

**I. CATALOG DESCRIPTION:**

A. Department Information:

Department: Computer Information Technology  
Division: Business & Information Technology  
Course ID: CIT 016  
Course Title: Advanced Keyboarding  
Units: 3  
Lecture: 2 hours  
Laboratory: 3 hours  
Prerequisite: CIT 013  
Departmental Advisory: CIT 020

B. Catalog and Schedule Description:

Presents advanced applications of document processing that occur in modern offices including preparation of legal papers, financial reports, statistical materials, introductory desktop applications, and advanced letter production. Emphasis on skill building; producing documents with a computer; following directions; and the use of judgment and initiative in preparing documents. (Formerly OIS 102)

**II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: One**

**III. EXPECTED OUTCOMES FOR STUDENTS**

Upon successful completion of the course, the student should be able to:

- A. plan and prepare general business correspondence.
- B. produce error free basic miscellaneous reports, letters, and memos.
- C. create itineraries, agendas, and minutes of meetings.
- D. plan and produce an office procedures manual.
- E. prepare and setup rough draft documents into correct business format.
- F. construct legal, financial, and statistical documents.
- G. type a minimum of 60 words per minute for a period of five minutes with five or less errors.
- H. construct specialized office documents for technical, legal, and accounting.

**IV. CONTENT**

- A. Fundamentals of Using Wordprocessing Software in a Windows Environment
  - 1. Communicating with Microsoft Windows
  - 2. Using the keyboard and keyboard shortcuts
  - 3. Creating a document by starting an application program
  - 4. Creating and modifying a document
  - 5. Printing a document
  - 6. Shutting down Windows
- B. Basic and Production Skills Checkup
  - 1. Five-minute timed writings to determine typing speed
  - 2. Preparation of basic business documents
  - 3. Review of the traditional-style memo format, memos with indented paragraphs, block-style business letters, form letters, merging envelope addresses, manuscripts, unbound manuscripts, bound manuscripts, memorandum reports, formal reports, and specialized business reports
- C. Working in a General Office
  - 1. Create general business documents and correspondence such as business forms and letterhead
  - 2. Prepare letterheads and insert vertical lines in newsletters
  - 3. Create report covers with graphics images

4. Prepare headings and banners within a specified time period.
- D. Working in a Technical Office
  1. Create technical documents such as statistical statements, purchase orders, requisitions requiring mathematical calculations within a specified time period.
- E. Working in an Accounting Office.
  1. Create statistical documents used in an accounting office.
- F. Working in a Legal Office
  1. Create legal documents such as Notices of Appearance, Order Appointing Guardian Ad Litem, Summons and Title Examination, Community Property Agreements, Notice of Probate and Lien Claims in a legal environment.
- G. Working in a Medical Office
  1. Create History and Physical Examination Reports, Consultants' Reports, Operative Reports, Radiology Reports, and Discharge Summaries.

**V. METHODS OF INSTRUCTION:**

- A. Lecture
- B. Handouts
- C. Teacher demonstration
- D. Directed discussion and discovery
- E. Computer assisted instruction

**VI. TYPICAL ASSIGNMENTS:**

- A. Reading
  1. Review report procedures and determine the set up of a bound report from the rough copy.
- B. Writing, critical thinking, problem-solving, or performance:
  1. Once a bound report has been approved, create the Table of Contents and Table of Authorities for a final grade.

**VII. EVALUATION(S)**

- A. Methods of Evaluation:
  1. Examination and quizzes: Objective and Essay
    - a. Typical examination question: What steps would you take in order to suppress a header on the first page?
    - b. Typical essay question: Prepare a two-page Office Procedures document on steps taken to prepare two-page business letters and reports.
  2. Projects:
    - a. Typical project topics: Simulation projects will be given for each content item.
- B. Frequency of Evaluation:
  1. Minimum of two examinations (objective and/or essay)
  2. Quizzes as deemed appropriate at the end of each topic covered
  3. Minimum two (2) dissertations and/or evaluative essays
  4. Maximum three (3) projects
  5. Throughout the course, the instructor provides feedback on the students' problem-solving skills

**VIII. TYPICAL TEXT(S)**

Ambrose, Ann. Hampton Roads University, An Administrative Assistant Simulation, Cincinnati, OH: Southwestern, 2000.

Ambrose, Ann and Jones, Dorothy. Small Business Institute, Advanced Simulation, Cincinnati, OH: Southwestern, 2001.

Hanson, Robert and Johnson, Jack E. and Ober, Scot and Rice, Arlene. College Document

San Bernardino Valley College  
Curriculum Approved: December 8, 2003  
Last Updated: November 2003

Processing, 9th ed. Woodland Hills, CA: Glencoe/McGraw-Hill, 2002.

**IX. OTHER SUPPLIES REQUIRED OF STUDENTS:**

One zip disk