**Program: Office Administration**

**Program Objective:**This program prepares candidates for mid-level and supervisory administrative careers. Students will learn technical, administrative, interpersonal, supervisory/managerial, organizational, and communication skills using Microsoft Office (Word, Excel, PowerPoint, Access, SharePoint, Outlook, and Project) and accounting basics using Quick Books. This program is led by certified instructors, with small class sizes and extensive hands-on exercises to prepare students for Microsoft Office and Quick Books certifications. At the completion of the course students will be proficient in creating reports, charts, data sheets, process flows and creating effective presentations. The program includes ample labs, quizzes, group discussions/ exercises, project work and internal/ external internship opportunities.

**Admission Requirements:**

* GED Credit or high School credit or college Diploma
* Basic English Communication Skill
* Basic Computer Skills with prior Computer Experience
* Apply for the program enrollment before the enrollment date
* Provide application supporting data: Driver License, Transcript, Experience Letter, Recommendation Letter
* Pay the program cost or provide Training cost voucher

**Material:** Textbook, Instructor Notes, Source code for projects.

**Evaluation:**

* Practice exam at the end of the course

**Length of Program / Program Duration:** 34 Weeks / 204 Hours (6 hrs. per week - Theory/Labs/Practice).

|  |
| --- |
| **Institutional Calendar (Program Start and End Date):** |
| **Quarter** | **Dates** | **Events** |
| **Fall 2020** | Wednesday, September 30 | Fall Quarter Begins |
| Thursday, November 26 | Thanksgiving Break |
| Saturday, December 12 | Program Completion Celebration |
| Friday, December 11 | Fall Quarter Ends |
| Monday, December 14 – Saturday, December 26 | Program / Course Evaluations |
|   |   |   |
| **Winter 2020** | Monday, January 6 | Winter Quarter Begins - Program Orientation Day |
| Monday, January 20 | Martin Luther King, Jr. Day |
| Friday, March 20 | Winter Quarter Ends |
|   |   |   |
| **Spring 2020** | Monday, March 30 | Spring Quarter Begins |
| Monday, May 25 | Memorial Day |
| Saturday, June 06 | Program Completion Celebration |
| Friday, June 12 | Spring Quarter Ends |
| Monday, June 15 – | Program / Course Evaluations |
| Friday, June 19 |
|   |   |   |
| **Summer 2020** | Monday, June 22 | Summer Quarter Begins - Program Orientation Day |
| Saturday, July 4 | Independence Day Holiday |
| Friday, August 21 | Summer Quarter Ends |
|   |   |   |
| **Fall 2021** | Wednesday, September 30 | Fall Quarter Begins |
| Thursday, November 26 | Thanksgiving Break |
| Saturday, December 12 | Program Completion Celebration |
| Friday, December 11 | Fall Quarter Ends |
| Monday, December 14 – Saturday, December 26 | Program / Course Evaluations |

**Fees Structure:**

* Tuition – $8,000
* Books/Software/Supplies – $800
* Certifications/Tests – $1,200 (MS Office, MS Excel, MS Word, MS Access, MS Outlook)
* Total Cost – $10,000

**REFUND / CANCELLATION POLICY**

1. A full refund against the tuition and fees or a credit in a comparable amount against future tuition and fees will be offered to students, who are called for active duty or active service. A full flexibility for re- enrollment and re-application will be offered to these students.
2. For students who cancel their classes from the institution maybe eligible for tuition and fee refund based on the following refund table below:

Student must make a written request for the withdrawal and request for the refund. If a student has attended the classes in person or on web or missed the classes prior to the formal request, then these weeks counts will be considered as student has taken the classes and these number of weeks will be used in determining the refund amount.



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If there is a billing balance or outstanding balance, the student may still be liable for unpaid institutional costs as well as any non-institutional costs. The school may deduct an administrative fee $100 from the amount of the total refund.

**NOTICE TO STUDENT**

* IT Expert System, Inc. is approved to operate by the Private Business and Vocational Schools Division of the Illinois Board of Higher Education.
* IT Expert System, Inc. is not accredited by a US Department of Education recognized accrediting body.
* The school does not guarantee transferability of credit and that in most cases, credits or coursework are not likely to transfer to another institution.

