



**Business Technology**  
**Southwest College/ Stafford**

---

***POFT 1329—Keyboarding & Word Processing Essentials***  
***Spring 2018--CRN 60197***  
***Monday/Wednesday 10:30 a.m. – 1:50 p.m. – E116***

*3 credit hours (2 lecture, 3 lab)*  
*80 hours per semester-12 weeks (2<sup>nd</sup> Start)*

**INSTRUCTOR:** *Mary Ann Failla*

**INSTRUCTOR CONTACT INFORMATION:**

*Phone: 713-718-7808*

*E-mail: mary.failla@hccs.edu*

**OFFICE LOCATION AND HOURS**

Please feel free to contact me concerning any problems that students are experiencing in this course. Students do not need to wait until students have received a poor grade before asking for my assistance. Student performance in my class is very important to me. I am available to hear student concerns and just to discuss course topics. Office hours are upon request. We can normally meet right after class in Room E117.

**FINAL EXAM:** *May 9, 2018 at 10 a.m.*

**LAST DAY FOR ADMINISTRATIVE & STUDENT WITHDRAWALS:** *April 12, 2018 by 4:30 p.m.*

**COURSE DESCRIPTION**

Overview of Beginning Keyboarding including current terminology and technology. Introduction to computer hardware, software applications, and procedures.

**COURSE PREREQUISITE**

NONE

### **PROGRAM LEARNING OUTCOMES**

1. To use proper techniques to key accurately and rapidly.
2. To use Microsoft Windows 10 effectively.
3. To apply the features of Microsoft Word 2016 as the student formats business letters, memoranda, reports and tables and builds keyboarding skills which include proofreading and editing skills.
4. Many subskills--such as the ability to use language effectively and to evaluate the quality of the student's work--are embodied in these goals.
5. Emphasis is placed on applying these skills so that the student will be able to use the keyboard and mouse effectively to facilitate communication, which is a very marketable, universal skill.

### **STUDENT LEARNING OUTCOMES**

6. Student will learn the home row keys of the keyboard.
7. Student will learn to key for accuracy and speed.
8. Student will select correct document formats and layouts, and assess documents for correct grammar, spelling, and punctuation. communicate effectively using these
9. Student will demonstrate basic proficiency using the keyboard.

### **SCANS**

The Secretary's Commission on Achieving Necessary Skills (SCANS) from the U.S. Department of Labor was asked to examine the demands of the workplace and whether our young people are capable of meeting those demands. Specifically, the Commission was directed to advise the Secretary on the level of skills required to enter employment. In carrying out this charge, the Commission was asked to do the following:

- Define the skills needed for employment,
- Propose acceptable levels of proficiency,
- Suggest effective ways to assess proficiency, and
- Develop a dissemination strategy for the nation's schools, businesses, and homes.

SCANS research verifies that what we call workplace know-how defines effective job performance today. This know-how has two elements: competencies and a foundation. This report identifies five competencies and a three-part foundation of skills and personal qualities that lie at the heart of job performance. These eight requirements are essential preparation for all students, whether they go directly to work or plan further education. Thus, the competencies and the foundation should be taught and understood in an integrated fashion that reflects the workplace contexts in which they are applied.

The five SCANS workplace competencies identified by the Commission are the following:

