

## Department:

Business Technology

## Course Description:

This course is designed to give students simulated practice with real world application of various office skills. The course is designed to give the student a working knowledge of the administrative assistant's duties and responsibilities. The students follow a self-directed, individualized set of instructions.

## Course Competencies:

Upon completion of the course, the student should be able to:

1. Develop organization skills through the planning and prioritizing of tasks in each project.
2. Use critical thinking skills to analyze, prioritize, develop, write, and create business documents.
3. Use current technology available in business and communications software to work efficiently and effectively.
4. Understand the role and responsibilities of an administrative assistant in the business world.
5. Create, edit, and produce a variety of business documents using formatting tools.
6. Identify the parts of a business correspondence.
7. Use proofreading skills to recognize and correct abbreviation, capitalization, punctuation, spelling, incomplete sentences, and grammatical errors to produce mailable documents.

## Course Content:

- A. Preparing Marketing and Administrative Documents
- B. Creating Personnel Documents
- C. Preparing Administrative Documents
- D. Creating Materials to Promote the Company
- E. Basic Business Documents
- F. Reports, Correspondence, and Employment Documents

## Learning Assessments:

Competencies may be evaluated by multiple measures including exams, papers, article reviews, research, experiments, and projects.

## Instructional Materials:

Textbook: Vanhuss, S., Forde, C., Woo, D., & Robertson, V. (2017). *Keyboarding and Word Processing Complete Course Lessons 1-110: Microsoft® Word 2016* (20<sup>th</sup> ed.). Boston, MA: Cengage Learning. ISBN-13: 978-1337103275

## **Guidelines for Requesting Accommodations Based on Documented Disability or Medical Condition**

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

In order to begin the process all students **must** complete the “Disabilities Self-Identification Form” on our [Disability Services website](#).

This form can also be accessed at the Highland Community College homepage under Students Services/Student Resources/Disability Service or by contacting the Disabilities Coordinator.

### **A Note on Harassment, Discrimination and Sexual Misconduct**

Highland Community College seeks to assure all community members learn and work in a welcoming and inclusive environment. Title VII, Title IX, and College policy prohibit harassment, discrimination and sexual misconduct. Highland Community College encourages anyone experiencing harassment, discrimination or sexual misconduct to talk to report to the Vice President for Student Services, the Human Resources Director or complete an [online report](#) about what happened so that they can get the support they need and Highland Community College can respond appropriately.

There are both confidential and non-confidential resources and reporting options available to you. Highland Community College is legally obligated to respond to reports of sexual misconduct, and therefore we cannot guarantee the confidentiality of a report, unless made to a confidential resource. Responses may vary from support services to formal investigations. As a faculty member, I am required to report incidents of sexual misconduct and thus cannot guarantee confidentiality. I must provide our Title IX coordinator with relevant details such as the names of those involved in the incident. For more information about policies and resources or reporting options, please review our [Equity Grievance Policy](#).