LSC # W-13

Action____

COVER SHEET: Request for Approval to Use W-Designation

TYPE I. PROFESSOR COMMITMENT
( ) Professor Sharon D. Steigmann   Phone x5736
(X) Writing Workshop? (If not at IUP, where? when?_____)
(X) Proposal for one W-course (see instructions below)
(X) Agree to forward syllabi for subsequently offered W-courses?

TYPE II. DEPARTMENTAL COURSE
( ) Department Contact Person _____ Phone _____
( ) Course Number/Title _____
( ) Statement concerning departmental responsibility
( ) Proposal for this W-course (see instructions below)

TYPE III. SPECIFIC COURSE AND SPECIFIC PROFESSOR(S)
( ) Professor(s) _____ Phone ____
( ) Course Number/Title _____
( ) Proposal for this W-course (see instructions below)

SIGNATURES:

Professor(s) _Sharon D. Steigmann_____

Department Chairperson _Ruth S. Morris_____

College Dean _Robert C. Camp_____

Director of Liberal Studies _Gerald Gabbett_ 3-29-90

COMPONENTS OF A PROPOSAL FOR A WRITING-INTENSIVE COURSE:

I. "Writing Summary"--one or two pages explaining how writing is used in the course. First, explain any distinctive characteristics of the content or students which would help the Liberal Studies Committee understand your summary. Second, list and explain the types of writing activities; be especially careful to explain (1) what each writing activity is intended to accomplish as well as the (2) amount of writing, (3) frequency and number of assignments, and (4) whether there are opportunities for revision. If the activity is to be graded, indicate (5) evaluation standards and (6) percentage contribution to the student's final grade.

II. Copy of the course syllabus.

III. Samples of assignment sheets, instructions, or criteria concerning writing that are given to students.

Provide 12 copies to the Liberal Studies Committee.
Please number all pages.

AD413 Information Processing Technology is being proposed as a "W" course. This course is taught during the Fall and Spring semesters. Prerequisite is junior status. Students in the business education program are required to complete this course for office technologies certification. It is, in addition, a major area requirement for office administration majors. There are occasionally other business majors who enroll in the course for elective credit. It is taught in a microcomputer teaching lab; and class size is usually limited to 20 students because of limited computer availability.

Five types of writing are included in this class:

NOTETAKING: Much of the information discussed in this class is supplemental to the textbook. Therefore, students must take notes in class. This does not directly contribute to the students' grades.

CASE STUDIES: Students read between seven and ten case studies dealing with office situations. Each case has a minimum of three questions, requiring students to analyze the circumstances; and based on their knowledge of office automation, they will suggest ways to resolve or improve the situations. After they have outlined their ideas in their notebooks as individuals, groups of three students will discuss their choices and select the "best" alternative. The responses, with their required justifications, are put in hard copy form using the microcomputers in the classroom. Length varies with each case. Case studies count toward the participation grade, which totals 15%.

READINGS FROM PROFESSIONAL JOURNALS: There are at least five assignments of this type. Their primary purpose is to familiarize students with journals in the field. Students get experience in summarizing major points made in the articles (one paragraph is permitted for this), agree/disagree with the points made, and apply previous experiences, etc. Readings are approximately 1½ pages each. This is included under the homework portion of their grade, which is 15%.

STUDENT PROJECTS: Each student is required to select a project from a list of eight for research. Early in the semester students are required to submit a memo indicating the project choice and location of the sites involved in the project. Most of the projects require development of survey instruments and letters to accompany them. For those that do, students are required to meet with the instructor at several stages to develop quality letters and surveys. After the research has been completed, students must present their findings in formal report form and orally present the information to the class. The oral presentation is not graded. This assignment is multi-purpose. It gives students the opportunity to learn more about their chosen field, teaches them something about action research, gives them experience planning out a major project, and requires they use a professional report form in presenting their information. Papers, which must be a minimum of five pages in length, count 10% of the final grade.

TESTS: Three tests are administered. Approximately one third of each exam is multiple choice. The other two thirds require students to define terms, interpret acronyms, make lists from recall, and respond with short essays to various questions. This section constitutes two or more pages. Tests count 20% each overall or 60% total in the final grade.