1. **Resources**—An ability to identify, organize, and allocate time, money, materials, space, and people. Much of what you do in the classroom can help students develop competency with resources. Emphasize planning skills in relation to preparing, working, and completing assignments.
2. **Interpersonal**—Skills to participate as a member of a team, teach others, serve customers, exercise leadership, negotiate, and work with others possessing diverse backgrounds. Cooperative/collaborative learning activities are an effective way to teach interpersonal skills. In discussions after group activities, emphasize interpersonal lessons and challenges of the activities.
3. **Information**—An ability to acquire, organize, evaluate, interpret, and communicate information along with using computers to process information. Competency with information is basic to any classroom. Emphasize those efforts to master information skills prepare students for future employment.
4. **Systems**—An understanding of social, organizational, and technological systems; an ability to monitor and correct performance; a competence in the design and improvement of systems. Look for opportunities for students to use critical thinking skills to identify and analyze systems in their school, community, nation, and world.
5. **Technology**—The knowledge and skill to select equipment and tools, apply technology to specific tasks, and maintain and troubleshoot software and hardware. Although there are many forms of technology that can be used in your class, computers create real interest and opportunities for your students. Encourage your students to make computers an important part of their education, whether the computers are used in self-paced learning or in group projects.

The following skills will be developed in the course:

- Using Resources: Identify—Plan—Manage
- Developing Interpersonal Skills: Collaborate—Negotiate—Lead
- Applying Technology: Select—Apply—Enhance
- Understanding Systems: Connect—Support—Improve
- Acquiring Information: Evaluate—Communicate—Apply

The three SCANS foundation skills identified by the Commission are the following:

**Basic Skills**—Reading, writing, mathematics, listening, and speaking. Classroom activities can develop and reinforce all these basic skills. Teaching these skills in the classroom can provide cross-curricular opportunities.

**Thinking Skills**—Creative thinking, decision making, problem solving, seeing things in the mind's eye, knowing how to learn, and reasoning. During their careers, students will need this foundation to adapt to a rapidly changing society. Helping students to think critically becomes

very important so that they may adjust to change. Seek opportunities for students to stretch their minds, find new answers, ask hard questions, and lay foundations for lifelong learning.

**Personal Qualities**—Responsibility, self-esteem, sociability, self-management, and integrity. Throughout their lives, your students will need to get along with others: with classmates, friends and family, customers, and coworkers. Look for chances to reinforce good personal qualities. And remember the power of teaching by example.

***WEEKLY CALENDAR (12 Weeks)\* (\*Note we use SAM (Skills Assessment Manager) for Office 2016 Software with our Keyboarding Classes! When or if this software is “down” make sure you use Word 2016 for classwork!)***

Week Due	Lessons	Content
<b>LEVEL 1—DEVELOPING KEYBOARDING SKILL (Lessons 1-25)</b>		
<b>Week 1</b>	<b>Module 1</b> 1 1R 2 3 4 4R 5 5R	<b>Alphabetic Keys</b> Home Row, Space Bar, Enter, I Review E and N Review Left Shift, H, T, Period Review R, Right Shift, C, O Review
<b>Week 2</b>	6 7 8 8R 9 9R 10	W, Comma, B, P Review G, Question Mark, X, U Review Q, M, V, Apostrophe Review Z, Y, Quotation Mark, Tab
<b>Week 3</b>	11 12 13 <b>Module 2</b> 14 15	Review Review Review <b>Figure and Symbol Keys</b> 1 and 8 5 and 0
<b>Week 4</b>	16 17 18 18R 19 20	2 and 7 4 and 9 3 and 6 Review \$ and – (hyphen) # and /

<b>Week 5</b>	21 22 23 24 24R 25	% and ! ( and ) and Backspace Key & and : (colon), Proofreaders' Marks Other Symbols Review <b>Assessment</b>
<b>LEVEL 2—Formatting and Word Processing Essentials (Lessons 26-55)</b>		
<b>Week 6</b>	<b>TEST</b> <b>Module 3</b> 26 27 28 29 30 31	<b>Covers Lessons 1-25</b> <b>Word 2016 Essentials</b> Getting Started with Word Text Formats Paragraph Formats Format Paragraphs/Navigate Documents Clipboard Commands and Center Page Palmetto Event Solutions, Inc. <b>Practice Quiz 3</b>
<b>Week 7</b>	<b>Module 4</b> 32 33 34 35 36 37	<b>Memos and Letters</b> Memos and Email Block Letter Block Letter with Envelope Modified Block Letter Palmetto Event Solutions, Inc. Assessment Modules 3 and 4 <b>Practice Quiz 4</b>
<b>Week 8</b>	<b>TEST</b> <b>Module 5</b> 38 39 40	<b>Covers Lessons 26-37</b> <b>Tables</b> Create Tables Table Tools--Layout Table Tools--Change Table Structure
<b>Week 8</b>	41 42	Table Tools—Design and Tables Within Documents Palmetto Event Solutions, Inc.  <b>Practice Quiz 5</b>
<b>Week 9</b>	<b>TEST</b> <b>Module 6</b> 43 44 45 46 47	<b>Covers Lessons 38-42</b> <b>Reports</b> Unbound Reports Leftbound Reports Multiple-Page Reports Reports in MLA Style Reports in APA Style

