



Program Plan

Knox Technical Center

Certified Administrative Assistant – 225 hours

Knox Technical Center
Adult Education at KCCC
Coordinator: Kim Williams
740.393.2933
kwilliams@knoxcc.org
Coordinator Office Hours: 7 am – 3 pm
Preferred Method of Contact: phone

308 Martinsburg Road
Mount Vernon, OH 43050
School Phone: 740.393.2933
School Fax: 740.397.1659
Web Site: KnoxTechnicalCenter.com
School Office Hours: Mon-Thurs 7:30am – 7:00pm
Fri 7:30am – 4:00pm

I. GENERAL INFORMATION

- A. Mission Statement: Our mission is to provide cutting edge programs that prepare adults with career and life-long learning skills.
- B. Adult Education Director: Jane Marlow
740.393.2933, ext. 1106
jmarlow@knoxcc.org
- Coordinator: Kim Williams
740.393.2933
kwilliams@knoxcc.org
- Instructor: DeAnda Elliott
740.393.2933
delliott@knoxcc.org
- C. Disability Accommodations. Any learner needing special accommodation on the basis of any disability must advise the instructor at the beginning of class. All necessary accommodations will be made upon presentation of relevant certification, presented in a timely manner. Learners are also responsible for making contact with the Program Coordinator prior to the start of class. For detailed KCCC Bylaws & Policies pertaining to Reasonable Accommodation, see Section 2260.01-Section 504 – ADA Prohibition Against Discrimination Based on Disability located on the website at www.knoxcc.org.
- D. Equal Opportunity. It is the policy of the Knox County Career Center School District that employment, educational programs, and activities are provided without regard to race, color, national origin, sex or disability. Any learner with a disability should contact the program coordinator. The Board designates the Director as the Title VI, Title IX and Section 504 Coordinator.
- E. Title IV Eligibility. This program is not approved for Title IV funding.

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II. RATIONALE FOR PROGRAM

- Projected growth period 2016-2026 at -2% or lower (<https://www.onetonline.org>)
- Projected to have 244,300 or more job openings over the period 2016-2026
- As of March 15, 2019, 148,188 jobs relating to administrative assistant positions within 50 miles of KCCC/KTC were posted on the Ohio Means Jobs website (www.ohiomeansjobs.com).
- Certified Administrative Assistant is a 225-hour program scheduled to begin in the Fall of 2019. CPL's for 2019 pending.

III. PROGRAM DESCRIPTION

The Certified Administrative Assistant is a 225-hour, short-term program designed to prepare students in digital literacy; verbal and written communication skills; finance skills; general business skills; records management skills; referencing skills; Microsoft applications; 21st Century skills; as well as grammar and spelling skills.

IV. PROGRAM GOALS

- Provide fundamental administrative/secretarial instruction and skill practice relevant to today's technological needs
- Provide the entry-level skills and knowledge required to pass Microsoft Word certification
- Provide a combination of instruction and hands-on skill practice necessary to acquire entry-level employment or to enhance career opportunities for those already working in the field
- Provide a bridge for career pathways
- Provide quality, career-oriented instruction utilizing modern teaching techniques, classroom technology, and application
- Graduate prepared, competent entry-level administrative professionals

V. PROGRAM OUTCOMES

After the completion of the Certified Administrative Assistant program, a learner will be able to:

Employability

- Students will learn the importance of class attendance, timeliness and remaining attentive and active throughout each classroom setting.
- Students will adhere to a work ethic and style as assigned by and overseen by instructors.
- Students will maintain a 90% attendance rate per term and for the duration of the course and a 75% grade level or above – or receive probationary action.
- Learn to maintain computer equipment and classroom/computer space in a safe and clean fashion.
- Identify qualities/traits sought by employers in the field.
- Identify personal management skills sought by employers in the field.

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- Identify factors that lead to rejection for employment.
- Identify factors that can lead to termination from a job.

Computer – Digital Literacy

- Demonstrate knowledge of computer fundamentals
- Identify and briefly describe types of internet access providers
- Describe the purpose of an IP address and its relationship to a domain name
- Describe how to use a search engine to search for information on the web
- Identify the rules of netiquette
- Use Google applications cloud computing to increase productivity and aid in collaboration
- Identify Windows as an operating system and define user interface
- Create and use a Google email and calendar

Business Skills Exercises

- Identify the main idea of a paragraph
- Identify the subject of a sentence
- Identify nouns and pronouns, prepositions and verbs
- Demonstrate proofreading skills (names, money, numbers) and use proofreader's marks
- Demonstrate proper use of vocabulary
- Demonstrate spelling and handwriting skills
- Make correct change using the count-back method and when extra coins are given
- Calculate sales totals
- Prepare sales receipts
- Prepare an invoice
- Demonstrate knowledge of banking and financial transactions
- Complete message forms, property records forms, order forms, and work orders
- Demonstrate indexing and filing (alphabetic, numeric, and terminal-digit methods)
- Use reference sources to locate information
- Set priorities in a business and personal setting
- Demonstrate time and task management skills
- Understand ethics
- Write effective emails/letters
- Use cell phone responsibly
- Use the internet efficiently

Microsoft Word 2016

- Create and manage documents
- Format text, paragraphs, and sections
- Create tables and lists
- Create and manage references
- Insert and format graphic elements

Microsoft Excel 2016

- Create and manage worksheets and workbooks

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- Manage data cells and ranges
- Create tables
- Perform operations with formulas and functions
- Create charts and objects

Microsoft PowerPoint 2016

- Start and quit a PowerPoint
- Select a document theme
- Create a title slide and text slides with single and multi-level bulleted lists
- Open, display and print a presentation
- Check spelling and use PowerPoint help

VI. CREDENTIALS

Certification(s) is available through Certiport for Microsoft Office Specialist-Word and Excel 2016;

VII. TARGET POPULATION

- Any person 18 years of age and older with high school diploma or GED
- Any person interested in an administrative/secretarial career and/or career enhancement

VIII. PROGRAM MODEL

- A. 225 hours of instruction
Tuesday through Thursday
- Evening Classes from 5:00 pm – 9:00 pm

IX. ASSESSMENT STRATEGIES

- A. Preassessment Skills Review
- WorkKeys
- B. Graduation
- Successfully complete 225 hours of curriculum

X. EVALUATION PLAN TO DETERMINE PROGRAM EFFECTIVENESS

- Survey of graduates into within six months of graduation to determine employment rate
- Learner evaluation of instructors halfway through program and at end of program
- Learner evaluation of course halfway through program and at end of program
- Meetings with Advisory Committee at least twice a year

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- Meetings with Faculty on a monthly basis

XI. TRAINING PATHWAYS

- B. Before: A career pathway system is a series of connected educational and training programs and support services that prepare and enable individuals, often while they are working, to secure a job and advance over time to successively higher levels of education and employment in a specific industry/field. Pathway goals are to increase access, awareness, affordability, resources, and alignment for high school students, adult learners, and the current workforce.

The Knox Technical Center Certified Administrative Assistant program is an entry-level program designed for learners with little to novice experience in the administrative/secretarial field, those who already work in the field and wish to enhance their skills, or those who simply wish to enter an administrative/secretarial career pathway.

Prior to admission potential learners must have the following:

- High school diploma or GED
 - Completed application form with a \$50 application fee
 - Skills Assessment (WorkKeys)
 - Interview with program coordinator
- B. After: University System of Ohio CT2 plus articulation agreements with higher institutions such as Central Ohio Technical College (COTC) and North Central State College (NCSC) will be pursued.