COMPLAINTS IF ANY AGAINST THIS INSTITUTION MAY BE REGISTERED WITH THE BOARD OF HIGHER EDUCATION, 1 N Old State Capitol Plaza, Suite# 333, Springfield, IL 62701. The link to the IBHE is [www.ibhe.org](http://www.ibhe.org) and the complaints link is [www.complaints.ibhe.org](http://www.complaints.ibhe.org)

**STUDENT DATA:**

|  |  |  |
| --- | --- | --- |
| **Program** | **Particulars** | **Numbers** |
| Office Administration | Total students enrolled |  5 |
| New starts | 2 |
| Transferred out of program | 0 |
| Graduated/Completed | 3 |
| Placed in field of study | 2 |
| Placed in related field | 1 |
| Not available for placement due to personal reasons | 0 |
| Unemployed | 0 |
| Govt/Certification taken/passed | NA |
| Student not placed by IT Expert System | 0 |

**\*\*Approximate salary ranges from 40K – 60K**

**Module 1: Microsoft Office 2013 – MS Word Certification**

Learn Microsoft Word, World’s leading word processing program

**Program Objective:** Microsoft Word is a graphical word processing program that users can use to prepare impressive documents. Word contains rudimentary desktop publishing capabilities and is the most widely used word processing program on the market. It is used by most of the offices and organizations text documents daily. This program will enable students to learn word processing functionality by using Microsoft Word. This course will prepare students for **Microsoft certification exam 77-418 (Word 2013)** which is part of Microsoft Office specialist (MOS).

**Overview:** Microsoft Word is world’s leading Desktop based word processor program that is used to create impressive professional text documents. Word is ideal for creating, formatting and printing text documents. It has advanced word processing capabilities and easy to use graphical interface.

**Course Content:**

###

### Getting Started

## Document and Word Processing Concepts

## Overview of Microsoft Word

## Setup Word on your computer

## Explore the user interface

### Create and Manage Documents

## Create a blank word document

## Creating documents using templates

## Opening documents written in other formats (i.e. PDF, TXT)

## Adding text

## Searching for text

## Inserting Hypertext

## Creating Bookmarks

## Managing Headers and Footers

## Document options

## Saving, Modifying, Deleting and Printing Word documents

### Formatting

## Inserting text and paragraphs

## Find and Replace text

## Copying and Pasting Text

## Autocorrect and Spell/Grammar checks

## Using Special characters

## Changing Font and font attributes

## u/sing format painter

## setting spacing for paragraphs and text

## Clearing text formatting

## Highlighting text

## Preventing paragraph orphans

## Inserting breaks to create sections

## Creating multiple columns within sections

## Adding titles to sections

## Page breaks

### Create tables and Lists

## Creating Tables

## Converting text to tables

## Converting table ton text

## Using quick tables

## Titles

## Applying styles to tables

## Sorting table data

## Configuring cells

## Configuring columns

## Using formulas

## Merging cells

## Creating lists – Numbering or Bullets, Modifying indentation, line spacing, list levels

## Apply References

## Creating endnotes

## Creating footnotes

## Managing citations

## Modifying formats

## Inserting bibliography

## Creating ToC

### Insert and format Objects

## Insert and format blocks

## Insert and format shapes and SmartArt

## Insert and format images

**Module 2: Microsoft Office 2013 – MS SharePoint Certification**

Learn Microsoft SharePoint, World’s leading collaboration platform

**Program Objective:** Microsoft SharePoint is a browser-based collaboration and document management platform that users can use to collaborate on organizational documents, topics and important artifacts. It is used by organizations to create and manage collaborations. This program will enable studentsto use collaboration platform with Microsoft SharePoint. This course will prepare students for **Microsoft certification exam 77-419 (Outlook 2013)** which is part of Microsoft Office specialist (MOS) certification.

**Overview:**Microsoft SharePoint is leading browser-based collaboration platformMicrosoft's content management system. It allows employee groups to set up a centralized, password protected space for document sharing. Documents can be stored, downloaded and edited, then uploaded for continued sharing.SharePoint is a web-based intranet that can help improve your organization's effectiveness by streamlining the management of and access to data.