<b>Week 10</b>	48 <b>49</b> <b>TEST</b> <b>Module 7</b> 50 51	Palmetto Event Solutions, Inc. Assessment Modules 5 and 6 <b>(Covers Lessons 43-49)</b> <b>Graphics</b> Pictures, Online Pictures and Video SmartArt and WordArt
<b>Week 10</b>	52 53 <b>TEST</b>	Documents with Columns Palmetto Event Solutions, Inc. <b>(Covers Lessons 50-53)</b>
<b>Week 11</b>	<b>Module 8</b> 54-55	Comprehensive Final Exam Review— <b>Palmetto Event Solutions, Inc.</b>
<b>Week 12</b>		<b>FINAL EXAM</b>

**Note: This syllabus is subject to change at the discretion of the instructor to accommodate instructional and/or student needs.**

### **Instructional Materials:**

**Keyboarding & Word Processing Essentials Microsoft Word 2016, 20TH Edition.,** Lessons 1-55 by Susie H. Van Huss, Connie M. Forde, Donna L. Woo, and Vicki Robertson, Publisher: South-Western, Cengage.Learning; ISBN: 9781337103022.

One--1.0 GB or greater in memory USB Flash Drive, note pad, pens, pencils, highlighter. Your instructor will supply student files.

### **Instructional Methods**

POFT 1329 is a required course for certain Business Technology certificate and AAS degrees.

*As an instructor, I want my students to be successful. I feel that it is my responsibility to provide students with knowledge concerning records and information management, modeling good teaching strategies, and organizing and monitoring the field experience that allows students to connect the information that students learn in this course to the real world of education.*

*As a student wanting to learn about records and information management, it is student's responsibility to read the textbook, submit assignments on the due dates, study for the exams, participate in activities, and attend class.*

## **Instructor Requirements**

As an instructor, it is my responsibility to:

- Provide the grading scale and detailed grading formula explaining how student grades are to be calculated
- Facilitate an effective learning environment through class activities, discussions, and lectures
- Description of any special projects or assignments
- Provide the course outline and class calendar which will include a description of any special projects or assignments
- Arrange to meet with individual students before and after class as required

To be successful in this class, it is the student's responsibility to:

- Attend class and participate in class activities
- Read and comprehend the textbook
- Complete the required assignments and exams on time:
- Ask for help when there is a question or problem
- Complete the field study with a 70% passing score

## **HCCS Grading System**

*The Houston Community College grading system will be used to evaluate students' performance in this course.*

Grade	Points
A = 100-90	4 points per semester hour
B = 89-80	3 points per semester hour
C = 79-70	2 points per semester hour
D = 69-60	1 point per semester hour
F = 59 and below	0 points per semester hour
FX (Failure due to non-attendance)	0 points per semester hour
W (Withdrawn)	0 points per semester hour
I (Incomplete)	0 points per semester hour

## **FINAL GRADE OF FX**

*Students who stop attending class and do not withdraw themselves prior to the withdrawal deadline will be assigned the final grade of "FX" at the end of the semester. Students who stop attending classes will receive a grade of "FX", compared to an earned grade of "F" which is due to poor performance. Please note that HCC will not disperse financial aid funding for students who have never attended class.*

*Students who receive financial aid but fail to attend class will be reported to the Department of Education and may have to pay back their aid. A grade of "FX" is treated exactly the same as a grade of "F" in terms of GPA, probation, suspension, and satisfactory academic progress.*

To compute grade point average (GPA), divide the total grade points by the total number of semester hours attempted. The grades "IP," "COM" and "I" do not affect GPA.

