

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

COURSE #	COURSE TITLE	CREDITS
1010210600	<p>Business Orientation</p> <p>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.</p> <p>Competencies</p>	1.00
	<p>10102106C01 Business Orientation</p> <p>Business Orientation 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.</p>	1.00
1010212100	<p>Customer Service</p> <p>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.</p> <p>Competencies</p>	1.00
	<p>10102121C00 Customer Service</p> <p>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.</p>	1.00
1010311500	<p>MS Word Beginning</p> <p>Provides practice in using basic word processing functions and features of MS Word.</p> <p>Competencies</p>	1.00
	<p>10103115C01 MS Word Beginning</p> <p>Students will apply word processing features to create business documents.</p>	1.00
1010311700	MS Word Intermediate	1.00

COURSE #	COURSE TITLE	CREDITS
	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).	
	Competencies	
	10103117C00 MS Word Intermediate	1.00
	Students will apply intermediate word processing functions to create business documents. Prerequisite(s): 10103115C01 MS Word Beginning (B or better).	
1010312500	MS Outlook	1.00
	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.	
	Competencies	
	10103125C00 MS Outlook	1.00
	Students 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.	
1010312600	MS Excel Beginning	1.00
	Develops skills in using basic spreadsheet functions of MS Excel for business users.	
	Competencies	
	10103126C01 MS Excel Beginning	1.00
	Students will apply spreadsheet functions to create business documents.	
1010312700	MS Excel Intermediate	1.00
	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).	
	Competencies	
	10103127C00 MS Excel Intermediate	1.00
	Students will apply advanced spreadsheet functions to create business documents. Prerequisite(s): 10103126C01 MS Excel Beginning (B or better).	
1010313500	MS Access Beginning	1.00
	Develops skills in using basic features to design a database, manipulate and query records, and prepare reports and labels.	
	Competencies	
	10103135C00 MS Access Beginning	1.00
	Students will apply database functions to create, query, and maintain a database.	
1010313600	MS Access Intermediate	1.00

COURSE #	COURSE TITLE	CREDITS
	Extends database skills to include custom reports, advanced form techniques, macros, command buttons, and switchboards. Prerequisite(s): 1010313500 MS Access Beginning (C or better).	
	Competencies	
	10103136C00 MS Access Intermediate	1.00
	Students will apply advanced database functions to customize data formats in a database. Prerequisite(s): 10103135c00 MS Access Beginning (B or better).	
1010314100	MS Powerpoint Beginning	1.00
	Develops skills in using basic graphics, layout, and slide show features to produce professional-looking presentations.	
	Competencies	
	10103141C00 MS PowerPoint Beginning	1.00
	Students will apply presentation functions to create business presentations.	
1010314200	MS Powerpoint Intermediate	1.00
	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).	
	Competencies	
	10103142C00 MS Powerpoint Intermediate	1.00
	Students will apply advanced presentation functions to create business presentations. Prerequisite(s): 10103141c00 MS PowerPoint Beginning (B or better).	
1010316900	MS Publisher Beginning	1.00
	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.	
	Competencies	
	10103169C00 MS Publisher Beginning	1.00
	Students will apply design software functions to create professional quality documents that combine text, graphics, and illustrations.	
1010317000	MS Publisher Intermediate	1.00
	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).	
	Competencies	
	10103170C00 MS Publisher intermediate	1.00
	Students will apply advanced design software functions to create professional quality documents that combine text, graphics, and illustrations. Prerequisite(s): 10103169C00 MS Publisher Beginning (B or better).	
1010611400	Records Management	1.00

COURSE #	COURSE TITLE	CREDITS
	<p>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.</p> <p>Competencies</p>	
	<p>10106114C01 Records Management A</p> <p>Students will explore methods of saving, organizing and retrieving electronic files.</p>	0.25
	<p>10106114C02 Records Management B</p> <p>Students will explore the comprehensive field of records management utilizing alphabetic, subject, numeric, governmental, and geographic methods of storing and retrieving records.</p>	0.75
1010611600	<p>Document Processing</p> <p>Enhances keyboarding skills and develops basic document formatting techniques.</p> <p>Competencies</p>	3.00
	<p>10106116C00 Document Processing</p> <p>Students will expand keyboarding skills and speed and will develop basic and advanced document formatting techniques.</p>	3.00
1010612600	<p>Editing Business Applications</p> <p>Covers proofreading and editing of business documents. Transcription and composition will be used to process business documents.</p> <p>Competencies</p>	3.00
	<p>10106126C00 Editing Business Applications</p> <p>Students will apply proofreading, editing, transcription and composition skills to create and process business documents.</p>	3.00
1010617000	<p>Administrative Procedures</p> <p>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).</p> <p>Competencies</p>	3.00
	<p>10106170C00 Administrative Procedures</p> <p>Students will develop professional skills and attitudes for today's global business environment by honing office skills in telecommunications, mail processing, travel arrangements and conferences, public relations, and ergonomics. Prerequisite(s): 10106116C00 Document Processing (B or better) and 10103115C01 MS Word Beginning (B or better) and 10103126C01 MS Excel Beginning (B or better) and 10103135C00 MS Access Beginning (B or better) and 10103141C00 MS PowerPoint Beginning (B or better).</p>	3.00
1080119500	Written Communication	3.00

COURSE #	COURSE TITLE	CREDITS
	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.	
	Competencies	
	10801195C00 Written Communication	3.00
	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.	
	2080121900 English Composition I	3.00
	Develops expository writing and critical thinking skills, including clarity, concision, concreteness, and completeness of expression, supported by reasoning, organization, and language conventions.	
1080119600	Oral Interpersonal Communication	3.00
	Focuses upon developing speaking, verbal and nonverbal communications, and listening skills through individual presentations, groups activities, and other projects.	
	Competencies	
	10801196C00 Oral Interpersonal Communication	3.00
	Focuses upon developing speaking, verbal and nonverbal communications, and listening skills through individual presentations, groups activities, and other projects.	
	2081020100 Fundamentals of Speech	3.00
	Examines theory and process of communication, the role of speech in self-development, the art of persuasion, topic selection, the use of research-based evidence, and audience analysis. Includes organizing speech content, speech delivery, and critique via presentation of informative and persuasive speeches and development of effective extemporaneous speaking style. Students gain self-confidence, proficiency, and poise.	
1089010300	Professional Career Management	1.00
	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.	
	Competencies	
	10890103C01 Professional Career Management	1.00
	Students will develop a job search strategy that is results oriented by accessing the "hidden" job market, 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 at a new job.	
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

How You'll Learn



100% ONLINE MULTIPLE START DATES PERSONALIZED PACE

2021 Start Dates

January 6	May 7	September 1
February 1	June 7	October 4
March 1	July 5	November 1

2022 Start Dates

January 3	March 1	June 6
February 7	May 2	July 11

[VIEW FULL ACADEMIC CALENDAR](#)

Approximate Cost

\$4,488*

Financial Aid Eligible

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

What You'll Learn

- Perform accurate workplace communications
- Use technology skills for business tasks
- Perform routine office procedures
- Demonstrate professionalism and effective workplace relationships.

Your Potential Careers

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

Median Annual Salary

\$31,633	\$34,515	\$33,788
Local	State	National

EMSI 2020.1

Get Started

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

[APPLY NOW](#)