

**OFFICE ASSISTANT**

Technical Diploma

## About the Office Assistant Program

Learn basic business procedures and essential software skills including word processing, spreadsheets, databases, desktop publishing, and web development. Office assistants help with routine tasks necessary to keep offices functioning.

### PROGRAM OUTLINE

SEMESTER: 1		
Course #	Course Title	Credits
1010210600	<b>Business Orientation</b> Introduces students to the topics of business and allows them to experience the expectations and rigor of the program. Students also participate in self-assessments to provide feedback and self-awareness of the relationship between interest and aptitude for the program.	1.00
1010212100	<b>Customer Service</b> This course is intended to teach learners to identify internal/external customers, develop verbal, nonverbal, and listening communication skills, develop problem-solving techniques, and ways of adding value to a customer interaction. Students will develop the ability to lead and expand the customer service process, learn techniques for dealing with unhappy customers, and build skills for analyzing and prioritizing customer needs. Students will learn to use the telephone effectively and efficiently in the world of work, telephone etiquette, messaging, and voice mail.	1.00
1010311500	<b>MS Word Beginning</b> Provides practice in using basic word processing functions and features of MS Word.	1.00
1010312500	<b>MS Outlook</b> Learners will identify the importance of using electronic communication tools to help organize and manage communications, contacts, schedules, calendars, tasks, and perform basic customizations of the electronic communication software. Ethical and appropriate use electronic communication is included. Students will apply these techniques with hands on activities.	1.00
1010312600	<b>MS Excel Beginning</b> Develops skills in using basic spreadsheet functions of MS Excel for business users.	1.00
1010313500	<b>MS Access Beginning</b> Develops skills in using basic features to design a database, manipulate and query records, and prepare reports and labels.	1.00
1010314100	<b>MS Powerpoint Beginning</b> Develops skills in using basic graphics, layout, and slide show features to produce professional-looking presentations.	1.00
1010316900	<b>MS Publisher Beginning</b> Enables students to design and produce professional-quality MS Publisher documents that combine text, graphics, and illustrations suitable for print and digital media publication. Students learn basic MS Publisher functions, design principles, and applicable copyright law.	1.00

Course #	Course Title	Credits
1010317000	MS Publisher Intermediate MS Publisher Intermediate enables students to expand their MS Publisher skill set to include creating a document from scratch, using information sets, and Publisher tables. Students will also learn advanced formatting and merging publications with data. Prerequisite(s): 1010316900 MS Publisher Beginning (C or better).	1.00
1010611400	Records Management This course explores the comprehensive field of records management by applying basic principles and procedures for storing and retrieving information and maintaining an efficient manual and/or computerized filing system using the simplified filing rules developed by the Association of Records Managers and Administrators, Inc. (ARMA). The following methods of storing records are studied: alphabetic, subject, numeric, and geographic. Basic terminology of records management is taught throughout the course. Records retention, disaster planning, control measurements, information security, and disposition are discussed.	1.00
1010611600	Document Processing Enhances keyboarding skills and develops basic document formatting techniques.	3.00
1080119500	Written Communication Develops writing skills which include prewriting, drafting, revising, and editing. A variety of writing assignments is designed to help the learner analyze audience and purpose, research and organize ideas, and format and design documents based on subject matter and content. Also develops critical reading and thinking skills through the analysis of a variety of written documents.	3.00

#### SEMESTER: 2

Course #	Course Title	Credits
1010311700	MS Word Intermediate Provides practice in using additional features of MS Word including tables, charts, form letters, mailing labels, and newsletters. Prerequisite(s): 1010311500 MS Word Beginning (C or better).	1.00
1010312700	MS Excel Intermediate Develops skills in using additional spreadsheet features including multiple worksheets, 3-D references, macro basics, charts, and databases. Prerequisite(s): 1010312600 MS Excel Beginning (C or better).	1.00
1010313600	MS Access Intermediate Extends database skills to include custom reports, advanced form techniques, macros, command buttons, and switchboards. Prerequisite(s): 1010313500 MS Access Beginning (C or better).	1.00
1010314200	MS Powerpoint Intermediate Enhances graphic presentation skills through practice in customizing presentations, creating and working with objects, and embedding features. Prerequisite(s): 1010314100 MS Powerpoint Beginning (C or better).	1.00
1010612600	Editing Business Applications Covers proofreading and editing of business documents. Transcription and composition will be used to process business documents.	3.00
1010617000	Administrative Procedures Develops professional skills and attitudes for today's global business environment. Develops office skills in telecommunications, mail processing, travel arrangements and conferences, public relations, and ergonomics. Prerequisite(s): 1010611600 Document Processing (C or better) and 1010613000 Integrated Computer Applications Beg (C or better).	3.00

Course #	Course Title	Credits
1080119600	Oral Interpersonal Communication Focuses upon developing speaking, verbal and nonverbal communications, and listening skills through individual presentations, groups activities, and other projects.	3.00
1089010300	Professional Career Management Students develop an individualized, results-oriented job search strategy and research less well-known employment sources to access the "hidden job market." Emphasis is on creating personalized career search documents that get noticed, interviewing effectively in a variety of situations, and projecting a professional image-during both the job search and the first days and weeks on the new job.	1.00

**Total Credits: 30.00**

Talk with an Academic Advisor about the program outline. Together, you will determine if credits you've already earned satisfy any requirements, discuss possible alternative courses, and choose the best classes if you're thinking of transferring.

## AT A GLANCE

### Flexible Options



**100% ONLINE MULTIPLE START DATES PERSONALIZED PACE**

### 2019 Start Dates

January 16	April 15	September 9
February 4	June 6	October 7
March 4	July 1	November 4
April 1	September 4	

### 2020 Start Dates

January 8	March 2	June 1
January 15	May 8	July 6
February 3	May 11	

### Approximate Cost

**\$4,026\***

Financial Aid Eligible

\*Based on 10-level courses - materials, books, and fees may be additional

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## What You'll Learn

- Demonstrate effective workplace communications.
- Apply technology skills to business and administrative tasks.
- Perform routine administrative procedures.
- Maintain internal and external relationships.
- Model professionalism in the workplace.

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## Your Potential Careers

- Office Assistant
- Receptionist
- File Clerk
- Typist
- General Office Clerk

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## Get Started

Your application can be submitted online, it takes just a few minutes to complete.

[APPLY NOW](#)