



# ABC Adult School

## Administrative Assistant Instructional Plan

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### MISSION STATEMENT:

The Mission of ABC Adult School is to provide quality education to our diverse community with meaningful opportunities for success in career, academic, and personal goals.

### 1. PROGRAM/COURSE IDENTIFICATION

- **Program Title:** Administrative Assistant
- **Program Length/Duration:** 750 hours
- **Target Audience:** Individuals seeking foundational knowledge and practical skills for entry-level to mid-level administrative support roles across various industries.
- **Prerequisites:** High school diploma/High School Equivalency
- **Funding Model:** This is a fee-based course, with any other expenses funded through the general Adult School budget.
- **Class Content Breakdown (Example hours, subject to actual curriculum design):**
  - Keyboarding & Computer Essentials: 84 Hours
  - Microsoft Office Suite (Word, Excel, PowerPoint): 200 Hours
  - Office Procedures & Management: 150 Hours
  - Business Communication & Professionalism: 120 Hours
  - Records Management & Data Entry: 80 Hours
  - Customer Service & Front Office Operations: 80 Hours
  - Job Prep: 36 Hours

### 2. PROGRAM GOALS AND LEARNING OBJECTIVES

- **Overall Program Objective:** The Administrative Assistant program is designed to equip students with the foundational knowledge and practical skills required to excel in diverse administrative support roles. Key objectives include mastering essential office software, understanding modern office procedures, developing strong business communication skills, managing records efficiently, providing excellent customer service, and preparing students for successful entry into administrative careers through structured learning and practical application.
- **Terminal Performance Objectives (TPOs):** Upon successful completion of this program, students will be able to:
  - **A. Communications:**
    - Interpret verbal and nonverbal communication effectively and respond appropriately in a professional office environment (e.g., client interactions, team meetings).

- Follow verbal and written instructions accurately and communicate clearly and concisely through various professional channels (e.g., email, reports, phone calls).
  - Read, understand, and accurately follow office policies, procedures, and client requests.
- **B. Career Planning and Management:**
  - Identify personal interests, aptitudes, and necessary skills for informed career decision-making within various administrative support pathways.
  - Utilize information and communication technology to research and explore training, networking, and job opportunities in administrative fields.
  - Create professional correspondence (e.g., business letters, memos), manage schedules, prepare reports, and deliver effective presentations.
- **C. Problem Solving and Critical Thinking:**
  - Identify and ask significant questions to clarify administrative challenges and effectively solve office-related problems.
  - Apply systems thinking to analyze how various office components (e.g., software, procedures, personnel) interact to produce efficient outcomes in a complex work environment.
- **D. Health and Safety:**
  - Interpret and comply with policies, procedures, and regulations governing the office workplace environment, including understanding both the employer's and employee's responsibilities.
  - Demonstrate how to prevent and respond to common office-related accidents or injuries, including the application of ergonomic principles for prolonged computer use.
- **E. Technology Orientation & Foundational Skills:**
  - **Welcome & Course Introduction:** Understand course objectives, weekly routine, classroom rules (including tech use etiquette), and types of projects/tools to be used.
  - **Technology Orientation:** Successfully navigate login processes, identify computer components (monitor, CPU, keyboard, mouse), and properly turn systems on/off.
  - **Platform Access:** Access the class website or LMS (e.g., Google Classroom, Canvas), email accounts, and key applications/software (e.g., Microsoft Office Suite, Google Workspace).
  - **Hands-On Task: “Getting to Know the Computer”:** Perform basic digital tasks such as creating folders, opening word processors, typing, and saving files.
  - **Basic Digital Citizenship Intro:** Apply principles of safe and responsible technology use, including password safety, appropriate online behavior, and adherence to school computer use policies.

### 3. INSTRUCTIONAL STRATEGIES AND DELIVERY METHODS

**Instructional Approach:** A blend of theoretical lectures, extensive hands-on computer lab exercises, interactive demonstrations, project-based learning, and role-playing scenarios.

- **Teaching Methods:**
  - **Direct Instruction:** For foundational concepts in office procedures, software functionalities, and business communication principles.
  - **Demonstrations:** Live demonstrations of software applications, administrative tasks, and professional communication techniques.
  - **Guided Practice:** Supervised lab sessions for hands-on document creation, data entry, spreadsheet management, and presentation design.
  - **Project-Based Learning:** Students will work on a series of projects (e.g., creating a business report, organizing a mock event, managing a simulated office calendar) that simulate real-world administrative tasks.
  - **Role-Playing:** Simulations of customer service interactions, phone etiquette, and inter-office communication scenarios.
  - **Technology Integration:** Extensive use of office productivity software, virtual office environments (if available), and online collaboration tools.
- **Differentiation and Support:** Instructors will provide individualized feedback during lab sessions and projects, offer varied learning materials, and adapt instruction to meet diverse learning needs, including those of English Language Learners and students with disabilities.
- **Initial Technology Orientation:** A comprehensive initial orientation will guide students through login processes, classroom technology components, platform access (LMS, email, key applications), and basic digital citizenship, reinforced with hands-on tasks.
  - **Materials/Tools Checklist for Orientation:** Student login credentials, working computers/devices, projector/screen for demonstration, internet access, access to LMS, Google Workspace, or other platforms.

### 4. INDUSTRY ALIGNMENT AND PROGRAM EVALUATION

- **Occupational Advisory Committee (OAC) Review:** The program outline undergoes an annual evaluation by the Occupational Advisory Committee. This committee, comprising experienced administrative professionals, office managers, human resources representatives, and program alumni, meets annually to:
  - Review program objectives and curriculum content to ensure alignment with current industry needs, evolving office technologies, and employer expectations for administrative roles.
  - Provide recommendations on instructional materials, software versions, office equipment, and emerging administrative tools.
  - Assess the appropriateness of instructional methods and student evaluation criteria, particularly for practical administrative skills.

- Ensure the program effectively prepares students with the essential technical skills, organizational abilities, and professional attitudes required for success in administrative support careers.
- **Student Outcome Data Review:** Annual review of student achievement data, including completion rates, employment rates in relevant administrative fields, and feedback from employers. This data is critical for identifying areas for program improvement and ensuring continuous quality enhancement in alignment with COE standards.