



Administrative Assistant

PROGRAM OUTLINE

PROGRAM GOAL AND OUTCOMES

Program Goal

To prepare students for an entry-level career as an administrative assistant

Program Outcomes	Courses	Evidence of Learning
Describe how to maintain paper and electronic filing systems for records and messages as well as organize files, folders, and schedules in proper order so an office can run efficiently	AAS002: Workplace Communication Skills	Multiple-choice lesson exams
	AAS003: Administrative Office Procedures	Multiple-choice lesson exams
	AAS004: Filing and Records Management	Multiple-choice lesson exams
	AAS005: Technologies in the Workplace	Multiple-choice lesson exams
	AAS006: Bookkeeping and Office Management	Multiple-choice lesson exams
	CSC104: Computer Applications	Multiple-choice lessons exams, graded projects
Explain how to schedule appointments and make travel arrangements for executives and other staff	AAS003: Administrative Office Procedures	Multiple-choice lesson exams
Recognize how to answer phones, draft messages, write memos and email when communicating with managers, employees, and customers	AAS002: Workplace Communication Skills	Multiple-choice lesson exams
	AAS003: Administrative Office Procedures	Multiple-choice lesson exams
	AAS005: Technologies in the Workplace	Multiple-choice lesson exams
	CSC104: Computer Applications	Multiple-choice lessons exams, graded projects
	ENG010: Business English	Multiple-choice lesson exams, graded projects

List ways to support staff in conducting research, compiling data, and preparing papers for consideration and presentation by executives, committees, and boards of directors	AAS003: Administrative Office Procedures	Multiple-choice lesson exams
	AAS005: Technologies in the Workplace	Multiple-choice lesson exams
	AAS006: Bookkeeping and Office Management	Multiple-choice lesson exams
	CSC104: Computer Applications	Multiple-choice lessons exams, graded projects
	ENG010: Business English	Multiple-choice lesson exams, graded projects
Describe how to read, analyze, route, distribute, and answer routine incoming memos, submissions, reports, mail, and email to determine their significance and plan their distribution	AAS001: Introduction to Administrative Assistant	Multiple-choice lesson exams
	AAS002: Workplace Communication Skills	Multiple-choice lesson exams
	AAS003: Administrative Office Procedures	Multiple-choice lesson exams
	AAS005: Technologies in the Workplace	Multiple-choice lesson exams
	CSC104: Computer Applications	Multiple-choice lessons exams, graded projects
	ENG010: Business English	Multiple-choice lesson exams, graded projects
Explain how to communicate well with others in and out of the office	AAS001: Introduction to Administrative Assistant	Multiple-choice lesson exams
	AAS002: Workplace Communication Skills	Multiple-choice lesson exams
	AAS003: Administrative Office Procedures	Multiple-choice lesson exams
	AAS006: Bookkeeping and Office Management	Multiple-choice lesson exams
	ENG010: Business English	Multiple-choice lesson exams, graded projects
List how fax machines, videoconferencing software, phone systems, and other office equipment work	AAS002: Workplace Communication Skills	Multiple-choice lesson exams
	AAS003: Administrative Office Procedures	Multiple-choice lesson exams
	AAS004: Filing and Records Management	Multiple-choice lesson exams
	AAS005: Technologies in the Workplace	Multiple-choice lesson exams
	CSC104: Computer Applications	Multiple-choice lessons exams, graded projects
	ENG010: Business English	Multiple-choice lesson exams, graded projects

Explain how to create spreadsheets, presentations, reports, messages, databases, and other applications	AAS002: Workplace Communication Skills	Multiple-choice lesson exams
	AAS003: Administrative Office Procedures	Multiple-choice lesson exams
	AAS005: Technologies in the Workplace	Multiple-choice lesson exams
	AAS006: Bookkeeping and Office Management	Multiple-choice lesson exams
	CSC104: Computer Applications	Multiple-choice lessons exams, graded projects
	ENG010: Business English	Multiple-choice lesson exams, graded projects
Outline how to negotiate with vendors, buy supplies, manage stockrooms or corporate libraries, and get data from various sources	AAS002: Workplace Communication Skills	Multiple-choice lesson exams
	AAS003: Administrative Office Procedures	Multiple-choice lesson exams
	AAS004: Filing and Records Management	Multiple-choice lesson exams
	AAS006: Bookkeeping and Office Management	Multiple-choice lesson exams
	ENG010: Business English	Multiple-choice lesson exams, graded projects
Prepare reports, memos, letters, financial statements, and other documents, using word processing, spreadsheet, or presentation software	AAS004: Filing and Records Management	Multiple-choice lesson exams
	AAS005: Technologies in the Workplace	Multiple-choice lesson exams
	AAS006: Bookkeeping and Office Management	Multiple-choice lesson exams
	CSC104: Computer Applications	Multiple-choice lessons exams, graded projects
	ENG010: Business English	Multiple-choice lesson exams, graded projects
Describe how to greet visitors and to decide whether they should be given access to specific individuals	AAS002: Workplace Communication Skills	Multiple-choice lesson exams
	AAS003: Administrative Office Procedures	Multiple-choice lesson exams
	ENG010: Business English	Multiple-choice lesson exams, graded projects
Recognize a professional image in an office environment	AAS001: Introduction to Administrative Assistant	Multiple-choice lesson exams
	AAS002: Workplace Communication Skills	Multiple-choice lesson exams
	AAS006: Bookkeeping and Office Management	Multiple-choice lesson exams
	ENG010: Business English	Multiple-choice lesson exams, graded projects