### **Student Evaluation**

The following departmental grading system will be used to evaluate students' performances in this course:

Timed Writings	25%
Class Assignments	30%
Production Tests	25%
Final Exam	20%

### **Late Assignments:**

Students are expected to adhere to the weekly schedule of assignments printed in the course syllabus. **Work submitted later than the due date will be given a grade of zero. If student is absent, it is his/her responsibility to contact the instructor to find out what specific assignments are due.** Student absences should not exceed six hours during the 16 week semester. If you are not passing the course, you "must drop before the deadline date, otherwise you will receive a grade of "F". If you stop attending or stop submitting work, your instructor "will" drop you before the deadline date!

**Make-Up Test Policy: At the discretion of your professor**

### **EGLS3 -- Evaluation for Greater Learning Student Survey System**

At Houston Community College, professors believe that thoughtful student feedback is necessary to improve teaching and learning. During a designated time, you will be asked to answer a short online survey of research-based questions related to instruction. The anonymous results of the survey will be made available to your professors and division chairs for continual improvement of instruction. Look for the survey as part of the Houston Community College Student System online near the end of the term.

### **ACCESS TUTORING AT THEIR WEB SITE**

<http://www.hccs.edu/resources-for/current-students/tutoring/>

### **ACCESS HCC ONLINE POLICIES AT THEIR WEB SITE**

<http://www.hccs.edu/online/student-services/>



The HCC Online Student Handbook contains policies and procedures unique to the HCC Online student. Students should have reviewed the handbook as part of the mandatory orientation. It is the student's responsibility to be familiar with the handbook's contents.

### **HCC Attendance Policy Statements**

Class Attendance - *It is important that students come to class! Attending class regularly is the best way to succeed in this class. Research has shown that the single most important factor in student success is attendance. Simply put, going to class greatly increases student ability to succeed. Students are expected to attend all lecture and labs regularly. Students are responsible for materials covered during student absences. Class attendance is checked.*

***As your professor, I request that you e-mail me when absent so that I may know the reason for the absence and we discuss when and how your makeup work is to be accomplished so that you stay on top of your coursework prior to returning to class. To contact your professor via e-mail, only use the student e-mail account through HCC—not your personal e-mail.*** A student may be dropped from a course for excessive absences in excess of 12.5% of the hours of instruction. For example: ***For a three-credit hour lecture, a student may be dropped after 6 hours of absences (the 6 hours includes accumulated minutes for arriving late to class and leaving class early).*** HCCS professors cannot assign a “W” for any student after the official withdrawal date. If you are doing poorly in the class, but you have not contacted your professor to ask for help, and you have not withdrawn by the official withdrawal date, it will result in you receiving a grade of “F” in the course.

### **HCC Policy Statement: Academic Honesty**

*A student who is academically dishonest is, by definition, not showing that the coursework has been learned, and that student is claiming an advantage not available to other students. The instructor is responsible for measuring each student's individual achievements and also for ensuring that all students compete on a level playing field. Thus, in our system, the instructor has teaching, grading, and enforcement roles. Students are expected to be familiar with the University's Policy on Academic Honesty, found in the catalog. What that means is: If students are charged with an offense, pleading ignorance of the rules will not help students. Students are responsible for conducting themselves with honor and integrity in fulfilling course requirements. Penalties and/or disciplinary proceedings may be initiated by College System officials against a student accused of scholastic dishonesty. “Scholastic dishonesty”: includes, but is not limited to, cheating on a test, plagiarism, and collusion.*

Cheating on a test includes:

- *Copying from another student's test paper;*
- *Using materials not authorized by the person giving the test;*
- *Collaborating with another student during a test without authorization;*

- Knowingly using, buying, selling, stealing, transporting, or soliciting in whole or part the contents of a test that has not been administered;
- Bribing another person to obtain a test that is to be administered.

