

## ADMINISTRATIVE ASSISTANT

The Administrative Assistant Certificate Program at Mount Wachusett Community College provides students with the preparation needed for entry-level positions in a variety of office settings. Upon completion of the program, students will have the skills and competencies to begin a career in an administrative assistant position in a variety of sectors.

### ADMINISTRATIVE ASSISTANT CERTIFICATE (AAC)

This program provides students with the skills necessary for entry-level positions in the professional office environment.

#### Year 1

| Fall               |   | Credits |
|--------------------|---|---------|
| ENG 101            | College Writing I   | 3       |
| EOA 110            | Administrative Assistant Office Procedures <sup>1</sup>             | 3       |
| BUS 112            | Introduction To Customer Relations                                  | 3       |
| CIS 121            | Spreadsheet Applications  | 3       |
| Spring             |   |         |
| EOA 107            | Word Processing Applications  | 3       |
| ACC 101 or CIS 123 | Principles Of Accounting I (or Microcomputer Database Management)   | 3       |
| BUS 125            | Communication For Business And Industry                             | 3       |
| EOA 180            | Externship Experience for the Administrative Assistant <sup>1</sup> | 3       |
| Total Credits:     |   | 24      |

<sup>1</sup> Students enrolled in the Administrative Assistant Certificate must earn a grade of B- in EOA 110 and EOA 180.

See the Administrative Assistant Certificate technical standards.

#### Transfer options

For transfer options, please click here (<http://catalog.mwcc.edu/academicresources/#transferinformationtext>). It is recommended that you also consult with your academic advisor.

#### Special requirements

Technical standards must be met with or without accommodations.

#### Career options/Earning potential

For career options, please click here. (<https://mwcc.emsicareercoach.com/#action=loadSearchResults&Search=Office+Assistant&SearchType=occupation&EdLevel=all>)

#### Gainful Employment Program Disclosure Information

For gainful employment information, please click here. (<http://mwcc.edu/gedt/oac>)

### PROGRAM STUDENT LEARNING OUTCOMES

Students entering these programs must be able to demonstrate the ability to:

- Identify basic principles used in the business world today.
- Demonstrate an understanding of basic economic principles including skills necessary to read, create, and understand graphical information.
- Demonstrate understanding of the “marketing concept” and its application by profit-seeking firms of this decade.
- Demonstrate an understanding of how monetary and fiscal policies are used to stabilize or stimulate the US economy.
- Use the latest computer and electronic technology in both personal lives and professional careers.
- Analyze economic events necessary for recording accounting transactions that result in accurately-prepared financial statements.
- Apply basic management principles skills in order to obtain employment in fields related to training such that job performance will satisfactorily provide employers in the area with skills needed to meet current labor market trends.

### TECHNICAL STANDARDS <sup>1</sup> FOR AAC

<sup>1</sup> For general information about technical standards and accommodation, see Technical Standards. (<http://catalog.mwcc.edu/academicresources/academicandgradingpolicies/technicalstandards>)

Students entering these programs must be able to demonstrate the ability to:

- Comprehend textbook material at the 11th grade level.
- Communicate and assimilate information either in spoken, printed, signed, or computer voice format.
- Gather, analyze, and draw conclusions from data.
- Read from a computer screen.
- Learn to operate a computer.
- Possess manual dexterity to operate computer devices such as a keyboard and mouse.
- Work at a computer for a minimum of two hours.

**Courses****EOA 106. Keyboarding. 3 Credits.**

Students are taught correct keyboarding techniques while developing speed and accuracy using a keyboarding software program. These techniques are then used to prepare business and personal correspondence with the use of Microsoft Word. This course is designed for students who have few or no computer skills, for students who want to learn how to type, or for students who are looking to improve their typing skills. Prerequisites: FYE 101, RDG 098, or placement.

**EOA 107. Word Processing Applications. 3 Credits.**

Students will be introduced to the concepts of Windows and word processing with the use of Microsoft Word. Topics in Windows include the fundamentals of using Windows, working with the Windows desktop, and file and folder management. The major topics in word processing include the preparation of business correspondence, research papers, resumes, newsletters, and mail merge. This course is helpful to the student who has minimal or no experience using a computer. Prerequisites: FYE 101, RDG 098 or placement.

**EOA 110. Administrative Assistant Office Procedures. 3 Credits.**

The course teaches the students concepts and procedures to develop the skills they will need as an administrative assistant. Students learn general office procedures, communicating techniques, interpersonal skills, use of technology, records management, and scheduling of appointments. Prerequisites: ENG 098, FYE 101, MAT 092, RDG 098, or placement. Fall.

**EOA 180. Externship Experience for the Administrative Assistant. 3 Credits.**

This externship experience will allow students to apply admin skills, perform administrative procedures and develop professional attitudes for interacting with professionals in an administrative roll. One seminar hour and eight hours of field experience per week are required. Prerequisite: Recommendation of the faculty advisor and the Director of Community Learning; QPA of 2.5 or better and a minimum of 12 college level earned credits. Fall.