*50%	=(A5+B5+C5)*35%
4	HW:			
5	HW:			
6	30% of Final Grade	RECORDS MANAGEMENT UNIT		
7	Worksheets		Exam	Filing Average
8	=AVERAGE*30%		=AVERAGE*70%	=(B10+C10)*30%
9	HW:			
10	HW:			
11	30% of Final Grade	PRACTICAL BUSINESS MATH UNIT		
12	Worksheets	Calculator Tech.	Exam(s)	Bus. Math Unit Average
13	=AVERAGE*25%	=AVERAGE*10%	=AVERAGE*65%	=(A14+B14+C14)*30%
14	HW: 4 ___ 6 ___ 7 ___ 8 ___ 10 ___			
15	QZ: 4 ___ 6 ___ 7 ___ 8 ___ 10 ___			
16	5% of Final Grade	WORK ETHICS AND APPEARANCE		
17	CHEATING ON ASSIGNMENT	DRESS CODE VIOLATIONS		
18	1 _____ = -100%	1 ___ 2 ___ 3 ___ = - 100%		=(D18)*5%
19	Excessive Absences >3 = -100%			
20			OVERALL GRADE	=D5+D10+D15+D18

Final Grading Scale

90 — 100 = A	80 — 89 = B	70 — 79 = C	60 — 69 = D	Below 60 = F
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COURSE EVALUATION POLICIES

Some scores may appear automatically in BlazeVIEW after completion of a quiz or computer-graded assignment; however, many assignments are evaluated manually by the instructor, who will post those scores in BlazeVIEW within a week of the end of a module. It is the student's responsibility to check the gradebook in BlazeVIEW at least once a week, and to discuss any questions or discrepancies with the instructor *no later than one week* after a score is posted.

*Make-up exams are given only with the professor's permission, which must be *requested prior to the scheduled exam time*; otherwise a "0" will be earned for missed exams—NO EXCEPTIONS. Make-up exams may or may not exactly duplicate the originals and will not entitle other students to the same alternative exam.

Tutorials and Assignments:

You are required to proofread each lesson before submitting it. Omissions and errors will lower the grade you receive on your class assignments. Points will be deducted as follows: **-5** each major formatting error, **-3** each minor formatting error, **-2** each spelling/typographical error.) Also, make sure you have included all jobs for each lesson. (You will lose points for each exercise which is omitted.)

ASSIGNMENT POLICIES

- **Late assignments will not be accepted.** It is in your best interest to stay at least a day ahead of each deadline—do not wait until the last minute to begin assignments or to submit work. Computers and the Internet can be temperamental at times, so give yourself extra time to compensate for these issues.
 - If you have a **SERIOUS** problem that keeps you from submitting assignments on time, please contact your instructor immediately, *who will determine if the seriousness of your problem warrants an exception to the late assignment rule.*
 - The following are examples of what might be considered as exceptions:
 - Documented widespread power or Internet outage that also affects campus or public labs
 - Your own hospitalization or documented serious illness
 - Death in the immediate family (with documentation)
 - In cases of emergency, you should contact the Office of the Vice President for Student Affairs (333-5359), who will in turn contact your instructors.
 - The following are examples of what may NOT be considered as exceptions:
 - **Problems with your home or work computer or software—have a backup plan in place.**
 - Heavy work or course schedule and poor time management
 - Vacation
 - Late assignments that are accepted may be assessed a 50% grade penalty, *before grading.* These assignments are at the sole discretion of the professor. These assignments may or may not exactly duplicate the original and will not entitle other students to the same alternatives since they may not have experienced the same situation.
 - As a safeguard, please save a copy of **all assignments** on your jump drive or other personal media until the end of the semester.

You should be aware that I do not give extra credit assignments, so you should plan on doing your best work on the required assignments.

The date and time for the final exam: TBA

No final exams will be given early unless you have requested and have been granted permission from the dean of the College of Education. The complete final exam schedule is available at: <http://www.valdosta.edu/academics/registrar/documents/spring-13-final-exam-schedule.pdf>

METHOD OF DELIVERY

This class will be delivered as a fully online course, with activities assigned and exams administered over the Internet using the Desire 2 Learn (D2L) platform in GoVIEW.