Plagiarism means the appropriation of another's work and the unacknowledged incorporation of that work in one's own written work offered for credit.

Collusion mean the unauthorized collaboration with another person in preparing written work offered for credit. Possible punishments for academic dishonesty may include a grade of 0 or F in the particular assignment, failure in the course, and/or recommendation. or probation or dismissal from the College System. (See the Student Handbook) <http://www.hccs.edu/about-hcc/procedures/student-rights-policies--procedures/student-procedures/>

**Classroom Behavior** As your instructor and as a student in this class, it is our shared responsibility to develop and maintain a positive learning environment for everyone. Your instructor takes this responsibility very seriously and will inform members of the class if their behavior makes it difficult for him/her to carry out this task. As a fellow learner, you are asked to respect the learning needs of your classmates and assist your instructor to achieve this critical goal. Inform the instructor if the behaviors of class members make it difficult for him/her to carry out their assigned tasks.

**Use of Camera and/or Recording Devices** As a student active in the learning community of this course, it is student responsibility to be respectful of the learning atmosphere in student classroom. **Cell Phones--To show respect of fellow students and instructor, students will turn off cell phones and other electronic devices, and will not use these devices in the classroom unless students receive permission from the instructor—they should not be visible in the classroom and students should not text or make phone calls during class time.**

Use of recording devices, including camera phones and tape recorders, is prohibited in classrooms, laboratories, faculty offices, and other locations where instruction, tutoring, or testing occurs. Students with disabilities who need to use a recording device as a reasonable accommodation should contact the Office for Students with Disabilities for information regarding reasonable accommodations.

**HCCS/Classroom Policies: Food and/or drinks are not permitted in the classroom.**

**CHILDREN** Due to liability issues and HCC Policy, children are not allowed in the classrooms/computer labs.

**HCC Course Withdrawal Policy** If students feel that students cannot complete this course, students will need to withdraw from the course prior to the final date of withdrawal. Before, students withdraw from student course; please take the time to meet with the instructor to discuss why students feel it is necessary to do so. The instructor may be able to provide students with suggestions that would enable students to complete the course. Student success is very important. Beginning in Fall 2007, the Texas Legislature

*passed a law limiting first time entering freshmen to no more than **SIX** total course withdrawals **throughout** their educational career in obtaining a certificate and/or degree.*

**Repeat Course Fee** *The State of Texas encourages students to complete college without having to repeat failed classes. To increase student success, students who repeat the same course more than twice, are required to pay extra tuition. The purpose of this extra tuition fee is to encourage students to pass their courses and to graduate. Effective Fall 2006, HCC will charge a higher tuition rate to students registering the third or subsequent time for a course. If students are considering course withdrawal because students are not earning passing grades, confer with student instructor/counselor as early as possible about student study habits, reading and writing homework, test taking skills, attendance, course participation, and opportunities for tutoring or other assistance that might be available.*

### **Early Alert**

HCC has instituted an Early Alert process by which your professor may alert you and campus Advisor that you might fail a class because of excessive absences and/or poor academic performance.

To help you avoid having to drop/withdraw from any class, contact your professor regarding your academic performance. You may also want to contact your campus Advisor to learn about helpful HCC resources (e.g. online tutoring, child care, financial aid, job placement, etc.).

Students should check HCC's Academic Calendar by Term for drop/withdrawal dates and deadlines.

