

Administrative Support Technology Office Systems Assistant One Year Certificate & CSC Information Processing Technician Curriculum Map

Entry Level Competency Student Learning Outcomes	Course Equivalent	Curricular Considerations	Assessments (demonstrate competency)	Student Intraction Weekly (email, phone, Facetime. F2F. etc.)
Domain I. Technical Skills				
<i>DEFINITION:</i> Demonstrate high-level technical skills and knowledge required for successful employment in office administration.				
Subdomain I.A Keyboarding Skill and Computer Operation				
1. Demonstrate competency in basic keyboarding technique	AST 101	<ul style="list-style-type: none"> • Home row keys, using touch-typing • Correct fingering for home row, space bar, Enter key, Tab key, backspace key • Importance of ergonomic principles to work station: posture and body position • Correct posture and technique when keying • Uppercase letters and symbols • Number row and upper case symbols • Use Microsoft Word (latest version) features and commands to prepare documents 	<ul style="list-style-type: none"> • Correct Technique (review online guides) <ul style="list-style-type: none"> ○ http://wasatch.slcschools.org/KeyboardingTechniques.htm ○ https://www.youtube.com/watch?v=BqKm9piu0Ro ○ http://www.rapidtyping.com/typing-instructions.html ○ https://www.youtube.com/watch?v=eMODXw2-GZE • Technique Observation (Checklist) <ul style="list-style-type: none"> ○ Video or in person <p><u>Review for Retake of Direct Assessment:</u></p> <ul style="list-style-type: none"> • AST 117 or AST 101 • www.typingweb.com/tutor • Keyboarding Pro 4 	<ul style="list-style-type: none"> • Initial contact with student for base rate verification of keyboarding skill and technique. (minimum 45 wpm with 80%+ accuracy). • Continued contact as needed with any review and retake assessments. • Extensive and substantive interaction through email, phone, and BlackBoard Discussion – weekly

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2. Develop skills using format and function computer operation keys	AST 101	<ul style="list-style-type: none"> • Toolbar operations: tabs, groups, function and commands • Control, Shift, and Alt keys used for appropriate shortcuts and machine function. • Critical thinking - selecting most efficient function to accomplish task • Backspace and Delete keys • Keyboard Arrow Keys and Home, Page Up, Page Down, End, Delete, Insert, Print Screen 	<ul style="list-style-type: none"> • Production document - timed • MOS pretest • National certifications (MOS, other certifications may be submitted for review to validate competency relevance.) 	<ul style="list-style-type: none"> • Blackboard course for K2W with instructor's notes on graded assessments submitted. • Discussion Board interaction as needed for FAQs and specific questions on content. • Email for answering specific questions on content and for general "how are you doing?" and "keep up the good work" notes. • Phone calls as needed • Substantive interaction
3. Build accuracy and speed, using-touch typing skills	AST 101	<ul style="list-style-type: none"> • Words-a-minute (WAM) rate to set speed goals • Keyboarding speed and accuracy drills • Keyboarding skills in straight copy and production speed and accuracy – 3- and 5-minute timed writings (35 words per minute required competency) 	<ul style="list-style-type: none"> • Keyboarding Pro 4 <ul style="list-style-type: none"> ○ Keyboarding • OPAC Keyboarding Assessment <ul style="list-style-type: none"> ○ Keyboarding ○ 10-Key Pad • Online Assessment <ul style="list-style-type: none"> ○ Keyboarding (www.typingtest.com) 	<ul style="list-style-type: none"> • Email interaction with any questions. • Student interaction via Blackboard notes when assessments are submitted for evaluation. • Substantive interaction

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Subdomain I.B. Document Production				
1. Introduction to document formatting	AST 101	<ul style="list-style-type: none"> • Short memo with block memo headings • Personal business letter • One page letter using block and modified block format • Table using standard format • Short report with side headings and paragraph headings format • Title page for business documents 	<ul style="list-style-type: none"> • Production document - timed <ul style="list-style-type: none"> ○ Memo ○ Letters ○ Table ○ Report 	<ul style="list-style-type: none"> • Blackboard interaction with notes responding to assessments submitted • Weekly email correspondence including updates from instructor; questions from students; and additional helps with content as needed. • Substantive interaction
2. Format documents using generally accepted business practices	AST 102	<ul style="list-style-type: none"> • Document production • Left-bound, top-bound, and unbound reports • Modified block and block style letters • Preprinted memos and standard block memos • Basic tables using design functions available for readability and comprehension • Basic specialty documents: minutes of meetings and news releases and newsletters • Widows/orphans and keep text together feature • Graphics and Smart Art and Word Art 	<ul style="list-style-type: none"> • Production document - timed <ul style="list-style-type: none"> ○ Memo ○ Letter ○ Table ○ Report ○ News Release ○ Newsletter ○ Minutes 	<ul style="list-style-type: none"> • Blackboard Discussion and Grade Book interaction with notes responding to assessments submitted • Weekly email correspondence including updates from instructor; questions from students; and additional helps with content as needed. • Audio/Video contact as needed through Blackboard Collaborate (usually at least one contact, but always available throughout the course on demand) • Substantive interaction