**Course Content:**

###

### Getting Started

## Content management system concepts

## Overview of Microsoft SharePoint

## Setup SharePoint on your computer

## Explore the user interface

### Create and format content

## Understand and navigate SharePoint hierarchy

## All site contents

## Quick launch

## Content and structure navigation

## Manage lists and libraries

## Create SharePoint lists

## Edit item properties

## Manage email notifications

## Manage shortcuts

## Manage document templates

## Manage ratings

## Content validation

## Manage list items

## Create list items

## Manage list items and documents

## Publish assets

## Manage workflows

## Upload documents

## Manage announcements

## Collaborate on assets

## Manage document sets

### Manage SharePoint sites

## Manage site pages

## Use templates to create sites

## Update and delete site pages

## Create new sites

## Create Workspaces

## Setup site options

## Modify look and feel

## Recover assets

## View site analytics

## Detailed reports

## Add Web Parts

## Configure web parts

## Export/Import web parts

## Manage content types

## Manage User and Groups

### Participate in user communities

## Configure my site

## Add keywords, setup themes, configure colleague tracker web parts

## Configure RSS feeds

## Configure user profile

## Share pictures

## Manage personal documents

## Share documents

## Browse organization hierarchy

## Add tags and notes to content

## Rate items

### Site Search

## Configure search columns

## Configure list searches

## Configure site search visibility

## Browse search results

## Use refinement panel

## Use alerts and RSS feeds with search results

## Use Boolean operators in searches

## Wildcard searches

## Property searches

## Phonetic search

## People search

## Advanced searches

**Module 3: Microsoft Office 2013 – MS PowerPoint Certification**

Learn Microsoft PowerPoint, World’s leading electronic presentation program

**Program Objective:** Microsoft PowerPoint is a graphical presentation program that users can use to prepare impressive professional presentations. PowerPoint contains advanced desktop publishing capabilities and is the most widely used presentation program on the market. It is used by most of the offices and organizations to prepare impressive presentations. This program will enable studentsto create powerful presentations by using Microsoft PowerPoint. This course will prepare students for **Microsoft certification exam 77-422 (PowerPoint 2013)** which is part of Microsoft Office specialist (MOS) certification.

**Overview:**Microsoft PowerPoint is world’s leading Desktop based presentation program that is used to create impressive professional presentations. MS PowerPoint makes it easy to create, collaborate on, and convey your ideas in dynamic, visually compelling presentations.

**Course Content:**

###

### Getting Started

## Presentation Concepts

## Overview of Microsoft PowerPoint

## Setup PowerPoint on your computer

## Explore the user interface

### Create and Manage Presentations

## Create a blank presentation

## Creating presentations using templates

## Opening documents written in other formats

## Create a simple presentation

## Save presentations

### Create and Manage slide content

## Insert and format text

## Add, update and delete text

## Create multiple column content

## Hyperlinks

## Apply basic formatting

## Insert and format tables

## Add, update, and delete tables

## Add content to table cells

## Insert and format charts

## Create and modify chart styles, insert charts, modify chart type, add legends to charts, modify chart parameters, import charts from external sources

## Insert and format images

## Insert and format media

### Formatting

## Format presentation using slide master

## Managing Layouts - Add new layouts, modify existing layouts

## Add background images

## Page numbers

## Managing headers and footers

## Modify presentation themes

## Insert and format slides

## Add slide layouts

## Duplicate slides

## Modify background

## Apply Styles

## Insert and format shapes

## Modify shapes

## Shape backgrounds

## Borders

## Grouping – Group shapes and objects, Ungroup, Ordering

### Transitions and Animations

## Apply transitions

## Insert transitions between slides

## Setup transitions options

## Animate slide content

## Apply animations to shapes

## Apply animations to text objects

## Setup animations options

## Set timings for transitions and animations

### Manage multiple presentations

## Merge content from multiple presentations

## Review presentations

## Track changes

## Resolve differences

## Protect and share presentations

**Module 4: Microsoft Office 2013 – MS Outlook Certification**

Learn Microsoft Outlook, World’s leading electronic mail program

## Program Objective: Microsoft Outlook is a personal information management program that users can use to manage emails, calendar, task manager, contact manager, journal, and note taking. It is used by most of the offices and organizations for personal productivity of their employees. This program will enable students to manage their day-to-day information by using Microsoft Outlook. This course will prepare students for Microsoft certification exam 77-423 (Outlook 2013) which is part of Microsoft Office specialist (MOS) certification.