If a student decides to drop or withdraw from a class upon careful review of other options, the student can drop online prior to the deadline through their HCC Student Service Center: :

<http://www.hccs.edu/applying-and-paying/financial-aid/withdrawal-policy/>

Classes of other duration (mini-term, flex-entry, 8-weeks, etc.) may have different final withdrawal deadlines. Please contact the HCC Registrar's Office at 713.718.8500 to determine mini-term class withdrawal deadlines.

### **IAAR—Interactive Academic Advisement Report**

*Students are encouraged to complete an interactive academic advisement report (formerly known as a degree plan) with a Counselor or the Business Technology Department for the certificate and/or degree plan. Please ask your instructor concerning the IAAR or contact the Business Technology Department for information concerning it. IAAR and Application for Degree/Certificate must be done online by student.*

## ***Virtual Career Center***

*The Virtual Career Center assist HCC Students and Alumni with career planning, assessments, job search and soft-skills training. Orientations and registration are available at all Southwest College Campuses. <http://www.hccs.edu/support-services/career-planning/> Students should utilize the career center to request internships.*

## ***International Students***

*Contact the International Student Office at 713-718-8520 if you have questions about your visa status.*

## ***STUDENTS WITH DISABILITIES***

HCC strives to make all learning experiences as accessible as possible. If you anticipate or experience academic barriers based on your disability (including mental health, chronic or temporary medical conditions), please meet with a campus Abilities Counselor as soon as possible in order to establish reasonable accommodations. Reasonable accommodations are established through an interactive process between you, your instructor(s) and Ability Services. It is the policy and practice of HCC to create inclusive and accessible learning environments consistent with federal and state law. For more information, please go to <http://www.hccs.edu/support-services/disability-services/>

### ***DISABILITY SUPPORT SERVICES OFFICES:***

System: 713.718.5165

Central: 713.718.6164 – *also for Deaf and Hard of Hearing Services and Students Outside of the HCC District service areas.*

Northwest: 713.718.5422

Northeast: 713.718.8420

Southeast: 713.718.7218

Southwest: 713.718.7909

## ***TITLE IX OF THE EDUCATION AMENDMENTS OF 1972, 20 U.S.C. A§ 1681 ET. SEQ.***

Houston Community College is committed to cultivating an environment free from inappropriate conduct of a sexual or gender-based nature including sex discrimination, sexual assault, sexual harassment, and sexual violence. Sex discrimination includes all forms of sexual and gender-based misconduct and violates an individual's fundamental rights and personal dignity. **Title IX prohibits discrimination on the basis of sex-including pregnancy and parental status-in educational programs and activities. If you require an accommodation due to pregnancy**

please contact an **Abilities Services Counselor**. The Director of EEO/Compliance is designated as the Title IX Coordinator and Section 504 Coordinator. All inquiries concerning HCC policies, compliance with applicable laws, statutes, and regulations (such as Title VI, Title IX, and Section 504), and complaints may be directed to:

David Cross  
Director EEO/Compliance  
Office of Institutional Equity & Diversity  
3100 Main  
(713) 718-8271  
Houston, TX 77266-7517 or Institutional.Equity@hccs.edu

### **CAMPUS CARRY**

“At HCC the safety of our students, staff, and faculty is our first priority. As of August 1, 2017, Houston Community College is subject to the **Campus Carry** Law (SB11 2015). For more information, visit the HCC **Campus Carry** web page at <http://www.hccs.edu/departments/police/campus-carry/>

**“Any student who faces challenges securing their food or housing and believes this may affect their performance in the course is urged to contact the Dean of Students for support. Furthermore, please notify the professor if you are comfortable in doing so.”**

**NOTE TO STUDENT: *If you have any questions or concerns about the course and/or course assignments, please come to me so that we can resolve any issues. If your concerns are not resolved, you are encouraged to meet with Ms. Willie Caldwell, Department Chair, at 713-718-7808 or Room N109, Scarcella Building.***