Note: Except for the examinations, strict gateway criteria exist for spelling, proofreading, sentence structure, and punctuation for all writing submitted. This is done for two main reasons. First, as previously mentioned, the students in the course are usually business education or office administration majors. Both these fields require strong proofreading and grammatical skills. Courses that have preceded this teach proofreading and reinforce it as a skill. Second, most of the work is expected to be done on a microcomputer. Students are expected to get into a routine of using the spelling checker for their word processing software package.

AD413 Information Processing Technology

Catalog Description

A comprehensive study of information processing including equipment selection/functions, personnel, and procedures. Prerequisite: Junior status. (3 credits)

Topics covered are:

History of the Automated Office
A. Historical background
B. Office automation
C. Document cycle

Overview of Computer Systems
A. Hardware
B. Software

Incorporation of Peripherals
A. Printing devices
B. OCR
C. Image processors
D. Reprographics
E. Modems/DOVs
F. Scanners

Document Processing and Storage
A. Function of IPs
B. Document handling
C. Temporary/Permanent systems
D. Methods of storage

Selection and Acquisition of Supplies and Equipment
A. Rent/Lease/Buy
B. Vendors

Distribution/Communication of Information
A. Historical processes
B. Telecommunications
C. Electronic delivery systems
D. Networks
E. EFT

Environmental Considerations
A. Centralized/Decentralized
B. Ergonomics
C. Safety

Feasibility Studies
A. Purposes and approaches
B. Process
C. Reports

Security Responsibilities
A. Hardware/Software abuse
B. Physical access
C. Copyright

Office Trends
A. Artificial intelligence
B. Smart cards

This course will be taught with a combination of lecture, case studies, group decision making, films, readings, and special projects. Homework assignments are due by the class period requested. No late assignments will be accepted.

The text for the course is **Automating the Office: Office Systems and End-User Computing,** by Regan and O'Connor. Other than a pencil, pen, and notebook, there are no additional supplies necessary for the class.

Grading will be based on a variety of aspects:

Three exams	60% (20% each)
Homework	15%
Case Studies and Participation	15%
Project	10% (includes oral presentation)

The final of the three exams will not be comprehensive—it will cover the final section material in the course. Unless otherwise specified, **all assignments are expected to be submitted in typewritten form and double spaced.**

Test grades are not negotiable. The grading system used is fair; it takes into account question ambiguity and eliminates the need for item analysis. If you would like to review your tests, you may set up an appointment to take place **within one week of test scores being received.** Tests are not kept in my office. so I will bring the test from home on that day and only that day. Remember, this test review is for the sole purpose of learning where you made your errors—not to argue for points.

Instructor: Dr. Sharon D. Steigmann, COAP
Office: 3C McElhaney
Office telephone number: (412) 357-5736
Home telephone number: (412) 465-2288 (Please do not call before 9 a.m. or after 9 p.m.)
Office hours: Tuesdays/Thursdays 11:15 a.m. – 1:15 p.m.
Wednesdays 12:15 – 1:15 p.m.
Other hours by appointment

If for extenuating circumstances you cannot make it to class. please contact me in advance for any materials to be distributed. Otherwise, any handouts given during the class will not be put aside for you and you may also be penalized for non-participation if an exercise is involved.

Revised 1/90

CASE STUDY EVALUATION

You will have numerous opportunities this semester to apply theoretical knowledge in analyzing case studies. Participation in cases will usually be in class without advanced notice. Cases will be done in groups of three students, when possible. Sources will include, but not be limited to your textbook, class notes, previous knowledge and experience.

Generally, a good procedure to following in approaching a case is:

> -read the questions at the end of the case first, to get an idea of what you are looking for.
> -read through the case, highlight important points, and make marginal notes.
> -respond to each of the questions as an individual, as though you were a consultant to the company involved.

When each member of your group has outlined his or her responses, designate one individual who will keyboard the final copy. Discuss each question in turn, using your individual notes on the case sheet to guide you.

If your group's members are in agreement as to a response, keyboard the information into the computer following the guidelines below. If you do not feel there is one best recommendation, state your alternatives. However, you need to justify all your responses. Consider each question in turn. Be sure all group members' names are on the top of the sheet to be handed in.

Gateway Criteria (requirements for paper to be submitted for consideration):

The case has been generated on the microcomputer with responses broken down by questions.

Responses are in complete sentence form addressing the specific questions asked.

