Atlantic Technical College
Administrative Office Specialist
Evening/Hybrid
Program Syllabus
2017-2018

Instructor Name: Diana Marquez **Department Name:** Business and Information Technology **Office/Classroom Location:** Building 7, Room 175 **Phone Number:** 754-321-5100 **Email Address:** diana.marquez@browardschools.com	**Instructor Office Hours:** **M-F:** 6:00 – 6:30 pm (appointment preferred) Instructor responses to student requests will be provided within 24 hours of regular school operating hours: Monday – Friday 7:00 am – 3:00 pm.

Student Hours:

Monday & Wednesday
Online
Tuesday & Thursday
6:30 pm – 9:30 pm (On Campus)

Program Name: Administrative Office Specialist

OCPs	Course Names	Hours
A	OTA0040 Information Technology Assistant	150
B	OTA0041 Front Desk Specialist	300
C	OTA0030 Assistant Digital Production Designer	150
D	OTA0043 Administrative Office Specialist	450

Course Description:

This program is designed to prepare students will be prepared for employment as an administrative specialist, administrative support, front desk specialist, and information technology assistant. This program offers a broad foundation of knowledge and skills expanding the traditional role of the administrative assistant. The content includes the use of technology to develop communication skills, higher-level thinking skills, and decision making skills; the performance of office procedures tasks; the production of quality work in an efficient manner using advanced features of business software applications; administrative/ financial functions; production of desktop publishing quality documents; exploration of new technologies including voice recognition training; research of job opportunities; and the production of high quality employment portfolios and job-seeking documents.

After successfully completing this program, the student will be able to perform basic office activities, data processing activities, and manual and computerized accounting activities using QuickBooks, Excel, and various other software applications.

Technical College Policy/Adult Student Attendance:
- A student must be withdrawn after being absent for six (6) consecutive days.
- Two (2) additional absences may be allowed under certain circumstance with appropriate documentation.
- Please refer to the Student Handbook for postsecondary students.
  http://www.atlantictechnicalcollege.edu/atc-student-handbook/

Magnet High School/Attendance Policy:
A student who has had at least five unexcused absences, or absences for which the reasons are unknown, within a calendar month, or 10 unexcused absences, or absences for which the reasons are unknown, within a 90-calendar-day period, may be exhibiting a pattern of non-attendance according to (F.S.1003.26 (1) (b)) and the School Board of Broward County, Policy 5.5.

Required Book(s) and/or Online Access: • Keyboarding and Word Processing Essentials Textbook and License • Microsoft Office 2016: Intermediate Course **Class set of Books Available:** • Microsoft Office 2016: First Course • College Accounting • Management Now	**Required Materials/Supplies:** Purchased from ATC Bookstore: • Headphones • Storage device (flash drive) • Notebook

All required books and most materials/supplies can be purchased from the ATC bookstore.
Stop by during operational hours for pricing, booklist and other purchasing information.

Grading System:	**Additional Program Specific Grading Information:**
A 90 - 100%	Daily/Classwork 25%
B 80 - 89%	Quizzes/Tests 25%
C 70 - 79%	Exams/Projects 50%
D 60 - 69%	
F 0 - 59%	
I Incomplete	

Online Course Grading Policy:

Online students' grades and attendance are based on the following:

- Scheduled assignments are due each **Sunday by 11:59 pm**. Late submission of work will affect the assignment grade.
- Students assume full responsibility for the content and integrity of submitted work. As the guiding principle of academic integrity, a student's submitted work, examinations, reports, projects, etc. must be his/her own.
- Unless otherwise stated by the instructor, physical or digital references including books, charts, graphs, diagrams, photos, notes or calculators may not be utilized during assessments or exams. Blank scratch paper will be permitted during certain assessments.
- Exams may include an oral or lab/skills component and final exams will be completed in-person during a lab session.

View Your Grades:

Grades can be viewed online by following the directions below:

1. Go to https://browardfocus.com (access FOCUS using Chrome, Firefox or Safari).
2. Student ID which is on your student schedule.
3. Passcode: Student's date of birth formatted as YYYYMMDD.
   Four digits for the year, two digits for the month and two digits for the day.