1. It is the student's responsibility to visit the Distance Learning VSU Website at <http://ww2.valdosta.edu/distance/georgiaview.shtml> to ensure that all software and equipment requirements are met BEFORE the class begins. Please pay particular attention to the information related to pop-ups and JAVA.
2. The instructor will provide announcements, readings, asynchronous discussions, email communications, and weekly assignments through Learning Modules in BlazeVIEW and Microsoft Outlook.
3. For attendance purposes, students are required to access and participate in an academic event asynchronously over the Internet a minimum of two different days each week.
4. Students are expected to check BlazeVIEW announcements and email several times a week.
5. Students will actively interact with each other, the instructor, the content, and the BlazeVIEW interface.

Scheduled Maintenance

Please note that eCore's **GeorgiaVIEW Vista will be OFFLINE from 10:00PM Friday until 7:00am Saturday** for scheduled maintenance every other week. For the current schedule, see the [GeorgiaVIEW \(eCore Vista\) Maintenance Calendar](#) (right hand side, goldenrod color).

Students- How to Get Help with GoVIEW

Having technical difficulties?

If you still cannot log into eCore Vista, you **may need your password reset** (MUST call for password reset). Contact the **Online Support Center (OSC) at 1-866-588-5293** for assistance. Live support is available from the OSC 24 hours a day 365 days a year. (If you do not need your password reset but have a question about eCore Vista, search the knowledge base or request help at the [OSC website](#).)

You may also call the Desire2Learn Help Center 24 hour support, toll-free 855-772-0423, <https://D2LHelp.view.usg.edu>

Be sure to identify yourself as an eCore student.

If your problem is not resolved in a timely manner, contact [eCore at VSU](#). Be sure to report that you have already requested assistance from the OSC and if possible provide any ticket/request numbers you have for the issue.

Ho to Contact The VSU IT Helpdesk

Course instructors are not responsible for troubleshooting GoVIEW technical issues. The Helpdesk is also ready to support your needs. The [IT Helpdesk](#) is the first level of support for GoVIEW and can answer most basic questions. They resolve technical issues such as popups, browser, [java](#), and security software. Should they need to escalate the call to a more senior administrator then they will do so. The Helpdesk is located on the second floor of the Odum Library (Main entrance). In person. * Please review the [Helpdesk website](#) for hours of operation.

There are several ways to contact the Help Desk:

1. Phone: 229-245-4357
2. [Submit a Help Request](#)
3. Email: helpdesk@valdosta.edu

Software: Microsoft Word and PowerPoint (or compatible)

The *Office 2010* software is available for student use in most campus labs. A light version is available for use as part of each student's [Live@VSTATE](#) account. If you wish to purchase this software for your home computer at a significant student discount, please visit the Tech Store at <http://services.valdosta.edu/techshop/MicrosoftSoftware.aspx>.

LIBRARY

For students both on- and off-campus, the *Odum Library* offers full journals, books and other resources essential for completing course assignments. Go to <http://www.valdosta.edu/library/> or visit the library in person. Librarians are often available to help you in person or via live chats or email.

ATTENDANCE POLICIES

The nature of the course requires participation in an academic event online in **GoVIEW** on two different days each week, and an absentee policy will be enforced. An “academic event” may include: posting to a discussion board, submitting homework, sending email to an instructor, taking a test or quiz, etc. The following points may be deducted from the **final course average for each week that a student does not participate in an academic event online in GoVIEW on two different days of a week:**

- 0-3 absences = final course average not affected
- 4 absences = 2 points deducted from course average
- 5 absences = 4 points deducted from course average
- 6 absences = 6 points deducted from course average
- 7 absences = 8 points deducted from course average
- 8 absences = 10 points deducted from course average
- 9 absences = 12 points deducted from course average
- 10 absences = student dropped from course with “F”

VSU WITHDRAWAL POLICY

- Undergraduate students are limited to five course withdrawals for the lifetime of their undergraduate record.
- DO NOT OVER-REGISTER! Please make sure you are enrolled only in courses you intend to complete.
- Please go to <http://www.valdosta.edu/academic/WithdrawalPolicy.shtml> and read the entire policy and the FAQs.

