



POFT 1331

Numeric Keypad Applications and Business Machines

Prerequisite: POFT 1329

Credits: 3 semester credit hours (3 hours lecture)

Course Description

This course introduces you to skill development in the operation of a numeric keyboard, with an emphasis on problem-solving skills in the mathematics of business using simulations; machine transcription of business documents with emphasis on language skills; introduction to various business machines such as a telephone, fax, scanner, and copying machine.

Required Textbook and Materials:

- Pasewark, W. R. (2012). Calculators: Printing & Display, 5th Ed. Mason, OH: South-Western Cengage Learning. (www.cengagebrain.com) ISBN 978-0-8400-6535-3 Purchase NEW only (It is a workbook.)
- Ballantine, M., (2012). Machine Transcription & Dictation, 6th Ed., Mason, OH: South-Western Cengage Learning. ISBN 978-1-111-42544-9
- USB drive

General Objectives

At the end of the semester, it is expected that the student:

1. Operate a numeric keypad with speed and accuracy.
2. Develop workplace competence using the ten-key touch method.
3. Improve basic arithmetic competence while learning to solve common business and personal math problems.
4. Develop competencies in machine transcription, dictation, and proofreading abilities.
5. Develop proper telephone etiquette.
6. Become familiar with various business machines such as scanner, copier, and fax.
7. Be aware of the effective human relations and communication in a working environment.

Class Outline

- | | |
|--------------------------------------|---------------------------------|
| I. Professional Telephone Techniques | 5. Building rapport |
| A. Telephone techniques | B. Managing challenging callers |
| 1. Fundamentals | 1. Using the right response |
| 2. Incoming calls | 2. Using words that work |
| 3. Outgoing calls | 3. Tactics for touch callers |
| 4. Connecting with callers | 4. Handling angry callers |

- 5. Handling customers problems and complains
 - C. Telephone technology
 - II. Electronic Calculators
 - A. Review ten-key pad
 - B. The ten-key touch method
 - 1. Addition touch method
 - 2. Ten-key numeric drill
 - 3. Subtraction
 - 4. Technique, speed, and accuracy
 - 5. Non-add key: Decimal point key
 - 6. Multiplication
 - 7. Division
 - 8. Memory: Grand total key
 - 9. Analyzing progress
 - 10. Decimals, fractions, percent
 - 11. Multiple operations
 - C. Criteria for Determining Strokes and Errors
 - D. Accuracy Drills
 - E. Progress Test Record
 - F. Speed Drills and Speed Drill Record
 - G. TKN Drill Graphs - SAM and EAM
- III. Proofreading and Transcription
 - A. Proofreading fundamentals
 - B. Machine transcription
 - C. Digital transcription
 - D. Transcription guidelines
 - E. Prepare to transcribe
 - F. Transcription Units:
 - 1. Advertising, journalism, and publishing
 - 2. Education, government, and public service
 - 3. Real estate, appraising, and property management
 - 4. Accounting, auditing, and financial planning
 - 5. Banking and financial planning
 - 6. Insurance
 - 7. Engineering
 - 8. Entertainment, food, and restaurant services
 - 9. Marketing, retail, and wholesale management
 - IV. Other Office Machines
 - A. Fax machine
 - B. Photocopier
 - C. Typewriter
 - D. Scanner

Grading System

- 90-100 A
- 80-89 B
- 70-79 C
- 60-69 D
- 0-59 F

Course Evaluation

Examinations – 40%

There will be four examinations during the semester. The exams include activities similar to the ones done in class, application and/or theory. For this reason, it is very important that you keep working weekly and read handouts, notes, and textbooks.

Lab Work – 50%

This course requires various types of performance exercises in office machines such as a calculator and transcriber. In addition, it involves practice in applying telephone techniques, organization and copying skills, and the use of a computer. The student needs to complete and submit lab work and/or assignments using the skills learned in class.

Project – 10%

Prepare a project showing the equipment that you will buy for a new office. The project will include color photos of the selected equipment, a title page, and a summary of the project explaining your equipment recommendations. See handout for more details.

