

Course Description:

This course is intended for students who want to enter the workforce as an office assistant. This course provides students with the basic technology, communication and customer service skills needed in entry-level office positions.

Prerequisites:

Familiar with Microsoft Windows 10 or 11

Curriculum Resources: books, etc.

Course Goals & Objectives:

By the end of this course, the student should be able to:

- Use Microsoft Windows 10/11 at an intermediate level.
- Use Microsoft Word, Excel, and Outlook at a beginner to intermediate level and apply those skills in an office environment.
- Utilize Adobe Acrobat to create, manipulate, and complete online forms.
- Explain the difference between shared drives and cloud storage.
- Understand the concept and security concerns of using cloud storage.
- Create and attend virtual meetings using Microsoft Teams and Zoom.
- Operate basic office equipment such as printers, scanners, and fax machines.
- Manage a multiline phone system and apply phone etiquette standards to calls.
- Type between 25 to 35 wpm and demonstrate the correct posture for keyboarding.
- Apply set filing standards to create and maintain an organized office environment.
- Demonstrate a higher level of oral and written communication.
- Understand the importance of confidentiality in the workplace.
- Create and apply processes for tracking inventory, processing mail, and keeping a calendar in an office environment.

Teaching Philosophy:

We believe that instructors, staff, and administrators have a shared responsibility to provide: 1) innovative course design and instruction; 2) a safe, learner-centered environment; and 3) an authentic learning experience.

Evaluation Methods:

Student success is based on participation in class activities and the completion of exercises. A certificate of completion requires 100% attendance and completion of all assigned activities.

Grading Policy:

Student success is based on participation in class activities and the completion of exercises. A certificate of completion requires successful completion of all assigned work within the established time frame. Types of graded assignments will be projects, review questions, activities and assignments.

S = Satisfactory

U = Unsatisfactory

A course grade of Unsatisfactory does not qualify the course as a prerequisite to other courses.

Participants Responsibilities:

To ensure a quality and safe learning environment, students are required to follow the Student Behavior policy found online at <https://www.middeltech.com/student-services/student-handbook/>.