Material has been proofread carefully for accuracy of information and spelling/keyboarding.

Your cases will be evaluated on appropriateness of responses, and their justification.

The Customer Relations Department of a manufacturing company employs a department manager, a secretary, ten (10) customer representatives, a receptionist, and a file clerk. The manager is responsible for supervising all customer representatives and processing communications pertinent to the department. The manager's secretary is responsible for a variety of generalized responsibilities, including dictation, transcription, telephone, and mail procedures. These duties keep her busy most of the day. There are times when she is caught up with her work; but since she is supposed to work only for the manager, she does not offer to help the receptionist or the file clerk with their work. In the past, she looked for constructive tasks to fill her free time, such as better organizing the files or reading up on the company. However, since she has been passed over twice for a promotion she wanted, she sees no purpose in using initiative and fills her free time with personal work.

Each customer representative is responsible for processing complaints and customer inquiries. Much of this work is by telephone. However, for goodwill purposes, the representatives are required to originate follow-up letters if a customer has been particularly unhappy with the company. Each customer representative typically originates about six letters a week by handwriting. These letters are transcribed by the office receptionist.

The receptionist is responsible for processing all verbal and typewritten communications for the ten customer representatives. The receptionist is always very busy with work and often has to work overtime. In her rush to get work out, she often makes mistakes. Sometimes mistakes are a result of the illegible handwriting of customer representatives. Also, ringing telephones and other interruptions often break her concentration. She is sometimes rude to callers when she is very busy trying to get typewritten communications processed. Customers are beginning to complain about not being given prompt attention. The receptionist was one of the most accurate and fastest typists in school. Now she feels very inadequate and is hoping to find time to look for another job in which she will be more appreciated and in which the workload is not quite as strenuous.

The file clerk is responsible for maintaining all customer files and performing miscellaneous duties such as running errands, preparing copies of information, and acting as messenger. However, he has a lot of free time on his hands and usually finishes work each day by 1:00 p.m. He spends most of the afternoon doing things like reading magazines to pass the time. He is very bored with this job and is also looking for another one.

From your knowledge of the traditional office inefficiencies, respond to the following questions.

1. What are the major reasons for the inefficiencies related to the manager's secretary's job performance? Explain your answer by describing reasons for her low morale and the sometimes inefficient way she spends her working hours. In what way do the problems of the manager's secretary contribute to the high cost of producing documents?

2. In what ways does the customer representatives' use of handwriting to originate documents add to the cost of producing documents?

3. What are the major reasons for the receptionist's inefficient job performance and low morale?

4. What are the major problems associated with the file clerk's job performance?

5. From your study of information processing, explain how they can alleviate misuse of the secretary's time, the receptionist's time, and the file clerk's time; also explain how they may alleviate the problems associated with the customer representatives' use of handwriting to originate documents.

READING ASSIGNMENTS

AD413 Information Processing Technology

Because portions of textbooks in office systems are generally outdated by the time they go to press, you must rely on professional journals to keep up to date in the field.

During this semester, you will be required to read articles on current topics in professional journals. Journals may include, but not be limited to, the following:

-Administrative Management -Modern Office Technology
-Datamation -Office Systems '90
-Information Week -PC Computing
-Infosystems -Words

A 1 to 1-1/2 page typewritten assignment will be submitted for each reading assigned. This will consist of approximately a half page summary of the article; and the remainder will be either your reaction and/or discussion of your experiences or knowledge relating to the information presented. The actual article must be at least one standard page (or three full columns) minimum.

Gateway Criteria:

-The assignment will be typewritten in double-spaced form.
-There will be no more than one typographical or spelling error.
-There will be a maximum of two major punctuation errors and no fragments or run-on sentences.
-The article will pertain to the topic assigned.
-Quotations from the article will be offset correctly.
-A copy of the article will be provided with the report.

Scoring will be as follows:

_____ Summarized the article concisely 3
_____ Related to personal views/experiences/or discussion 5
_____ Provided bibliographic information in correct form 2

  Total 10

  A = 9-10 points
  B = 8-7 points
  C = 6 points
  D = 5 points
  F = Below

STUDENT PROJECT

AD413 Information Processing Technology

To give you the opportunity to learn firsthand about office
systems or business education practices, you will be required
to complete a project for this class.

