Course Information
Organization: Eastern Arizona College
Division: Business
Course Number: OFT 213C
Title: Office Procedures/Electronic Office Equipment
Credits: 1
Developed by: Dana Barnett
Transfer Status: Non transferable
Extended Registration
Class: Yes
CIP Code: 52.0408
Assessment Mode: PrePost Test Project 1=10 points Project 2 = 40 po
Awareness Course: No
Intensive Writing Course: No
Goals:
1. Develop a 10-key by touch speed of greater than 10000 strokes per hour, with 90% accuracy.
2. Acquire a working knowledge of copier and duplicating technology and equipment.
3. Acquire a familiarity with communication technology and equipment.

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 for operating electronic calculators, reprographics equipment, and communications equipment. Students will develop the touch-method of calculating for a variety of business activities and will use the latest technology for reprographics and communications tasks. Also includes equipment maintenance and troubleshooting.

Textbooks:
None Required. None Required.

Supplies:
### Competencies and Performance Standards

#### 1. Develop 10-key by touch.

<table>
<thead>
<tr>
<th>Domain-- Psychomotor</th>
<th>Level-- Practice</th>
<th>Importance--Important</th>
<th>Difficulty--Medium</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Criteria</strong>--Criteria - Performance will be satisfactory when:</td>
<td><strong>Conditions</strong>-- Competence will be demonstrated:</td>
<td><strong>Learning Objectives:</strong></td>
<td></td>
</tr>
<tr>
<td>• learner demonstrates 10-key on computer.</td>
<td>• In the keying of assigned learning exercises.</td>
<td>a. Demonstrate 10-key on computer.</td>
<td></td>
</tr>
<tr>
<td>• In the completion of 10-key tests.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### 2. Demonstrate a working knowledge of duplicating technology and equipment.

<table>
<thead>
<tr>
<th>Domain-- Cognitive</th>
<th>Level-- Application</th>
<th>Importance--Important</th>
<th>Difficulty--Medium</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Criteria</strong>--Criteria - Performance will be satisfactory when:</td>
<td><strong>Conditions</strong>-- Competence will be demonstrated:</td>
<td><strong>Learning Objectives:</strong></td>
<td></td>
</tr>
<tr>
<td>• learner describes duplicating techniques.</td>
<td>• In the completion of assignments.</td>
<td>a. Describe duplicating techniques.</td>
<td></td>
</tr>
<tr>
<td>• learner completes duplicating requests.</td>
<td>• On the Posttest.</td>
<td>b. Complete duplicating requests.</td>
<td></td>
</tr>
</tbody>
</table>

#### 3. Acquire a familiarity with communication technology and equipment.

<table>
<thead>
<tr>
<th>Domain-- Cognitive</th>
<th>Level-- Synthesis</th>
<th>Importance--Important</th>
<th>Difficulty--Medium</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Criteria</strong>--Criteria - Performance will be satisfactory when:</td>
<td><strong>Conditions</strong>-- Competence will be demonstrated:</td>
<td><strong>Learning Objectives:</strong></td>
<td></td>
</tr>
<tr>
<td>• learner discusses communication equipment.</td>
<td>• In the completion of assignments.</td>
<td>a. Discuss communication equipment.</td>
<td></td>
</tr>
<tr>
<td>• learner applies proper telephone etiquette.</td>
<td>• On the Posttest.</td>
<td>b. Apply proper telephone etiquette.</td>
<td></td>
</tr>
<tr>
<td>• learner discusses fax machine terminology.</td>
<td></td>
<td>c. Discuss fax machine terminology.</td>
<td></td>
</tr>
<tr>
<td>• learner demonstrates how to fax information.</td>
<td></td>
<td>d. Demonstrate how to fax information.</td>
<td></td>
</tr>
</tbody>
</table>

#### 4. Troubleshoot computer printing problems.

<table>
<thead>
<tr>
<th>Domain-- Psychomotor</th>
<th>Level-- Adaptation</th>
<th>Importance--Essential</th>
<th>Difficulty--High</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Criteria</strong>--Criteria - Performance will be satisfactory when:</td>
<td><strong>Conditions</strong>-- Competence will be demonstrated:</td>
<td><strong>Learning Objectives:</strong></td>
<td></td>
</tr>
<tr>
<td>• learner utilizes printer utility software.</td>
<td>• In the completion of class assignments.</td>
<td>a. Utilize printer utility software</td>
<td></td>
</tr>
<tr>
<td>• learner characterizes common printer problems.</td>
<td>• On the Posttest.</td>
<td>b. Change and align printer cartridges.</td>
<td></td>
</tr>
<tr>
<td>• learner changes and aligns printer cartridges.</td>
<td></td>
<td>c. Characterize common printer problems.</td>
<td></td>
</tr>
</tbody>
</table>

### Types of Instruction

- Classroom Presentation
- Simulated or Actual Work Experience
Grading Policy

Evaluation Methods:

Assignments = 50%
Tests = 35%
Post Test = 15%

Grading Scale:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>90-100%</td>
</tr>
<tr>
<td>B</td>
<td>80-89%</td>
</tr>
<tr>
<td>C</td>
<td>70-79%</td>
</tr>
<tr>
<td>D</td>
<td>60-69%</td>
</tr>
<tr>
<td>F</td>
<td>Below 60%</td>
</tr>
</tbody>
</table>
Learning Plans

Learning Plan 1-- 10-Key

Overview: Provide 10-key learning and application on the PC.

Competency: 1. Develop 10-key by touch.

Learning Activities:

_____1. COMPLETE learning Exercises 1-24.

Performance Assessment Activities:


Learning Plan 2-- Duplicating Technology and Equipment

Overview: Provide students with the opportunity to use copy machine functions.

Competency: 2. Demonstrate a working knowledge of duplicating technology and equipment.

Learning Activities:

_____1. PARTICIPATE in class discussion on copy machine capabilities.

_____2. COMPLETE vocabulary handout.

_____3. COMPLETE instructor assigned coping project.

Performance Assessment Activities:

_____1. Submit vocabulary handout.

_____2. Submit copy project.

_____3. Complete final/postest.

Learning Plan 3-- Troubleshooting Printer Errors

Overview: To provide students with opportunities to analyze printer problems.

Competency: 4. Troubleshoot computer printing problems.

Learning Activities:

_____1. PARTICIPATE in class discussion.

_____2. OBSERVE instructor demonstrations.
Performance Assessment Activities:

_____1. Submit troubleshooting printer problem check off sheet.

_____2. Complete final/posttest.

Learning Plan 4-- Communication Technology and Equipment

Overview: Provide students with opportunities to use a fax machine and proper telephone skills.

Competency: 3. Acquire a familiarity with communication technology and equipment.

Learning Activities:

_____1. PARTICIPATE in class discussion.

_____2. OBSERVE instructor demonstration.

_____3. COMPLETE "Thank you for calling" activities.

_____4. COMPLETE fax vocabulary handout.

Performance Assessment Activities:

_____1. Submit "Thank you for calling" project.

_____2. Submit fax vocabulary handout.

_____3. Complete final/posttest.