



Syllabus

Knox Technical Center Certified Administrative Assistant – 225 Hours

Knox Technical Center
308 Martinsburg Road
Mount Vernon, OH 43050

- School Phone: 740.393.2933
- School Fax: 740.397.1659
- Website: www.knoxtechnicalcenter.com

Instructor: Jahaziel Lopez
Email: jlopez@knoxcc.org
Preferred Method of Contact: email
School Office Hours:

- Mon-Thurs 7:30 am – 7:00 pm
- Fri 7:30 am – 4:00 pm

I. GENERAL INFORMATION

- A. Adult Education Mission Statement: Our mission is to provide cutting-edge programs that prepare adults with career and life-long learning skills.
- B. Vision Statement: Prepare students for success.
- C. Program Coordinator:
Lou Ann Shultz
740.393.2933 x 1102
lshultz@knoxcc.org
- Adult Education Director:
Kim Williams
740.393.2933, ext. 1106
kwilliams@knoxcc.org
- D. 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.

II. DESCRIPTION

The purpose of the Certified Administrative Assistant program is to prepare the learner with realistic experience and practice to develop the judgements, proper work habit, and desirable attitudes necessary to achieve competency in entry-level job skills, acquire certification, and obtain gainful employment in the field of business or related career fields.

- Prerequisites: None
- Classroom Hours: Evening Class Option: 5:00 pm – 9:00 pm (Tues-Thurs)
- Required Textbook(s): Shelly*Cashman*Vermaat (2017). *Microsoft Office 2016 Introductory*. Cengage Learning. Boston, MA (ISBN-13: 9781305870048)



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Barker (2013). *Business Skills Exercises*, 5th edition.
Cengage Learning. Boston, MA
(ISBN-13: 9781111572198)

- Other Resources: Grammarly Free Grammar Checker
OPAC Software

Recommended Tools, Materials, Supplies (student's responsibility):
Planner, Paper, Pens, Pencils, Highlighters, Folders, Binder

III. COURSE OBJECTIVES

- 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, OPAC Basic Excel, OPAC PowerPoint, and OPAC Windows certifications
- 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

SCHEDULE OF INSTRUCTION TOPICS (order subject to change)



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Course Sequence		Total Theory Hours	Total Laboratory Hours	Total Course Hours
Course #	Course Name			
CAA-DIG	Computer – Digital Literacy <ul style="list-style-type: none"> • Computer Fundamentals • Internet • Google Applications • MOS Outlook • Exam Preparation 	8	27	35
CAA-WPP	Microsoft Applications <ul style="list-style-type: none"> • Microsoft Power Point • Microsoft Word • Exam Preparation 	10	90	100
CAA-EXL	Microsoft Applications <ul style="list-style-type: none"> • Microsoft Excel • Exam Preparation 	10	80	90
Total		28	197	225

IV. ATTENDANCE

- A. Adult learners are expected to attend ALL assigned experiences. Attendance record is maintained by the instructor and front office.
- B. Attendance will be reviewed throughout. If a learner’s attendance falls below 90%, the learner will be placed on attendance probation. The learner is responsible for keeping record of his/her times tardy and absences. See Probation policy in *KTC Adult Learner Handbook* and/or related policy(s) in *Program Supplemental Handbook (if applicable)*.
- C. Pre-arranged sick leave must be approved in writing by the instructor and coordinator.
- D. The learner who is absent is responsible for the material presented. The learner **MUST** contact the program office on the first day of return to school to turn in any assignment(s) that were due on the missed day(s) and/or to take any tests that were administered on the day(s) of absence. Failure to do so will result in a 10% reduction of test/homework grade per day not completed. All work must be completed and turned in. An incomplete will be issued on the grade report until the work is done. An incomplete status will be maintained for up to 2 weeks, and then the learner may be dismissed from the program. **Learners are responsible for obtaining all missed assignments and/or quizzes/tests upon return to school**

V. TEACHING STRATEGIES

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|------------------|------------------------|
| ▪ Guest Speakers | ▪ Workbook Assignments |
| ▪ Group Work | ▪ Lecture |



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- Work-Based Learning Activities
- Computerized Simulation Exercises
- Internet Activities
- Skill Practice
- Faculty Demonstrations
- Competency Check-Offs

VI. EVALUATION METHOD

Course objectives/competencies will be evaluated and the course grade will be calculated using the following criteria:

Activity	Points	Description
Written Exams/Practical Application	Point Value of Exam	Exams are presented at the conclusion of each topic area
Assignments	Point Value of Assignments	Assigned daily and includes reading, workbook assignments, worksheets, competency practice, etc.
Attendance	Point Value of Attendance	90% attendance required – see attendance policy
Hands-On Skill Competency Practice and Employability	Pass/Fail	Must score a “Satisfactory” on all competency check off procedures to qualify for program graduation

Grading will be reported on a numerical scale, which can be converted to a letter grade as follows:

- A. Grade “A” the adult learner has mastered at minimum 93% of the work.
- B. Grade “B” the adult learner has mastered 85% to 92% of the work.
- C. Grade “C” the adult learner has mastered 75% to 84% of the work.
- D. Below 75% is failing.

VII. ACADEMIC HONESTY

The Knox Technical Center regards personal integrity and academic honesty as fundamental to the educational process and the development of a professional. Honesty in all academic matters is expected of adult learners and actions contrary to such integrity will not be tolerated. Any attempt to cheat, misrepresent someone else’s work as one’s own, receive credit for work which is not one’s own, obtain an unfair advantage over others or aid another adult learner to do the above will be considered a breach of integrity. Refer to *KTC Adult Learner Handbook* for more information.

VIII. ELECTRONIC DEVICES AND CELL PHONES

Cell phones management rules must be followed in the classroom/clinic area. These devices are not permitted while in the classroom/clinic area/outside event. Unauthorized use of such devices disrupts the instructional program and distracts from the learning environment. Unauthorized use



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is grounds for disciplinary action up to and including program dismissal. If the learner is found to have a cell phone on their person or found to have a cell phone on (rings/vibrates) during testing, a "0" will be earned for that quiz/test.

Cell phones may be used at school in the entryways or outside of the building only during breaks and at lunch. As always, should someone need to contact you during class or clinical, they may call the school and you will be contacted as needed. Programs where adult learners are in class when the front office is closed may adjust emergency contact procedures as necessary.

IX. CAVEAT EMPTOR CLAUSE

The learner is responsible for following all written guidelines as detailed in the *KTC Adult Learner Handbook* and/or related policy in *Program Supplemental Handbook (if applicable)*.

Students are required to:

1. Attend 225 program hours, and *complete with attendance of no less than 90% of the total program hours per KTC requirements.*
2. Obtain passing scores on all courses (75% or above)
3. Demonstrate passing scores of hands-on skill practice/procedures.