



2016 – 2017
Career Technical Programs

Business Department
541.463.5221

lanecc.edu

Business Assistant

One-Year Certificate of Completion

Program Coordinator Business Department, Bldg. 19 Rm. 137,
541.463.5221

Purpose To train business and office assistants for a wide variety of duties. They may handle correspondence, maintain electronic and manual files, assist with financial record keeping, operate a variety of office equipment, assist customers, answer telephones, act as a receptionist, act as an accounts receivable or payable clerk, perform general office duties, and use personal computers for internet research, word processing, and financial analysis. This Certificate of Completion may fulfill the first year requirements of the Accounting and Administrative Office Professional Two-Year Associate of Applied Science degrees.

Learning Outcomes The graduate will be able to:

- understand accounting as the language of business.
- engage customers and co-workers in a purposeful manner listening to and accurately interpreting their responses within diverse cultural contexts.
- work independently within diverse business environments; apply individual strengths and critical thinking to collaborative efforts.
- organize and manage the daily business functions of an organization.
- use software including word processing, spreadsheets, databases, and presentation tools to input, manage, and interpret information to meet organizational needs.
- perform on the job in ways that reflect professional ethics, legal standards, and organizational expectations.
- create professional, accurate documents.
- anticipate and actively explore innovative solutions to technological and organizational challenges.
- provide basic training and technical support for office equipment and software systems.
- use research and analytical skills to support the activities of the organization.
- formulate questions that can be addressed with data and collect, organize, and display relevant data to answer them.
- make effective presentations to internal and external audiences.
- use appropriate library and information resources to research business topics.
- apply critical thinking and analytical skills in decision-making and problem solving.
- use good keyboarding skills to prepare documents quickly and accurately according to employer standards.

Job Openings Projected through 2020

Lane County: 84 positions

Statewide: 1,040 positions

Wages

Lane County average hourly \$14.39; average annual \$29,935

Oregon average hourly \$15.73; average annual \$32,710

Costs (Estimates based on 2013-14 data for full-time students. Students attending part-time will incur additional term fees. Consult Lane's website for updated tuition and fees.)

Books	\$2,161
Computers/Internet Service	\$1,500
Resident Tuition and General Student Fees	\$5,729

Total Estimated Cost \$9,390

Course fees may change during the year. See the online credit class schedule for fees assigned to courses.

Gainful Employment Disclosure

Standard Occupational Classification: 43-6014.00

Go to the Department of Labor's O*Net website for a profile of this occupation:

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

[Onetonline.org/link/summary/43-6014.00](http://onetonline.org/link/summary/43-6014.00)

Or check on these O*Net Related Occupations:

Receptionists and Information Clerks onetonline.org/link/summary/43-4171.00

Office Clerks, General onetonline.org/link/summary/43-9061.00

In academic year 2014-15, 18 students completed this certificate.

The program is designed to take 4 terms, or about 15 months of study to complete.

Of students who completed this certificate in the 2014-15 academic year, 6% completed on time.

Note: The federally required method for calculating this rate assumes students will declare their completion program major immediately, enroll full-time each term, and remain enrolled at Lane continuously until they complete their program. In reality, many community college students attend part-time, explore several majors, stop out for a term or more, change majors, and brush-up on their academic skills to be better prepared for college level courses, all of which affect this narrowly defined on-time graduation rate.

The median loan debt incurred by students who completed the program in 2014-15 = \$19,439.

Explanation of costs: lanecc.edu/esfs/credit-fees-and-expenses

Course Requirements

1. See course descriptions for prerequisite requirements.
2. Students must place at least into WR 121 or WR 121_H and MTH 065, or take classes to reach these levels before enrolling in program courses.
3. Foundational Requirements (writing and math) may be completed with a grade of 'C-' or 'Pass'. All other required prerequisites and courses must be taken for a letter grade, not P/NP, and be passed with grade of 'C' or better to satisfy program requirements.

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4. Before enrolling in BT 120 MS WORD for Business or BT 123 MS EXCEL for Business, students are expected to have a basic knowledge of the Windows operating system and the ability to type 30 words per minute accurately and key 130-132 strokes per minute on an electronic calculator (or numeric keypad). The Business Department offers free placement tests to assist students in determining their skill levels. Contact the Business Resource Center 541.463.5799.5. Before enrolling in BA 214 Business Communications, students must pass BT 108 Business Proofreading and Editing.
5. Before enrolling in BA 214 Business Communications, students must pass BT 108 Business Proofreading and Editing.

Prerequisites

BT 108 Business Proofreading and Editing 4

Fall

CG 203 Human Relations at Work..... 3

BT 120 MS WORD for Business 4

CS 120 Concepts of Computing: Information Processing .. 4

Winter

BA 101 Introduction to Business..... 4

BT 123 MS EXCEL for Business..... 4

BT 165 Introduction to the Accounting Cycle..... 4

MTH 065 Elementary Algebra or higher 4

Spring

BA 206 Management Fundamentals..... 3

BA 214 Business Communications..... 4

BT 163 QuickBooks 4

BT 206 Co-op Ed: Business Seminar..... 2

Choice of: 4

BT 144 Administrative Procedures

BA 281 Personal Finance