

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

ASU	NAU	UA
Non Transferable	Elective Credit	Non Transferable

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:

- o in the completion of transcription assignments

Criteria - Performance will be satisfactory when:

- o learner practices listening to a phrase or meaningful word group, keyboards those words, and listens again before completing the first group of words
- o 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:

- o in the proofreading of other assigned text

Criteria - Performance will be satisfactory when:

- o 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:

- o in the completion of assigned transcription activities

Criteria - Performance will be satisfactory when:

- o learner accurately completes dictation assignments
- o 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