**Overview:**Microsoft Outlook is world’s leading Desktop personal productivity program that is used to efficiently manage personal information like emails, calendar, contacts and notes. MS Outlook makes it easy to manage emails, create and manage contacts, create and manage appointments and take notes.

**Course Content:**

###

### Getting Started

## Personal information and productivity concepts

## Overview of Microsoft Outlook

## Setup Outlook on your computer

## Explore the user interface

### Manage Outlook Environment

## Manage outlook options

## Setup outlook

## Change text formats

## Create and manage email accounts

## Customize navigation plan

## Save and Print information in outlook

### Manage messages

## Create messages

## Delete messages

## Move messages between folders

## Forward Messages

## Replying to messages

## Adding cc and bcc

## Request delivery and receipts

## Formatting messages

## Inserting hypertext

## Creating HTML messages

## Add signatures

## Sorting and searching messages

## Save messages

## Export outlook messages

## Adding attachments to messages

### Automate Outlook

## Create rules

## Manage folders

## Change quoted text colors

## Create and assign signatures

## Creating auto replies

## Using quick steps

### Manage schedule

## Create calendar

## Make appointments

## Adjust view details

## Modify calendar time zones

## Using multiple calendars

## Share calendars

## Create meetings

## Invite people to meetings

## Creating recurring meetings

## Creating all day events

## Using scheduling assistant

## Schedule resources – rooms, printers

### Manage contacts and groups

## Create new contacts

## Delete contacts

## Update contact details

## Import contacts

## Share contacts

## Tag contacts

## Create contact groups

## Multiple address books

## Adding notes to groups

## Delete groups

## Delete group members

**Module 5: Microsoft Office 2013 – MS Access Certification**

Learn Microsoft Access, early database with powerful relational database features.

**Program Objective:** Microsoft Access is an early database that has powerful relational database features and easy interface for creating Desktop applications using Access database. This program will enable studentsto learn relational concepts by using Access. This course will prepare for towards **Microsoft certification exam 77-424** which is part of Microsoft Office specialist (MOS).

**Overview:**Microsoft Access is a Desktop database technology that combines powerful features of relational database along with easy to use interface to create Desktop Database application quickly. Using this database, users can create small to medium size desktop applications and deploy and maintain the same.

**Course Content:**

###

### Getting Started

## Database Concepts

## Overview of Access database

## Setup access on your computer

## Explore the user interface

### Create a sample database

## Create a simple database

## Create table

## Add / Update data

## View data

## Formatting table contents

### Working with tables

## Manage relationships

## Creating Primary Keys

## Setting up Referential integrity with foreign keys

## Record navigations

### Queries

## Creating Queries using Query interface

## Creating Parameter Queries

## Creating group queries

## Creating join queries

## Sorting data

## Formatting Query fields

## Creating Forms for Data Entry

## Creating a form

## Data validation

## Saving, updating and deleting forms

## Working with Form Controls

## Setting form control properties

## Managing Labels

###

### Creating Reports

## Creating and modifying reports

## Creating reports with application parts

## Deleting Reports

## Using Report Controls – Grouping, Filtering, Sorting data

## Using sub forms and other form controls

## Formatting Reports – Creating Multi Column reports, using calculated fields, setting margins, background and orientation

## Formatting Reports – Setting Page breaks and Page numbers, applying themes

**Module 6: Microsoft Office 2013 – MS Excel Certification**

Learn Microsoft Excel, World’s leading electronic spreadsheet solution.

**Program Objective:** Microsoft Excel is a comprehensive spreadsheet solution that is used for storing, organizing and manipulating data. It is used by most of the offices and organizations around the world daily. This program will enable studentsto learn spreadsheet functionality by using Microsoft Excel. This course will prepare students for **Microsoft certification exam 77-420 (Excel 2013)** which is part of Microsoft Office specialist (MOS).