List techniques for managing stress and time in professional ways	AAS001: Introduction to Administrative Assistant	Multiple-choice lesson exams
	AAS003: Administrative Office Procedures	Multiple-choice lesson exams

PROGRAM STRUCTURE

SYP101: Starting Your Program

Lesson 1 Starting Your Program

AAS001: Introduction to Administrative Assistant

Lesson 2 The Administrative Professional

Lesson 3 Your Professional Image

Lesson 4 Stress and Time Management

AAS002: Workplace Communication Skills

Lesson 5 The Global Workplace

Lesson 6 Interpersonal Communication Skills

AAS003: Administrative Office Procedures

Lesson 7 Procedures in an Office

Lesson 8 Travel and Meeting Planning

AAS004: Filing and Records Management

Lesson 9 Filing Techniques

Lesson 10 Records Management

Lesson 11 Math for the Office Professional

AAS005: Technologies in the Workplace

Lesson 12 Workplace Technology

Lesson 13 Resources and References

ENG010: Business English

Lesson 14 Using the Parts of Speech

Lesson 15 Punctuation and Capitalization

Lesson 16 Writing Sentences and Paragraphs

Lesson 17 Improving Your Writing

Lesson 18 Types of Business Writing

CSC104: Computer Applications

Lesson 19 Microsoft Word

Lesson 20 Microsoft Word Graded Project

Lesson 21 Microsoft Excel

Lesson 22 Microsoft Excel Graded Project

Lesson 23 Microsoft PowerPoint

Lesson 24 Computer Applications

AAS006: Bookkeeping and Office Management

Lesson 25

Office Finances

Lesson 26

Office Management

Note: The titles of your learning materials may be different from those listed on your program outline. There is no need to call your instructor about these differences. While the titles of certain learning materials may differ, the educational content is the same. All learning materials are designed to give you the finest education in your field. If you need instructional assistance, however, be sure to call for help. We reserve the right to revise the program of study and the instructional materials and to substitute for the items of equipment offered.

COURSE DESCRIPTIONS AND OBJECTIVES

Starting Your Program

In this course, you'll develop the necessary skills to ensure your success in the program. You'll learn how you can improve your study skills, so you're able to use a number of tools that will help you to be successful.

By the end of this course, you'll be able to:

- Identify skills needed to be a confident and independent online learner

Introduction to Administrative Assistant

In this course, you'll learn about job opportunities for administrative professionals and the importance of lifelong learning to obtain and maintain employment in the field. You'll then explain the importance of consistently maintaining a positive and professional image in the workplace. You'll also review how to manage time effectively.

By the end of this course, you'll be able to:

- Describe job opportunities for administrative professionals and the importance of lifelong learning to obtain and maintain employment in the field
- Explain the importance of consistently maintaining a positive and professional image in the workplace
- Analyze how to manage time effectively

Workplace Communication Skills

In this course, you'll learn how working as an administrative assistant can mean working with people around the world. You'll also identify effective ways to communicate with other people.

By the end of this course, you'll be able to:

- Explain how to prepare for employment in the global workplace
- Identify effective ways to communicate with other people

Administrative Office Procedures

In this course, you'll learn about administrative office procedures. You'll also learn how to make travel arrangements and plan meetings.

By the end of this course, you'll be able to:

- Describe how to professionally administer and manage office communications and procedures
- Explain an administrative assistant's role in making and booking travel arrangements, and planning meetings

Filing and Records Management

In this course, you'll discover how to set up, arrange, and maintain a filing system. You'll also learn about managing records in an office environment.

By the end of this course, you'll be able to:

- Describe how to set up, arrange, and maintain a paper-based or electronic filing system
- Explain how to manage records in an office setting
- Apply basic math skills to real-world business scenarios

Technologies in the Workplace

In this course, you'll learn about technology that's available in the computerized workplace. Finally, you'll learn how to use resources and references to search for information efficiently and effectively.

By the end of this course, you'll be able to:

- Describe common electronic communication systems, phone and computer technologies, and multi-function and single function machines used in the workplace
- Identify resources and references available to search for information needed to help you succeed in the workplace

Business English

In this course you'll learn the skills you need to become more confident in your writing.

By the end of this course, you'll be able to:

- Describe the process of writing, as well as the parts of speech and how to use them
- Explain various types of punctuation, rules for capitalization and spelling, and documenting sources for research
- Construct complete, correct sentences and well-organized, coherent paragraphs
- Recognize how to plan, develop, revise, and present your work
- Prepare for the various kinds of writing most likely needed for a job

Computer Applications

You'll learn about PC applications in word processing, spreadsheets, and presentation software, as well as create documents, spreadsheets, and presentations. You'll also learn how to integrate the applications.

By the end of this course, you'll be able to:

- Demonstrate a high level of inquiry, analytical, and problem-solving skills
- Demonstrate effective quantitative skills
- Demonstrate computer and information literacy
- Demonstrate job-specific technical and professional skills
- Demonstrate effective written and interpersonal communication skills
- Identify how to create various Microsoft Word documents
- Write a sound Microsoft Word 2016 letter
- Identify how to create various Microsoft Excel documents
- Produce a thorough Microsoft Excel 2016 spreadsheet
- Identify the basic skills needed to use Microsoft PowerPoint
- Create a well-constructed memo, spreadsheet, and presentation

Bookkeeping and Office Management

In this course, you'll learn how to handle a variety of bookkeeping tasks, such as keeping a record of payments as they arrive, sending out bills to those who owe money, and making bank deposits. You'll learn key managerial concepts that will help you keep things running smoothly and efficiently in an office.

By the end of this course, you'll be able to:

- Define varying financial concepts in a business setting
- Describe office management skills used by an administrative assistant