

# ADMINISTRATIVE ASSISTANT PROFESSIONAL PROGRAM

The Administrative Assistant Professional (AAP) program aims to equip students with necessary administrative skills needed to succeed in an office environment. The program includes the following five courses: Microsoft Word, Microsoft Excel, Office Procedures, Business Communications, and an externship course. The one-year program aims to provide students with imperative knowledge about proper professional behavior in an office environment, management of electronic files, and handling of correct office procedures.



## PROGRAM LENGTH

1 Academic Year  
\*48 Credit Hours

## START DATES

Fall, Winter, Spring, or Summer

## PROGRAM COSTS

Tuition: \$1,275 per quarter  
Book Fee: \$60 per quarter  
Supply Fee: \$40 per quarter  

---

Total: \$1,375 per quarter

Tuition: \$5,100 per year  
Book Fee: \$240 per year  
Supply Fee: \$160 per year  

---

Total: \$5,500 per year

## EXTERNSHIP

Minimum 84 hours of externship and 6 hours of seminars are required for program completion.

Must have a high school diploma or equivalent. Meet English proficiency requirements. In order to maintain full time status, International (F-1) students must be eligible to enroll in the externship course in conjunction with the Business Communication course.



888.836.8622  
**CSINOW.EDU**

## COURSE DESCRIPTION

---

### MICROSOFT WORD

12 Qtr. Credit Hours / 11 Weeks

The Microsoft Word course provides a thorough introduction of the most important Microsoft Word 2010 secretarial skills. Students will learn how to edit text of business documents, create, and save documents and use various formatting options. Additionally, students will learn how to create tables, insert a header and a footer, print business office documents, insert graphics, and use the Help System. During the lab hours the students will be able to do practice tests for MOS certification.

### MICROSOFT EXCEL

12 Qtr. Credit Hours / 11 Weeks

The Microsoft Excel course provides a thorough introduction of the most important Microsoft Excel 2010 secretarial skills. Students will learn how to edit text, values, formulas, and pictures within business office spreadsheets. They will also learn how to move and copy data, how to work with ranges, rows, and columns and will be introduced to absolute and relative references. This course also covers simple functions, basic formatting techniques, creating and modifying charts, and managing large workbooks for use in the business office environment. During the lab hours the students will be able to do practice tests for MOS certification.

### OFFICE PROCEDURES

12 Qtr. Credit Hours / 11 Weeks

The Office Procedures course focuses on perfecting fundamental skills required by an office assistant. The skills include but are not limited to: handling financial procedures, scheduling appointments, keeping records, making travel arrangements, operating office machines, and planning meetings. The course also delves into the basics of customer service and addresses case studies of working in a specialized office environment (such as business or medical office).

### BUSINESS COMMUNICATIONS

9 Qtr. Credit Hours / 11 Weeks

The business communications course focuses on the most popular forms of communication in the business environment. With a strong focus on writing and public speaking the course covers topics such as: business presentation, business reports, and professionalism. The course also delves into electronic communication and addresses the usage of Outlook as an e-mail platform.

### ADMINISTRATIVE ASSISTANT PROFESSIONAL EXTERNSHIP

3 Qtr. Credit Hours / 84 Externship Hours

The externship course provides students the opportunity to apply and integrate knowledge acquired through coursework. In clarifying and broadening career goals, the externship experience assists students in discovering, developing, and refining necessary competencies and skills for their proposed career objectives. The student's externship position must meet 70% of the objectives listed below.

### EXTERNSHIP OBJECTIVES

- Use Microsoft Word or similar software program regularly to create and/or edit business documents
- Utilize professional verbal and non-verbal communication techniques
- Proofread business documents for accuracy
- Use Microsoft Excel or similar software program regularly in a professional setting
- Utilize Outlook or similar email platform
- Use office equipment to conduct business (telephone, scanner, copier, fax etc.)
- Prepare and/or assemble business reports via software programs
- Manage or be mentored in the handling of financial transactions (cash handling, receipts, receivables, payables)
- Participate in or be mentored to prepare/present information in a business setting
- Schedule and manage in-person or calendar appointments
- Plan meetings/events and coordinate preparations (scheduling, invites, orders, etc.)

### JOB TITLES

- Accountant
- Administrative Service Manager
- Bookkeeping, Accounting, & Auditing Clerk
- Budget Analyst
- Business Operations Specialist
- Customer Services Representative
- Data Entry Keyer
- Database Administrator
- Document Management Specialist
- Executive Secretary & Administrative Assist.
- File Clerk
- Financial Manager, Branch, or Department
- Financial Quantitative Analyst
- First-Line Supervisor of Office
- Administrative Support Worker
- General & Operation Manager
- Hotel, Motel, & Resort Desk Clerk
- Human Resources Specialist
- Insurance Policy Processing Clerk
- Insurance Sales Agent
- Legal Secretary
- Library Assistant, Clerical
- Market Research Analyst
- Marketing Specialist
- Medical Secretary
- Office & Administrative Support Worker
- Operation Research Analyst
- Paralegal & Legal Assistant
- Payroll & Timekeeping Clerk
- Planning Clerk
- Production & Expediting Clerk
- Real Estate Sales Agent
- Reception & Information Clerk
- Sales Manager
- Secretary & Administrative Assistant
- Travel Clerk
- Tax Preparer
- Word Processor & Typist