<p>3. Efficiently create business correspondence using advanced formatting features.</p>	<p>AST 141</p>	<ul style="list-style-type: none"> • Multi-page letters and memos with continuation pages and headers and footers • Formal business reports with transmittal letter • Manuscript in MLA and APA style • Specialized table design and layout • Symbols, borders, WordArt and SmartArt. • Function keys (F4, etc.) for efficient production of document formatting. • Keyboarding skills in straight copy and production speed and accuracy – 3- and 5-minute timed writings (45 words per minute required competency) 	<ul style="list-style-type: none"> • Production documents – timed <ul style="list-style-type: none"> ○ Letter ○ Memo ○ Report ○ Table • Case study – essay questions • Command & Function keys objective test • OPAC or Keyboarding Pro or www.typingtest.com • National certifications (MOS, other certifications may be submitted for review to validate competency relevance.) 	<ul style="list-style-type: none"> • Students complete sample documents in preparation for the direct assessments based on competencies required for production of business documents (letter, memo, report, and table). Weekly interaction through email and BlackBoard discussion as students prepare for the direct assessments. • Grade Book notes when students complete the direct assessments. Follow up with email as needed. • Blackboard Collaborate used to discuss any questions by reviewing steps or procedure in real time. Of course, these sessions can be recorded for view later as needed. • Extensive and substantive interaction
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Subdomain I.C. Customized Formatting				
1. Apply automated and customized formatting to business documents	AST 142	<ul style="list-style-type: none"> • Advanced specialty documents using customized formatting: minutes of meetings, news releases, promotion manuscripts and reports, forms and tables, meeting and follow-up materials, flyers. itinerary and travel materials, expense reports, and newsletters. • Hyperlinks. bookmarks, and cross-references • Navigation pane, thumbnails, bookmarks, hyperlinks, and cross-references • Images, shapes, charts and text boxes formatted and customized • Sources and citations • Custom numbering and bulleting • Track changes 	<ul style="list-style-type: none"> • Document Production – timed <ul style="list-style-type: none"> ○ Minutes ○ News Releases ○ Itinerary ○ Expense Report • Multipage Document Production – timed <ul style="list-style-type: none"> ○ Newsletter ○ Formal Report • Case study – essay/objective questions • National certifications (MOS, other certifications may be submitted for review to validate competency relevance.) 	<ul style="list-style-type: none"> • Students complete sample documents in preparation for the direct assessments based on competencies required for production of business documents (letter, memo, report, and table). Weekly interaction through email and BlackBoard discussion as students prepare for the direct assessments. • Grade Book notes when students complete the direct assessments. Follow up with email as needed. • Blackboard Collaborate used to discuss any questions by reviewing steps or procedure in real time. Of course, these sessions can be recorded for view later as needed. • Extensive and substantive interaction

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2. Create mail merge documents	AST 142	<ul style="list-style-type: none"> • Mail merge letter, label, and form, creating the data source file. • Compare and combine documents 	<ul style="list-style-type: none"> • Document Production – timed 	<ul style="list-style-type: none"> • Students demonstrate this competency in steps (mail merge letter then mail merge labels and then mail merge forms and then compare/combine documents that are submitted for review. Interaction is substantive through this learning phase. • Notes to students in Grade Book when direct assessments are submitted for the competencies and evaluation is completed.
3. Create styles and themes in a variety of business documents	AST 142	<ul style="list-style-type: none"> • Macros to streamline steps required to prepare a document (report, letter, memo format) • Specialized templates for a letter, a memo, and a newsletter. • Custom theme with theme colors, theme fonts, and theme effects 	<ul style="list-style-type: none"> • Document Production – timed <ul style="list-style-type: none"> ○ Create Macro ○ Template Design & Revision <ul style="list-style-type: none"> ▪ Control features ▪ Custom design features 	<ul style="list-style-type: none"> • Students demonstrate this competency in steps (macro design, template design) that are submitted for review. Interaction is substantive through this learning phase. • Notes to students in Grade Book when direct assessments are submitted for the competencies and evaluation is completed