Select a project, which holds particular interest for you,
from the list that follows. At a date specified by me, you
will be required to submit a memo indicating which project
you have chosen, the sites at which you will perform the
study, or the names of companies you will survey. Changes in
your project will not be permitted unless agreed upon by the
two of us and a new memo is submitted.

After completing the project, you are to write a formal
analytical report of not more than five (5) double-spaced
typewritten pages (not including appendices or cover page).
The report will include headings and subheadings, an
introduction and description of how you pursued the study,
and what you found. Summary, conclusions, and recommenda-
tions are required. Charts and graphs should be used, where
appropriate, to clarify data.

If you are required to prepare a survey instrument or letter
for the study, you must meet with me at least once to
evaluate your drafts. Failure to do so may be reflected by
your report grade in evaluating your instrument/letter.

During the last week or so of classes, you will be required
to give an informal presentation to the class regarding your
written report. The written report is due at that time.

Gateway Criteria:

-The report is in typewritten form with one-inch margins all
 around except for a two-inch top margin on the first page.
-A cover sheet (title page) is provided in correct form.
-Appropriate headings and sideheadings are provided.

Your report will be evaluated in terms of the following:

-Is the project the one elected at the beginning of the term?
-Does the content pertain to the project selected?
-Was the proper format followed? Does the report look
 professional?
-Are there typographical or spelling errors, grammatical
 errors, or punctuation errors?
-Was there appropriate justification and clarification where
 needed for completeness of this report?
-Are the recommendations tied to the conclusions?
-Does the report show that you made a conscientious effort to
 conduct the study or you did the minimum to "just get by"?

STUDENT PROJECTS

1. Prepare a survey form and visit three offices to gather information on various OA/WP careers available in local organizations. Information should be obtained on job titles, job descriptions, skills necessary for each position, salaries, and chances for promotion.

2. Devise a letter and a survey form asking for information on OA/WP job titles, job descriptions, skills necessary for each position, salaries, and chances for promotion. Send the survey form and letter to at least 20 organizations nationally.

3. Design and distribute personally to at least three organizations a survey form (community organizations). Choose one of the following equipment categories to research.

   (1) Dictation Equipment - portables, desktops, central recorders, control monitors, transcribers, and multifunction devices.
   (2) Word Processors - electronics, personal computers, standalones, shared logic, shared resource, and computer-based.
   (3) WP Equipment Enhancements - OCRs, phototypesetters, intelligent printers, media converters, sound controllers, and sheet feeders.

   The following information should be obtained:
   (1) The number of pieces of each equipment component installed.
   (2) The brand name.
   (3) How the equipment was selected.
   (4) The amount of training required to learn to operate.
   (5) Future equipment needs or plans of the organization.

   This project can be enhanced by obtaining photos and brochures from vendors on various products to be included in the report.

4. Survey the types of work that are processed by OA/WP employees within offices of three different organizations such as law firms, insurance companies, banks, educational institutions, medical records, and any other. Prepare a file of documents illustrating applications and labelling special WP features used in preparing each document.

5. Visit at least three WP centers and prepare a brief outline of workflow procedures. The outline should include information such as the employees responsible for each stage of workflow beginning with origination and going through the completion of work produced in the center. Obtain copies of forms used in the workflow process as well as examples of procedures manuals.

6. Visit three OA/WP installations. One must be a centralized OA/WP installation, one must be a decentralized OA/WP installation, and one must be an installation in which OA/WP has been installed by replacing electric typewriters with word processors or personal computers. Interview WP operators, administrative assistants, and secretaries and report the following:

(1) When the system was installed.
(2) The problems faced during the installation.
(3) The type of job the employee had before the installation.
(4) What changes have occurred in the employee's job.
(5) What improvements have been made.
(6) What the employee likes best about the new system.
(7) What the employee likes least about the new system.
(8) What additional skills are necessary.
(9) How the employee was trained on new equipment.

7. Observe a company that has recently converted to OA/WP and investigate the problems the company has encountered in the process. Collect information on how the company conducted the feasibility study, how equipment was selected, how personnel were chosen, how the system was selected such as centralized or decentralized, and how procedures were determined. Collect forms and guidelines used and make suggestions to the instructor on how the conversion could have been improved.

8. Work on project other than those listed above, with the instructor's approval, if the project will be more meaningful for you.