Course Requirements

1. **REGULAR ATTENDANCE IS ESSENTIAL TO PASS THIS CLASS.**
2. Read, listen, key, and write proficiently.
3. Purchase required textbook for the course.
4. Utilize proper keyboarding techniques to cultivate skill as a **TOUCH** typist.
5. Do lessons and drills as requested by instructor.
6. Turn in work on time. Late submissions are not accepted.
7. Turn documents on time.
8. Do hands-on practice in lab as assigned.
9. Use **BLACKBOARD®** to get information, do file submission, and/or to take quizzes/tests.
10. Use email to stay informed and communicate with instructor.
11. **Attendance Policy:** Two absences are allowed. If a student is tardy for class or departs early three (3) times, it will be equal to one (1) absence. Each absence beyond two absences will result in a 1 point deduction from your final grade for each extra absence.
12. If you wish to drop the course, the student is responsible for initiating and completing the drop process. If you stop coming to class and fail to drop the course, you will earn an 'F' in the course.

NOTE: A grade of "C" or better must be earned in this course for credit toward degree requirements (Office Technology students).

Disabilities Statement

The Americans with Disabilities Act of 1992 and Section 504 of the Rehabilitation Act of 1973 are federal anti-discrimination statutes that provide comprehensive civil rights for

persons with disabilities. Among other things, these statutes require that all students with documented disabilities be guaranteed a learning environment that provides for reasonable accommodations for their disabilities. If you believe you have a disability requiring an accommodation, please contact the Special Populations Coordinator at (409) 880-1737 or visit the office in Student Services, Cecil Beeson Building. You may also visit the online resource at <http://www.lit.edu/depts/stuserv/special/defaults.aspx>

Student Code of Conduct Statement

It is the responsibility of all registered Lamar Institute of Technology students to access, read, understand and abide by all published policies, regulations, and procedures listed in the LIT Catalog and Student Handbook. The LIT Catalog and Student Handbook may be accessed at www.lit.edu or obtained in print upon request at the Student Services Office. Please note that the online version of the LIT Catalog and Student Handbook supersedes all other versions of the same document.

Course Content

Date	Book/Chapter/ Topic
Aug. 22	Introduction. Purchase textbook and supplies
25	TELEPHONE
	Video #1: Telephone Techniques
27	Video #2: Telephone Techniques
1	Video #3: Telephone Techniques
3	The Challenges of Telephone Communication
Sept. 7	Labor Day Holiday (campus closed)
8	Three key telephone skills
10	Handling Incoming Calls
15	Handling Customer Problems and Complains
	ASSIGNMENT http://alison.com/courses/Diploma-in-Customer-Service
17	TEST #1 – TELEPHONE
	ASSIGNMENT: Do the ten-key pad lessons in KeyboardingPro. Turn it in next day.
22	CALCULATORS
	1. The Ten-Key Touch Method, 2) Benefits for You, 3) Calculator Parts, 4) Getting Acquainted with Calculators
	Job 1: Addition Touch Method: 4, 5, 6 Keys
24	Job 2: Touch Method: 1, 2, 3, 7, 8, 9, 0, and 00 Keys
	Job 3: Ten-Key Numeric Drill
29	Job 4: Subtraction
	Review: Analyzing Progress: Setting Goals
	Job 5: Technique, Speed, and Accuracy
Oct. 1	Job 6: Non-Add Key: Decimal Point Key; Add Model Alignment of Decimals; Subtotal Key

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Course Syllabus

6	TEST #2 – CALCULATORS
8	Job 7: Multiplication Job 8: Division
13	Job 9: Memory: Grand Total Key Job 10: Review; Analyzing Progress
15	Job 11: Decimals; Fractions; Percent Job 12: Multiple Operations
20	TEST #3 – CALCULATORS
22	OTHER OFFICE MACHINES
27	“ “ “
29	BASIC MACHINE TRANSCRIPTION Chapter 1: Machine Transcription Transcription Guidelines, Reference Manual, P. 231 <i>Thursday, October 29 - Last day to drop or withdraw with academic penalty.</i>
Nov. 3	Chapter 2: Advertising, Journalism, and Publishing
5	Chapter 3: Education, Government, and Public Service
10	Chapter 4: Real Estate, Appraising, and Property Management
12	Chapter 5: Accounting, Auditing, and Financial Planning
17	Chapter 6: Banking and Financial Management
19	Catch up day
24	INTERMEDIATE MACHINE TRANSCRIPTION Chapter 7: Insurance
26-27	Thanksgiving Holiday (campus closed)
Dec. 1	Chapter 8: Engineering Chapter 9: Entertainment, Food, and Restaurant Services
3	Chapter 10: Marketing, Retail, and Wholesale Management
9	FINAL EXAM (Transcription) TUESDAY, DECEMBER 8, 2014 9:30-10:45 P.M.

Contact Information:

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Office Hours: MW 8:30-9:00, 1:10-3:30 p.m.

TR 8:30-9:30, 12:45-2:00 p.m.