Entry Level Competency Student Learning Outcomes	Course Equivalent	Curricular Considerations	Assessments (demonstrate competency)	Student Intraction Weekly (email, phone, Facetime. F2F. etc.)
4. Apply problem solving skills when designing a multipage document with created tables and indexes using generally accepted business practices for grammar and sentence structure	AST 142	<ul style="list-style-type: none"> Distinguish between comments from different users when working with shared documents Multi-page report with cover, Table of Contents, Table of Figures, Index, page numbers (footers/headers) and complex table. Grammar skills Writing strategies promoting goodwill 	<ul style="list-style-type: none"> Production – Shared Documents with Tracking and Comments & Bookmarks – timed Case study – essay and objective responses required Production - Four Grammar Activities – punctuation & writing style <p><u>Study Guides:</u></p> <ul style="list-style-type: none"> Fundamentals of Good Business Writing Punctuation Essentials <p>https://owl.english.purdue.edu/owl/section/1/6/</p>	<ul style="list-style-type: none"> Students demonstrate this competency in steps (tracking, comments, bookmarks and grammar review and assessments) that are submitted for review. Interaction is extensive and substantive through this learning phase. Notes to students in Grade Book when direct assessments are submitted for the competencies and evaluation is completed
Subdomain I.D. Proofreading and Editing Skills				
1. Demonstrate proficiency in proofreading and editing skills, including grammar, spelling, sentence structure, and punctuation	AST 107	<ul style="list-style-type: none"> Grammar choices for accurate sentence structure (pronouns, noun/verb) Spell check and custom dictionaries Spell check and grammar check for a document and display readability statistics, as well as word, paragraph, and character count Synonyms and antonyms using the thesaurus feature Translation feature to translate words from English to another language (business cards – English one side; Foreign Language on reverse side) Accurate use of punctuation (commas, colons, semicolons, parentheses, dashes) Master the top 50 misspelled words Proofreaders' marks. Tracking features for proofing and editing 	<ul style="list-style-type: none"> Gregg Reference Manual Assessments OPAC assessments Spelling test – proctored Proofreaders' marks assessment Production Documents – report and letter <ul style="list-style-type: none"> Parts of speech Punctuation Tracking Translation Spell check Grammar Check 	<ul style="list-style-type: none"> Substantive interaction while student completes learning materials in preparation for direct assessments over competencies required. Black Board discussion for specific questions as well as email and phone calls as needed.

Entry Level Competency Student Learning Outcomes	Course Equivalent	Curricular Considerations	Assessments (demonstrate competency)	Student Intraction Weekly (email, phone, Facetime. F2F. etc.)
2. Compose clearly written business correspondence using correct grammar, punctuation, and sentence construction	AST 107	<ul style="list-style-type: none"> • Capitalization, number ,and abbreviation style • Punctuation • Variety of sentence structure • Succinct sentence structure 	<ul style="list-style-type: none"> • Production Documents – revisions required • Case Study – essay and objective questions • OPAC assessments 	<ul style="list-style-type: none"> • Discussion Board interaction as needed for FAQs and specific questions on content. • Email for answering specific questions on content and for general “how are you doing?” and “keep up the good work” notes. • Extensive and substantive interaction
3. Write business letters, reports, and memorandums following correct format and creating a good impression on the reader	AST 107	<ul style="list-style-type: none"> • Formatting business documents with clear, concise, and complete information • Margins for documents • Font size and font style • Corporate image and branding 	<ul style="list-style-type: none"> • Production Documents – revisions required • Case Study – essay and objective question. • OPAC assessments 	<ul style="list-style-type: none"> • Substantive interaction while student completes learning materials in preparation for direct assessments over competencies required. • Black Board discussion for specific questions as well as email and phone calls as needed.
4. Edit business manuscripts using the revision symbols used by professional editors	AST 107	<ul style="list-style-type: none"> • Editing • Proofreading marks • Manuscript format 	<ul style="list-style-type: none"> • Production Documents – manuscript revisions required • OPAC assessments 	<ul style="list-style-type: none"> • Substantive interaction while student completes learning materials in preparation for direct assessments over competencies required. • Black Board discussion for specific questions as well as email and phone calls as needed.

