EASTERN ARIZONA COLLEGE
Office Procedures/Office Transcription
Course Design
2018-2019

Course Information
Division
Business
Course Number
AIS 213B
Title
Office Procedures/Office Transcription
Credits
1
Developed by
Derek Rich, PhD
Lecture/Lab Ratio
1 Lecture/0 Lab
Transfer Status
<table>
<thead>
<tr>
<th>ASU</th>
<th>NAU</th>
<th>UA</th>
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<tr>
<td>Non Transferable</td>
<td>Elective Credit</td>
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Activity Course
No
CIP Code
52.0400
Assessment Mode
Final Exam (45 Questions/45 Points)
Semester Taught
Fall
GE Category
None
Separate Lab
No
Awareness Course
No
Intensive Writing Course
No
Diversity and Inclusion Course
No

Prerequisites
None

Educational Value
Develops skill in basic transcription methods needed to ensure the effectiveness of transcribing material. Enhances employability by developing and refining transcribing procedures, which are in high demand by the medical and legal fields.

Description
One of three office procedures modules designed to give the student real-world, hands-on experience while developing knowledge and skills necessary for work in the business office. In this module, students develop skills in the use of transcribing equipment to produce mailable documents in various business entities, including the medical, legal, government, education, and general business field. Emphasizes listening techniques, English fundamentals, proofreading, and proper formatting. Keyboarding skill necessary.
**Supplies**

None

**Competencies and Performance Standards**

1. **Operate a computer program (such as Media Player) to produce transcriptions on a word processing program.**

   **Learning objectives**
   
   *What you will learn as you master the competency:*
   
   a. Operates standard media player and a word processing program.
   
   b. Keyboards dictated words and phrases.

   **Performance Standards**
   
   *Competence will be demonstrated:*
   
   - in the completion of transcription assignments

   **Criteria - Performance will be satisfactory when:**
   
   - learner practices listening to a phrase or meaningful word group, keyboards those words, and listens again before completing the first group of words
   
   - learner analyzes what is being dictated and listens to the dictator's tone of voice as a guide to aid in correct punctuation

2. **Evaluate transcriptions.**

   **Learning objectives**
   
   *What you will learn as you master the competency:*
   
   a. Accurately proofreads transcripts.
   
   b. Produces accurate transcripts.

   **Performance Standards**
   
   *Competence will be demonstrated:*
   
   - in the proofreading of other assigned text

   **Criteria - Performance will be satisfactory when:**
   
   - learner demonstrates accurate proofreading of keyed dictation

3. **Produce clear, accurate documents from transcriptions, using a word processor.**

   **Learning objectives**
   
   *What you will learn as you master the competency:*
   
   a. Produces mailable correspondence from transcripts.

   **Performance Standards**
   
   *Competence will be demonstrated:*
   
   - in the completion of assigned transcription activities

   **Criteria - Performance will be satisfactory when:**
   
   - learner accurately completes dictation assignments
   
   - learner produces accurate transcripts
**Types of Instruction**
Online Presentation
Simulated Work Experience

**Grading Information**

**Grading Rationale**
Transcribed Documents--245 pts. (54%)  
Transcription Tests--160 pts. (36%)  
Final Exam--45 pts. (10%)  
Total Points Possible = 450 pts.

**Grading Scale**
A  90-100  
B  80-89  
C  70-79  
D  60-69  
F  Below 60