

Area of Study: **Business and Information Technology**
 Pathway: **Administrative Assistant (formerly Office Assistant)**
 Type: **Certificate**
 Curriculum Code: **BUS.ADM.CERT (formerly BUS.OFA.CERT) (C407D)**

(Total Program Credits: 17)

Students that pursue the Administrative Assistant Certificate program will be prepared to begin entry-level office positions. Students learn the skills and knowledge in office procedure and word processing, customer service and records management.

PROGRAM LEARNING OUTCOMES

At the successful completion of the Administrative Assistant Certificate program, the graduate will be able to:

- demonstrate proficient keyboarding skills;
- demonstrate proficient and business appropriate written and verbal communication skills;
- identify business accounting department practices;
- assess current business practices and trends; and
- summarize the different roles of customer service.

Program Map for Full-Time Students

Semester One: Fall	Category	Stackable Certificate	Stackable Degree	Next Steps
BUS 103 ◊ Keyboarding Technique (1)	<i>Required</i>			Meet with your Academic Advisor to create an academic plan. Explore stackable certificate(s)/degree(s)
BUS 104 ◊# Keyboarding Speed & Accuracy (1)	<i>Required</i>			
BUS 107 ◊ Microsoft Office in Business Applications (3)	<i>Required</i>			
BUS 188 ◊ Business Writing (3)	<i>Required</i>			

8 Credit hours

Note: BUS 1030, BUS 1040: any student who can type 25 words per minute, on a three-minute timing, with five errors or fewer, using proper touch-typing technique may take a proficiency test for BUS 1030.

Semester Two: Spring	Category	Stackable Certificate	Stackable Degree	Next Steps
BUS 102 ◊ Small Business Accounting (3)	<i>Required</i>			Meet with your Academic Advisor to finalize your academic plan for graduation and register for stackable certificate/degree (option).
BUS 171 ◊ Introduction to Customer Service (3)	<i>Required</i>			
CIS 161 ◊# Microsoft Excel II (3)	<i>Required</i>			Submit graduation petition by deadline (check for the specific date in catalog or syllabus.)

9 Credit hours

*See BUS course descriptions (p. **Error! Bookmark not defined.**).*

Coordinator: Dr. William M. Griffin, Ext. 3579