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Subdomain I.E. Database and Records Management				
1. Research and discuss records management need for maintaining records and recorded information	AST 234	<ul style="list-style-type: none"> • Records management history, legislation, and career opportunities • Basic rules for records management 	<ul style="list-style-type: none"> • Case Study – essay and objective • ARMA guidelines assessment 	<ul style="list-style-type: none"> • Substantive interaction while student completes learning materials in preparation for direct assessments over competencies required. • Black Board discussion for specific questions as well as email and phone calls as needed.
2. Develop skills in using the systems and procedures required in the information cycle	AST 234	<ul style="list-style-type: none"> • Creation or acquisition of a document through its use, storage, protection, and final disposition • Data integrity • Data sharing • Storing, retrieving and storing records 	<ul style="list-style-type: none"> • Case Study – essay and objective • Production using ACCESS 	<ul style="list-style-type: none"> • Substantive interaction while student completes learning materials in preparation for direct assessments over competencies required. • Black Board discussion for specific questions as well as email and phone calls as needed.
3. Apply the principles of filing as they apply to records management systems	AST 234	<ul style="list-style-type: none"> • Alphabetic, subject, numeric, and geographic storage and retrieval systems • Database management • ARMA regulations and standards • Records control and management 	<ul style="list-style-type: none"> • Case Study – essay & objective • ARMA assessments 	<ul style="list-style-type: none"> • Substantive interaction while student completes learning materials in preparation for direct assessments over competencies required. • Black Board discussion for specific questions as well as email and phone calls as needed.

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4. Apply problem solving skills to select appropriate technology involved in records management specialized functions	AST 234	<ul style="list-style-type: none"> • Micrographics, computer-databases, word processors, optical disks, the Cloud • Microsoft ACCESS software (latest version) • Database applications in records management • Records management technology • Records management equipment and supplies • Records safety and security • RIM programs components and responsibilities 	<ul style="list-style-type: none"> • Case study – essay & objective • Document Production using ACCESS <ul style="list-style-type: none"> ○ Forms ○ Reports ○ Tables ○ Query ○ Relationships • National certifications (MOS, other certifications may be submitted for review to validate competency relevance.) 	<ul style="list-style-type: none"> • Substantive interaction while student completes learning materials in preparation for direct assessments over competencies required. • Black Board discussion for specific questions as well as email and phone calls as needed. • Grade Book notes when reviewing submitted documents for direct assessments.
Subdomain I.F. Office Automation and Procedures				
1. Analyze appropriate technology requirements necessary for productivity and efficiency in today's office environment.	AST 230	<ul style="list-style-type: none"> • Printers (duplex, tabloid feature, 3D, color, and other features) • Copiers • Smart phones, tablets, laptops • Phone systems • Free apps and add-ons 	<ul style="list-style-type: none"> • Case studies – essay & objective 	<ul style="list-style-type: none"> • Extensive use of Blackboard Collaborate for competencies with both audio and video access to each student. The session is recorded for future reference by all students as appropriate. • Substantive interaction.

Entry Level Competency Student Learning Outcomes	Course Equivalent	Curricular Considerations	Assessments (demonstrate competency)	Student Intraction Weekly (email, phone, Facetime. F2F. etc.)
2. Make appropriate decisions when using technology in planning, organizing, and producing office documents	AST 230	<ul style="list-style-type: none"> • Office correspondence preparation using a variety of software applications. (software and templates) • Newsletters, tabloids, flyers • Social media, on-line, print 	<ul style="list-style-type: none"> • Production Documents – timed <ul style="list-style-type: none"> ○ Voice to Print ○ Presentation software ○ Video/Movie ○ Survey design ○ Applications: DragonSpeak, Prezi, OneNote, Survey Monkey, MS Office 2013 or latest version, SnagIt, Wordle, PhotoStory3, 3-D printers, Internet Browsers/Research, Project, Scanner, Transcription (all areas updated annually as new technology & procedures become available) 	<ul style="list-style-type: none"> • Students demonstrate this competency in steps (each production document includes a direct assessment demonstrating competency achieved). Document projects are submitted for review. Interaction is substantive through this learning phase. • Notes to students in Grade Book when direct assessments are submitted for the competencies and evaluation is completed • Substantive interaction through email, phone, and Blackboard Collaborate.
3. Resolves minor problems and service requirements for a variety of office equipment.	AST 230	<ul style="list-style-type: none"> • Equipment inventory • Service agreements • Lease vs purchase • Vendors 	<ul style="list-style-type: none"> • Case Study – essay and objective 	<ul style="list-style-type: none"> • Substantive interaction through email, phone, and Blackboard Collaborate. • Notes to students in Grade Book when direct assessments are submitted for the competencies and evaluation is completed.

