



Computer Technology/Computer Certificate Programs

Administrative Professional Certificate CCCP-5175

Even basic tasks in today's offices depend on technology. The Administrative Professional Certificate is designed for individuals in administrative support roles who want to be exceptional. Administrative professionals are often the heart and soul of successful businesses, functioning as the voice and face of a company. They are communicators, organizers, facilitators, and so much more. Become empowered to take on this valuable role as you learn how to use Microsoft Office, and increase your skills and competencies as an administrative professional. Learn effective techniques for business communication and the skills required for the delivery of excellent customer service in the workplace. You'll also develop the skills to organize and manage projects with ease.

Ready to learn more? Complete our information form at www.kirkwood.edu/ce_certificatesform or contact a student advisor today at ceadvising@kirkwood.edu or 319-398-5529.

Course List:

Keyboarding; Windows Basics; Word Level 1; Excel Level 1; PowerPoint Level 1; Access Level 1; Outlook Level 1; Business Writing; Excellence in Service; Project Management for the Unofficial Project Manager; Administrative Professional Final Project Review Class; Administrative Professional Final Project Class

Delivery Method:

Classroom

Length of Program and CEU Credits:

89 hours, 10.68 CEUs

Entrance Requirements/Prerequisites:

None

Other Items to Know About this Course:

All classroom materials are included in the tuition fee and will be provided in class.

Program Completion Requirements:

This is a pass/fail certificate. Students will need to complete the final project test in order to pass the

certificate program. The Administrative Professional Final Project is a computer-based test including multiple-choice, true/false, matching, and simulation questions about Windows Basics, Word Level 1, Excel Level 1, Access Level 1, PowerPoint Level 1, and Outlook Level 1. Students must receive 70 percent or higher on the exam to receive the certificate. Attendance is also a part of the requirement for obtaining the certificate. Students may have one unexcused absence throughout the course. Students are allowed to miss one night of class during the certificate program without having to make up the missed session.

Industry Credentials Earned:

None. This program does not award any nationally recognized certification upon completion.

Pathway to Credit Program:

None

Tuition Assistance:

Yes

Course Objectives:

- Efficiently type on a keyboard by touch.
- Navigate the Windows Operating System, including managing windows and folders, sorting and filing files, running programs, managing security settings, and utilizing Window's multimedia features.
- Multitask effectively using the task bar and minimize, maximize, resize, and move program windows; cut, copy, and paste text and pictures; and use various file storage devices.
- Navigate a Word document using the ribbon; enter and edit text; use numbered and bulleted lists; create envelopes; work with tables, borders, shading, styles, shapes, WordArt, and SmartArt; set custom tabs; insert headers and footers; track changes; and save your work in different file formats.
- Using Excel, enter and edit data, format cells, work with numbers and dates, use AutoFill, and perform worksheet calculations. Rearrange data on a worksheet, manage multiple worksheets, and use functions in formulas. Create charts to compare data and utilize special features to make organizing large amounts of data easier.
- Using Access, open, navigate, and close database objects, sort and filter table data, and import data sources. Learn to create forms, change forms in layout and design views, and create multiple items and split forms. Work with queries to select, sort, show, and use criteria in queries. Learn how to use and modify reports to display information, such as organization and structure.
- Using PowerPoint, create a presentation by choosing a theme, adding slides, choosing slide layouts, and navigating through the slides. Design and learn how to print the presentation through creating outlines and special formatting. Add graphics, animation, and multimedia to the presentation, including working with pictures, slide transitions, audio, and video.
- Using Outlook, work with and organize incoming and outgoing email messages; manage and organize people in your contacts; explore how to work within the calendar

to schedule appointments, meetings, and share and publish calendars; and learn how to make notes, tasks, and integration work for you to stay organized and prepared.

- Write effective business reports, proposals, letters, and emails.
- Address customer expectations, find solutions in difficult situations, and communicate clearly in a variety of situations.
- Use easy, step-by-step proven techniques to plan projects, work the plan, and close out the project all while managing your time and leveraging technology to your advantage. Discover ways to be both effective and efficient at managing projects in the workplace.

Learning Outcomes:

Upon completion of this program you should be able to type on a keyboard by touch, navigate the Windows Operating System, perform basic office tasks in Microsoft Word, Excel, Access, PowerPoint, and Outlook, communicate effectively both in written and verbal formats, problem solve with others, and make supported decisions.

Careers:

Source: Career Coach 2018, Kirkwood Community College region.

Executive Secretaries and Executive Administrative Assistants

Average hourly earnings: \$23.88

Starting hourly earnings: \$16.88

Projected job openings (2018 – 2023): 834

Secretaries and Administrative Assistants, Except Legal, Medical, and Executive

Average hourly earnings: \$17.73

Starting hourly earnings: \$12.03

Projected job openings (2018 – 2023): 2,071



Continuing Education

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319-398-5529

www.kirkwood.edu/ce_certificates

LEARN MORE

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