Classroom/Lab Rules:

- Sign in and out DAILY.
- Read and follow DAILY AGENDA upon arrival.
- Follow all rules in the student and discipline code books.
- Cell phones silent or OFF and PUT AWAY.
- Contact instructor by 8:00 am on the same day when absent (email preferred).
- Come to class prepared to work and be respectful of ALL class members.
- ALL assignments submitted to instructor must reflect the student's own individual work.
- **NO FOOD OR BEVERAGES IN THE LAB.**

Industry Certification & State Credential Exam Cost:	**Outstanding Student Recognition Information:**
• Microsoft Office Specialist Word - $100 • Microsoft Office Specialist Excel - $100 • Microsoft Office Specialist Access - $100 • Microsoft Office Specialist PowerPoint - $100 • Microsoft Office Specialist Outlook - $100 *You may qualify for certification reimbursement of your exam cost(s) upon passing. Credential fees are estimated & subject to change.*	A gold seal will be applied to a Program Completion Certificate or an Applied Technology Diploma if the student has earned a 3.5 GPA or higher in their Career and Technical Education (CTE) classes.

Program Name: Administrative Office Specialist
Course Number: OTA0040   **Course Name: Information Technology Assistant (150 Hours)**   **Occupational Completion Point: A**   **Intended Outcomes:** (From FL DOE Curriculum Framework)   Student will be able to:

- Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and Enhance workplace performance
- Develop an awareness of microprocessors and digital computers
- Demonstrate an understanding of operating systems
- Use technology to enhance the effectiveness of communication skills utilizing word processing applications
- Use technology to enhance communication skills utilizing presentation applications
- Use technology to enhance the effectiveness of communication utilizing spreadsheet and database applications
- Use technology to enhance communication skills utilizing electronic mail
- Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work lifelong learning, and personal and professional goals
- Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance
- Demonstrate competence using computer networks, internet, and online databases to facilitate collaborative or individual learning and communication.
- Demonstrate proficiency in page design applicable to the WWW
- Develop an awareness of emerging technologies
- Develop awareness of computer languages and software applications
- Demonstrate comprehension and communication skills

Course Number: OTA0041
Course Name: Front Desk Specialist (300 Hours)
Occupational Completion Point: B
Intended Outcomes: (From FL DOE Curriculum Framework)
Student will be able to:
- Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace of performance. Apply ergonomic principles applicable to the configuration of computer workstations
- Demonstrate language arts knowledge and skills
- Demonstrate mathematics knowledge and skills
- Use oral and written communication skills in creating, expressing and interpreting information and ideas
- Solve problems using critical thinking skills, creativity and innovation
- Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise and correct manner on personal and professional levels
- Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance
- Practice quality performance in the learning environment and the workplace
- Incorporate appropriate customer service strategies to accomplish job objectives and enhance workplace performance
- Incorporate appropriate leadership and supervision techniques and standards of personal ethics to accomplish job objectives and enhance workplace performance
- Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals
- Demonstrate human relations/interpersonal skills appropriate for the workplace
- Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance
- Use technology to increase administrative office support productivity and enhance workplace performance.
- Describe the importance of professional ethics and legal responsibilities
- Use information technology tools.
- Participate in (administrative) work-based learning experience.

Course Number: OTA0030
Course Name: Assistant Digital Production Designer (150 Hours)
Occupational Completion Point: C
Intended Outcomes: (From FL DOE Curriculum Framework)
Student will be able to:
- Demonstrate proficiency in computer skills
- Demonstrate knowledge of digital publishing concepts
- Perform decision–making activities
- Perform layout, design, and measurement activities
- Demonstrate proficiency in digital publishing operations
- Demonstrate proficiency in digital imaging
- Demonstrate proficiency in creating a simple website

Course Number OTA0043
Course Name: Administrative Office Specialist (450 Hours)
Occupational Completion Point: D
Intended Outcomes: (From FL DOE Curriculum Framework)
Student will be able to:
- Apply communication skills (reading, writing speaking, listening and viewing) in a courteous, concise, and correct manner on personal and professional levels
- Use information to accomplish job objectives and enhance workplace performance
- Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance
- Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance
- Use technology to increase administrative office support productivity and enhance workplace performance
- Participate in (administrative office/ support) work-based learning experiences
- Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment
- Demonstrate the importance of health, safety, and environmental management in organizations and their importance to organizational performance and regulatory compliance
- Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives
- Describe the importance of professional ethics and legal responsibilities
- Explain the importance of employability skill and entrepreneurship skills
- Demonstrate personal money-management concepts, procedures, and strategies.