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Subdomain I.G. Basic Print Publishing				
1. Create multi-page documents using headers/footers and page numbering.	AST 257	<ul style="list-style-type: none"> • MS Office Suite • Publisher 	<ul style="list-style-type: none"> • Production Documents – timed <ul style="list-style-type: none"> ○ MS Office Templates ○ Advanced Features MS Office ○ Publisher templates • OPAC assessment 	<ul style="list-style-type: none"> • Extensive Interaction as students focus on learning modules in preparation for the direct assessments (production focus)
Subdomain I.H. Advanced Print Publishing and Web Publishing				
1. Create publications for specific audiences and purpose using publishing layout software.	AST 253	<ul style="list-style-type: none"> • Desktop publishing program capabilities • Hardware requirements • Style sheets and master pages • Publishing strategies (online, hardcopy) • InDesign • Photoshop • Purpose of Publications 	<ul style="list-style-type: none"> • Document Production – Adobe Creative Suite (CS6 or CC or latest version) <ul style="list-style-type: none"> https://www.nobledesktop.com/shortcuts/indesigncs6/pc https://www.nobledesktop.com/shortcuts/illustratorcs6/pc https://www.nobledesktop.com/shortcuts/photoshopcs6/pc • Case Study – essay and objective 	<ul style="list-style-type: none"> • Extensive Interaction as students focus on learning modules in preparation for the direct assessments (production focus)

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Subdomain I.I. Presentations				
1. Design visual presentations for specific audiences and purpose using presentation software.	AST 260	<ul style="list-style-type: none"> • Graphical tools (software features) • Presentation software (PowerPoint, Prezi, etc.) • MS Office Suite • Audio and video clips • Animation • Transition 	<ul style="list-style-type: none"> • Document Production – 25 slides <ul style="list-style-type: none"> ○ MS PowerPoint 2013 or latest version ○ Prezi or PowToon or SlideRocket or 280 Slides or Google Docs Presentation • Case Study – essay and objective • National certifications (MOS, other certifications may be submitted for review to validate competency relevance.) 	<ul style="list-style-type: none"> • Extensive Interaction as students focus on learning modules in preparation for the direct assessments (production focus) • Blackboard Collaborate is a main focus when audio and video is required for learning modules.
Domain II. Interpersonal Skills				
<i>Definition:</i> Exhibit and recognize interpersonal skills required in the office environment..				
Subdomain II.A. Develop the knowledge, skills, and understanding to make informed academic, social, personal, career, and interpersonal decision				
1. Display high standards of ethical conduct and behaviors	AST 206	<ul style="list-style-type: none"> • Confidentiality • Personal and professional conduct 	<ul style="list-style-type: none"> • Case Study – essay & objective 	<ul style="list-style-type: none"> • Extensive interaction when students complete learning activities in preparation for the direct assessment.

Entry Level Competency Student Learning Outcomes	Course Equivalent	Curricular Considerations	Assessments (demonstrate competency)	Student Intraction Weekly (email, phone, Facetime. F2F. etc.)
2. Pursue appropriate learning activities contributing to lifelong professional growth	AST 206	<ul style="list-style-type: none"> • Continuing education • Professional organizations • Self-reflection strategies 	<ul style="list-style-type: none"> • Case Study – essay & objective questions • Online assessments & reporting of assessments results 	<ul style="list-style-type: none"> • Extensive Interaction as students focus on learning modules in preparation for the direct assessments (production focus)
3. Maintain high standards for quality work and responsiveness in providing office administrative services	AST 206	<ul style="list-style-type: none"> • Internal/external customers • Generally accepted standards 	<ul style="list-style-type: none"> • Case Study – essay & objective questions • OPAC assessment 	<ul style="list-style-type: none"> • Extensive interaction using Blackboard Discussion and Collaborate.
Subdomain II.B. Better understand self (values, work ethic, attitudes, professional presence, personal wellness, self esteem).				
1. Demonstrates behaviors that are consistent with standards for professional and ethical conduct	AST 206	<ul style="list-style-type: none"> • Online assessments for self-reflection • Office professionalism • Decision making and problem solving strategies 	<ul style="list-style-type: none"> • Case Study – essay & objective questions 	<ul style="list-style-type: none"> • Extensive interaction using Blackboard Discussion and Collaborate
2. Function effectively as a member of a diverse team to accomplish common goals.	AST 206	<ul style="list-style-type: none"> • Team building • Diversity • Global workplace 	<ul style="list-style-type: none"> • Case Study – essay & objective questions 	<ul style="list-style-type: none"> • Extensive interaction using Blackboard Discussion and Collaborate
Subdomain II.C. Select career goals with thought and care, value work and the benefits it brings, and adjust to the inevitable changes in the working world.				
1. Demonstrate a commitment to serving internal and external customers with quality outcomes	AST 206	<ul style="list-style-type: none"> • Global issues • Customer service 	<ul style="list-style-type: none"> • Case Study – essay & objective questions • OPAC assessment 	<ul style="list-style-type: none"> • Extensive interaction using Blackboard Discussion and Collaborate

