Administrative Assistant
10-106-6 Associate Degree

Program Overview
The Administrative Assistant program prepares individuals with the software/hardware, administrative, and interpersonal skills needed to perform the duties of administrative support personnel. The second year of the program allows students the flexibility of increasing skills in either communications or software applications. Many of the skill subjects are competency based or are available through alternate delivery methods. With additional education and/or work experience, there is opportunity for advancement into supervisory or managerial positions.

Student Profile
As an Administrative Assistant student, you should be able to:
- Follow instructions quickly
- Express ideas verbally and in writing
- Enjoy learning new methods and procedures
- Perform responsible work without close supervision
- Exhibit a willingness to work with others
- Adapt to changing situations
- Work repetitive tasks and identify errors

Key to your success as an Administrative Assistant is having a good command of English and effective human relations skills.

Preparation for Admission
The following experiences will help you prepare for this program:
- Keyboarding
- Basic Computer Skills
- English/Basic Grammar
- General Math
- Recordkeeping
- Accounting

Program Outcomes
Employers will expect you, as an Administrative Assistant graduate, to be able to:
- Apply technology skills to specific office applications.
- Apply proofreading techniques to identify and correct errors.
- Demonstrate appropriate professional traits including taking initiative and working independently.
- Listen, speak, and write proficiently.
- Exercise appropriate customer service skills in all situations.
- Employ leadership skills that include team-building and problem-solving techniques.
- Apply organizational skills to the management of projects, daily schedules, work priorities, multiple tasks, and unexpected interruptions.
- Research using a variety of resources.

Career Outlook
Graduates of the Administrative Assistant program are in high demand because they have the skills required in today’s office. Positions available to you after graduation may include:
- Administrative Assistant
- Executive Assistant
- Office Manager
- Information Manager
- Executive, Administrative, Corporate, Personal Secretary
- Records Manager
- Office Support Specialist
- Transcriptionist
- Legal Office Support Person
- Medical Office Support Person
- Web Site Support Person

Curriculum

<table>
<thead>
<tr>
<th>Number</th>
<th>Course Title</th>
<th>Credits</th>
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<tr>
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<td>MS Word</td>
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<td>Help Desk Concepts and</td>
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<td>Office Communication Technology or</td>
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<td>10013156</td>
<td>Adobe Photoshop</td>
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<td>Administrative Office Procedures</td>
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General Studies Courses
- Written Communication
- Oral/Interpersonal Communication
- Technical Reporting
- Math with Business Applications
- Macroeconomics
- Race, Ethnic, and Diversity Studies
- Introduction to Sociology
- Introduction to Psychology

ELECTIVES

PROGRAM REQUIREMENTS 65

- This course requires a prerequisite and/or corequisite, and must be completed with a grade of "C-" or better.
- Appropriate placement score or Introduction to College Writing course required.
Programs and Course Descriptions

Course Descriptions

10101115
Accounting Principles - Credits: 3

10103103
MS Word - Credits: 3
Students will learn word processing using MS Word. Credit A activities will include creating, editing, saving, formatting, printing, and other basic MS Word features. Credit B activities include tables, mail merge, sort, graphics, and special features of MS Word. Credit C activities will include workshops, collaboration, macros, styles, and advanced formatting features of MS Word.

10103106
MS PowerPoint - Credits: 1
A complete presentation graphics course that allows you to produce professional-looking presentations. It gives you the flexibility to make informal presentations using overhead transparencies, electronic presentations, formal presentations using 35mm slides, or virtual presentations. Additionally, you can create paper printouts, outlines, speaker notes, and audience handouts.

10103123
MS Access - Credits: 2
 learns create, edit, sort, and query a database. They also learn how to create and print basic forms and reports. Provides the student with the skills and knowledge to use advanced features of a database management system.

10103124
MS Excel - Credits: 2
Students will learn to use MS Excel. Credit A activities will include creating, editing, saving, formatting, printing, performing calculations, and enhancing worksheets through charts. Credit B activities will include using advanced features of objects, object linking and embedding, multiple worksheets, 3-D references, macro basics and database basics.

10103125
MS Outlook - Credits: 1
This course introduces the basics of Microsoft Outlook. Participants will use e-mail, calendar, files, and other features to effectively manage business and personal communication.

10105115
Professional Profile - Credits: 1
A course to strengthen the professional image. Students begin to develop self-awareness of elements affecting their personal and work relationships. Guidelines for determining appropriate personal grooming, dress, and poise will be covered. Personal life management along with career/life goal setting will be reinforced. This class will be taken in the last semester of the program.

10105156
Project Management - Credits: 2
This course will introduce the student to all aspects and the latest techniques of project management. Project management software will be used in conjunction with traditional methods of managing projects. The students will be responsible for following a project through all phases; they will research, plan, implement, and complete a project on time and within a specified budget.

10105157
E-Business Support - Credits: 1
This course will introduce students to the concepts, the issues, and the vocabulary associated with E-Business, a subject area that encompasses a broad spectrum of disciplines -- from marketing to network security to customer service.

10106119
Administrative Office Experience - Credits: 3
This course is designed to provide students with office experiences in a simulated work setting. Provides application of job-seeking skills, office skills, and human relations techniques. Setting priorities, meeting deadlines, and doing maintain-quantity work are stressed. This is a final semester Administrative Assistant course and assumes a high level of English skills and knowledge of keyboarding/ formatting, records management, word processing, spreadsheets, presentation graphics, and database. PREREQUISITE: 10101639 Administrative Office Procedures.

10106108
Help Desk Concepts - Credits: 2
This is a beginning course where students will learn to provide real-world computer support. They will also learn to manage calls, keep records, issue trouble tickets, and solve problems related to both hardware and software. They will become familiar with many aspects of the help desk industry.

10106109
Web Conferencing - Credits: 1
This is a beginning course where the student plans and attends interactive meetings and conferences. The course will cover all steps of creating the presentation, completing the setup process, conducting the conference, and completing the necessary follow up. The students will learn how to control the delivery and pace of conducting Web conferences.

10106110
Document Formatting - Credits: 2
This hands-on course covers formatting styles of business letters, business and academic reports, memos, tables, and business documents. The course also includes drill work for improving keying speed and accuracy.

10106122
Transcription - Credits: 2
This course provides the student with the opportunity to develop transcription skills using voice recognition, dictation tapes and hard copy. Emphasis will be on producing marketable copy using correct grammar, punctuation, and spelling. PREREQUISITE: 10101610 Document Formatting.

10106126
Office Communication Technology - Credits: 2
Communicate in a clear, courteous, concise, and correct manner on personal and professional levels. This should include oral, written, and listening skills as well as communicating information electronically through various technology channels.

10103156
Adobe Photoshop - Credits: 2
This course is intended to provide an introduction to popular designing software used for digital imaging and photo manipulation. Students should be familiar with using a computer before taking this class. Use of digital cameras, scanners, and printers will be included.

10106127
Desktop Publishing - Credits: 2
Preparation of professional-looking documents using desktop publishing software or word processing software with desktop publishing capabilities.

10106128
Software Integration - Credits: 1
This course is designed to integrate computer applications. Participants will learn how to use MS Office Suite, database, and presentation graphics software. PREREQUISITES: 10103103 MS Word, 10103106 MS PowerPoint, 10103123 MS Access, and 10103124 MS Excel.

Graduate Employment Information
(WITC Graduate Survey Responses 2005-2006)

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<td>Number of responses</td>
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<td>Number available for employment</td>
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<tr>
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<td>% employed in WITC district</td>
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<tr>
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