Course withdrawal must be done by midterm. Late withdrawal process for medical or hardship situations after midterm withdrawal requires withdrawal from ALL classes.

Complete process is available at <http://www.valdosta.edu/academic/WithdrawalPolicy.shtml>

ACADEMIC HONESTY POLICIES

Warning: Academic integrity is taken very seriously by your professor.

- Do not turn in someone else's work claiming it as your own.
- Do not copy answers from anyone else's work, computer screen, jump drive, or other media.
- Do not allow anyone else to copy your work, look at your computer screen, or borrow your jump drive.
- Do not copy and paste anything from the Internet or other media without giving full credit to the author.
- Do not work with classmates on individual assignments, quizzes, exams, etc. Points for individual work are based on *each student's efforts to master the content*.

The full text of this policy is available at the Academic Affairs website

(<http://www.valdosta.edu/academic/AcademicHonestyatVSU.shtml>). The following penalties will be enforced, as stated in the Policy:

- FIRST OFFENSE: The student will earn a "0" on the assignment, test, project, etc.
- SECOND OFFENSE: The student will earn the letter grade "F" for the course.

Any violation of academic honesty may result in further action involving referral of the matter (with documentation) to the appropriate college (university) officials within the administrative structure will be taken. (Please also see the VSU Student Handbook.)

PROFESSIONALISM

Business Tips by Burlison Consulting http://www.dba-oracle.com/dress_code.htm

With today's young people going into "Body Art", the question arises about how these people can advance within American professional careers. Some corporations maintain a strict policy against visible tattoos, especially companies that must make a good impression on the general public. I highly recommend that you consider your future when deciding whether to get "body art". The size, content, and location of your "body art" may negatively impact your ability to be a serious contender for future employment.

Dress Codes Are Protected By Law. Remember, employers in the USA have a legal right to ask you to adhere to dress codes:

"A person can be fired because the company doesn't like your shoes," explains Robert D. Lipman, who manages the New York employment firm Lipman & Plesur, LLP . . .

"People say 'This is America. We should be able to do what we want.' But I tell them that once you walk into a private employer's workplace, your rights are limited."

ACCESSIBILITY STATEMENT

Valdosta State University is an equal opportunity educational institution. It is not the intent of the institution to discriminate against any applicant for admission or any student or employee of the institution based on the age, sex, race, religion, color, national origin, disability, or sexual orientation of the individual. It is the intent of the institution to comply with the Civil Rights Act of 1964 and subsequent Executive Orders as well as Title IX, Equal Pay Act of 1963, Vietnam Era Veterans Readjustment Assistance Act of 1974, Age Discrimination in Employment Act of 1967, and the Rehabilitation Act of 1973.

Students with disabilities who are experiencing barriers in this course may contact the Access Office for assistance in determining and implementing reasonable accommodations. The Access Office is located in Farber Hall. The phone numbers are 229-245-2498 (V), 229-375-5871 (VP) and 229-219-1348 (TTY). For more information, please visit <http://www.valdosta.edu/access> or email: access@valdosta.edu.

STUDENT OPINION OF INSTRUCTION

At the end of the term, all students will be expected to complete an online Student Opinion of Instruction survey (SOI) that will be available on BANNER. Students will receive an email notification through their VSU email address when the SOI is available (generally at least one week before the end of the term). SOI responses are anonymous, and instructors will be able to view only a summary of all responses two weeks after they have submitted final grades. While instructors will not be able to view individual responses or to access any of the responses until after final grade submission, they will be able to see which students have or have not completed their SOIs, and student compliance may be considered in the determination of the final course grade. These compliance and non-compliance reports will not be available once instructors are able to access the results. Complete information about the SOIs, including how to access the survey and a timetable for this term is available at <http://www.valdosta.edu/academic/OnlineSOIPilotProject.shtml>.

INSTRUCTOR

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FAX: (229) 219-1354 or 333-7167