Entry Level Competency Student Learning Outcomes	Course Equivalent	Curricular Considerations	Assessments (demonstrate competency)	Student Intraction Weekly (email, phone, Facetime. F2F. etc.)
2. Apply new technical and business information/knowledge to practical use on the job	AST 206	<ul style="list-style-type: none"> • Office software and equipment (traditional and emerging technologies) 	<ul style="list-style-type: none"> • Presentation – Topic Assigned 	<ul style="list-style-type: none"> • Extensive interaction using Blackboard Discussion and Collaborate
3. Research career advancement opportunities	AST 206	<ul style="list-style-type: none"> • Occupational Outlook Handbook, professional organizations 	<ul style="list-style-type: none"> • Case Study – essay & objective questions 	<ul style="list-style-type: none"> • Extensive interaction using Blackboard Discussion and Collaborate
Subdomain II.D. Demonstrate rational approaches to decision making and problem solving.				
1. Demonstrate through simulations and case studies continued rational approaches to solutions and remedies for office issues.	AST 206	<ul style="list-style-type: none"> • Decision making and problem solving strategies • Case studies and simulations • Collaboration • Leadership styles • Conflict resolution (infractions of office policies) 	<ul style="list-style-type: none"> • Case Studies – essay & objective questions 	<ul style="list-style-type: none"> • Extensive interaction using Blackboard Discussion and Collaborate
Subdomain II.E. Use correct oral and written grammar and develop strategies to avoid communication breakdown.				
1. Conveys information clearly and effectively	AST 206	<ul style="list-style-type: none"> • Verbal communication model • Written communication model • Conveying understanding 	<ul style="list-style-type: none"> • Presentation – Topic assigned 	<ul style="list-style-type: none"> • Extensive interaction using Blackboard Discussion and Collaborate

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Domain III. Office Administration Procedures & Theory				
<i>Definition:</i> Integrate effective administrative problem solving and decision making to contribute to a productive workplace				
Subdomain III.A. Constantly Changing Workplace				
1. Recognize how economic globalization and changing technology contribute to the dynamic workplace	AST 243	<ul style="list-style-type: none"> • Changes occurring in the workplace • Common types of businesses and organizational structures – unique cultures • Crucial skills and qualities of an effective administrative professional 	<ul style="list-style-type: none"> • Case Studies – essay & objective 	<ul style="list-style-type: none"> • Extensive interaction using Blackboard Discussion and Collaborate
2. Describe and model the characteristics and conventions of a professional image	AST 243	<ul style="list-style-type: none"> • Characteristics that contribute to a positive professional image • Components of a professional appearance and presence • Conventions of business/office etiquette – courtesy and manners • Ways to reduce stress • Exercise for well-being • Professional organizations • International business practices • Work ethic 	<ul style="list-style-type: none"> • Case studies – essay & objective questions 	<ul style="list-style-type: none"> • Extensive interaction using Blackboard Discussion and Collaborate

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3. Discuss and understand the value of working with a diverse workplace team	AST 243	<ul style="list-style-type: none"> • Teamwork principles and strategies • Composition of workplace teams • Organizational benefits of a diverse workplace • Employee benefits of working in a team • Productive team communication • Effective workplace teams • Manage large projects • Collaborative documents and presentations 	<ul style="list-style-type: none"> • Case studies – essay & objective questions 	<ul style="list-style-type: none"> • Extensive interaction using Blackboard Discussion and Collaborate
4. Plan business meetings and special events requiring travel	AST 244	<ul style="list-style-type: none"> • Meetings and special events guides • Financial procedures • Legal procedures • Employment and career planning • Personnel training and supervision • Travel planning (hotel, transportation, per diem/meals) • Budget development and monitoring • travel materials and itinerary • Local and international travel requirements 	<ul style="list-style-type: none"> • Production documents • Case Studies – essay and objective questions 	<ul style="list-style-type: none"> • Extensive interaction using Blackboard Discussion and Collaborate

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Subdomain III.B. Workplace Behaviors				
1. Apply techniques and systems for self-management and balance to be a productive, efficient worker	AST 243	<ul style="list-style-type: none"> • Goal setting aligned with organization’s goals • Physical health and energy • Balance work and home • Understand and manage stress • Work assignments – planned and organized • Set priorities • Procrastination • Time wasters • Efficient work practices 	<ul style="list-style-type: none"> • Case studies – essay and objective questions • National certifications (CAP, other certifications may be submitted for review to validate competency relevance.) 	<ul style="list-style-type: none"> • Extensive interaction using Blackboard Discussion and Collaborate
2. Develop a framework for making ethical decisions	AST 243	<ul style="list-style-type: none"> • Basics of ethics and ethical behavior in the workplace • Characteristics of an ethical organization • Characteristics of an ethical administrative professional 	<ul style="list-style-type: none"> • Case studies – essay and objective • National certifications (CAP, other certifications may be submitted for review to validate competency relevance.) 	<ul style="list-style-type: none"> • Extensive interaction using Blackboard Discussion and Collaborate

Entry Level Competency Student Learning Outcomes	Course Equivalent	Curricular Considerations	Assessments (demonstrate competency)	Student Intraction Weekly (email, phone, Facetime. F2F. etc.)
3. Understand and practice leadership behaviors	AST 243	<ul style="list-style-type: none"> • Leadership theories • Leadership styles • Leadership traits • Methods of leadership – plan well, ask questions, delegate, communicate effectively, set a good example, invest in relationships, 	<ul style="list-style-type: none"> • Case studies – essay and objective questions • National certifications (CAP, other certifications may be submitted for review to validate competency relevance.) 	<ul style="list-style-type: none"> • Extensive interaction using Blackboard Discussion and Collaborate • Group interaction supported with Blogs and Blackboard Discussion
4. Develop skills for providing effective customer service and recognize the importance of the organization’s commitment to customer service	AST 243	<ul style="list-style-type: none"> • External and internal customers • Problem-solving skills • Listening skills • Customer service skills (telephone, Web, F2F) • Customer service strategies and handling difficult situations and conflict 	<ul style="list-style-type: none"> • OPAC assessments • Case studies – essay and objective questions 	<ul style="list-style-type: none"> • Extensive interaction using Blackboard Discussion and Collaborate • Group interaction supported with Blogs and Blackboard Discussion • You Tube videos created and distributed via Blackboard Discussion for peer review activities.
5. Create personal financial plan	AST 244	<ul style="list-style-type: none"> • Financial planning and investment • Retirement and future wealth • Payroll taxes and payroll deductions • Costs and benefits of credit 	<ul style="list-style-type: none"> • OPAC assessment • Case studies – essay and objective questions 	<ul style="list-style-type: none"> • Extensive interaction using Blackboard Discussion and Collaborate • Group interaction supported with Blogs and Blackboard Discussion • You Tube videos created and distributed via Blackboard Discussion for peer review activities.

Entry Level Competency Student Learning Outcomes	Course Equivalent	Curricular Considerations	Assessments (demonstrate competency)	Student Intraction Weekly (email, phone, Facetime. F2F. etc.)
6. Prepare organizational financial statements	AST 244	<ul style="list-style-type: none"> • Balance sheet • Cash flow statement • Income statement 	<ul style="list-style-type: none"> • Document Production - timed 	<ul style="list-style-type: none"> • Extensive interaction using Blackboard Discussion and Collaborate
7. Process incoming and outgoing mail	AST 244	<ul style="list-style-type: none"> • United States Postal Service • FedEx, UPS, and other private delivery companies • International mail classifications • Procedures for incoming and outgoing mail • Fax and email • Shredding, recycling and green practices 	<ul style="list-style-type: none"> • Case studies – essay & questions 	<ul style="list-style-type: none"> • Extensive interaction using Blackboard Discussion and Collaborate
Subdomain III.C. Communication Essentials				
1. Apply appropriate guidelines for writing email, memos, letters, and reports	AST 243	<ul style="list-style-type: none"> • “C” characteristics of effective communication • Positive expressions • Tone of communication • Communication collaboration 	<ul style="list-style-type: none"> • Production documents <ul style="list-style-type: none"> ○ Letter ○ Email 	<ul style="list-style-type: none"> • Extensive Interaction as students focus on learning modules in preparation for the direct assessments (production focus) • Blackboard Collaborate is a main focus when audio and video is required for learning modules.
2. Prepare and demonstrate effective verbal communication and presentations	AST 243	<ul style="list-style-type: none"> • Telephone communication • Elements of verbal and nonverbal communication 	<ul style="list-style-type: none"> • OPAC assessment • Presentation 	<ul style="list-style-type: none"> • Extensive Interaction as students focus on learning modules in preparation for the direct assessments (production focus) • Blackboard Collaborate is a main focus when audio and video is required for learning modules.

Entry Level Competency Student Learning Outcomes	Course Equivalent	Curricular Considerations	Assessments (demonstrate competency)	Student Intraction Weekly (email, phone, Facetime. F2F. etc.)
Subdomain III.D. Oral and Written Communication				
1. Compose correct, concise, and effective business letters, memorandums, reports, and other business correspondence	AST 205	<ul style="list-style-type: none"> • Writing to inform, request, respond, sell, and report 	<ul style="list-style-type: none"> • OPAC assessment • Production • Case study – essay and objective 	<ul style="list-style-type: none"> • Extensive Interaction as students focus on learning modules in preparation for the direct assessments (production focus) • Blackboard Collaborate is a main focus when audio and video is required for learning modules.
2. Speak correctly and concisely in various situations such as one on one, small groups, and large audiences	AST 205	<ul style="list-style-type: none"> • Basics of the communication process • Psychology of business communication • Preparing and planning for presentations • Speaking with a purpose 	<ul style="list-style-type: none"> • Presentation 	<ul style="list-style-type: none"> • Extensive Interaction as students focus on learning modules in preparation for the direct assessments (production focus) • Blackboard Collaborate is a main focus when audio and video is required for learning modules.
3. Listen and participate effectively in a group environment	AST 205	<ul style="list-style-type: none"> • Active listening • Group dynamics • Preparation and research 	<ul style="list-style-type: none"> • https://exhaleprovoice.org/ta-ke-our-listening-quiz?gclid=CI_UqZzSocYCFc0WHwodzPsDDg • https://www.youtube.com/watch?v=848MrvcOnfk • Case study – essay and questions 	<ul style="list-style-type: none"> • Extensive Interaction as students focus on learning modules in preparation for the direct assessments (production focus) • Blackboard Collaborate is a main focus when audio and video is required for learning modules.

Entry Level Competency Student Learning Outcomes	Course Equivalent	Curricular Considerations	Assessments (demonstrate competency)	Student Interaction Weekly (email, phone, Facetime. F2F. etc.)
Domain IV. Job Search/Employment				
<i>Definition:</i> Display personal and professional competence sufficient to conduct a successful job search campaign.				
Subdomain IV.A. Job Search and Advancement				
1. Demonstrate job search skills required for employment	AST 206	<ul style="list-style-type: none"> • Resume • Application form • Cover Letter • Mock Interview • Pre- and post-employment strategies 	<ul style="list-style-type: none"> • Production documents • Telephone/FaceTime Interview 	<ul style="list-style-type: none"> • Substantive interaction via Blackboard Collaborate and email and phone and FaceTime (as appropriate for each students' technology status)
2. Demonstrate business awareness and workplace effectiveness.	AST 206	<ul style="list-style-type: none"> • 20- to 40 hour internship • Essential workplace skills • Exit internship report 	<ul style="list-style-type: none"> • Demonstrated work experience <ul style="list-style-type: none"> ○ Current resume ○ Employer's documentation 	<ul style="list-style-type: none"> • Substantive interaction via Blackboard Collaborate and email and phone and FaceTime (as appropriate for each students' technology status)
3. Develop job advancement and job change strategies	AST 244	<ul style="list-style-type: none"> • Job search plan • Networking • Annotated employment portfolio • Exit interview 	<ul style="list-style-type: none"> • Production documents • Case study – essay and objective 	<ul style="list-style-type: none"> • Substantive interaction via Blackboard Collaborate and email and phone and FaceTime (as appropriate for each students' technology status)

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