**Overview:**Microsoft Excel is a Desktop based electronic spreadsheet program for storing, manipulating and organizing data with easy to use interface. **Excel** is ideal for entering, calculating and analyzing company data such as sales figures, sales taxes or commissions. It can be used with any type of office data to quickly organize and gain insight. Excel can perform formula-based calculations and many other mathematical functions.

**Course Content:**

###

### Getting Started

## Spreadsheet Concepts

## Overview of Microsoft Excel

## Setup Excel on your computer

## Explore the user interface

### Managing Worksheets and Workbooks

## Create a blank workbook

## Creating Workbooks from templates

## Entering data in Worksheets

## Adding Worksheets to Workbook

## Managing Worksheets and Workbooks (Save, save in different formats, Open, Delete)

### Formatting

## Formatting Columns, Cells and Rows

## Applying Colors

## Manipulating Rows, Columns and Cells (Insert, Update, Delete)

## Page setup for printing

## Adjusting Margins, Rows & Column heights

## Customizing Views (Hiding and Displaying Rows and Columns)

## Managing Headers and Footers

## Merge and Split Cells

## Highlight tables

### Data Manipulation

## Creating Tables

## Managing data tables (Create, Modify, Filter, Sort)

## Looking up data in tables

## Search for Data

## Cell Ranges

## Sorting the Data

## Filtering data

## Grouping the data

## Formulas and Functions

## Using inbuilt functions

## Using Cell ranges with functions

## Summarizing data with functions (SUM, AVERAGE, MIN, MAX, COUNT)

## Conditional logic

## Applying formulas to cell ranges

## Copying formulas to new cells

## Using Date functions

## Using Text functions

### Charts and Objects

## Creating charts and Graphs

## Configuring Charts and Graphs (Series, Data Ranges, Grouping)

## Formatting Charts - Adding Legends, Resizing, Modifying parameters, Layouts and styles

## Creating Formatting objects – Inserting Control objects like

## Text Boxes

## Smart Arts

## Images

## Borders

## Formatting objects – Object Positions, Colors, backgrounds, changing properties

**Module 7: MS Project 2017**

## ****Overview:****This course is designed to familiarize you with the basic features and functions of Microsoft Project Professional 2015 so that you can use it effectively and efficiently in a real-world environment.

## ****Course Content:****

1. **Lesson 1: Starting a Project**
* Project Management 101
* Navigate and Customize the Project 2013 Interface
* Add Tasks to a Project
* Add Resources to a Project
* Save a Project
1. **Lesson 2: Working with Project Calendars**
* Manage Project Time Frames
* Change Working Time
1. **Lesson 3: Working with Project Tasks**
* Manage Project Tasks
* Add Summary Tasks and Milestones
1. **Lesson 4: Working with Project Resources**
* Manage Project Resources
* Allocate and Level Work Resources
1. **Lesson 5: Delivering a Project Plan**
* Print Project Views
* Share Projects
* Export Projects

 Microsoft Project - Intermediate

1. **Lesson 1: Managing the Project Environment**
* Link Projects
* Baseline a Project
* Work with Custom Fields
* Change Project Options
* Extend Project with Apps
1. **Lesson 2: Managing Task Structures**
* Change a Task List
* Create a Network Diagram
* Manage the Critical Path
* Use Lag and Lead
* Analyze Earned Value

1. **Lesson 3: Generating Project Views**
* Use View Commands
* Use Existing Views
* Create Custom Views
* Format and Share the Timeline View

1. **Lesson 4: Producing Project Reports**
* Use Existing Reports
* Create Custom Reports
* Export Visual Reports

**Module 8: Accounting Concepts**

**Overview:**This course introduces students to the fundamentals of financial accounting practice. Students' understanding of key accounting concepts, recording and measuring methods, and disclosure requirements will be developed. Students will learn the process of identification, measurement, recording and communication of financial information through general purpose financial reports using the accrual bases of accounting. Specific issues relating to inventory, non-current assets, liabilities, and equity are examined. Research skills are introduced and students will perform practical research. QuickBooks software labs will give students hands-on accounting experience.

**Course Content:**

* Introduction to Accounting and Business
* Nature of Business and Accounting
* Generally Accepted Accounting Principles (GAAP)
* The Accounting Equation
* Assets vs Liability
* Owner Equality
* Tangible vs non-Tangible Assets
* Business Transactions and the Accounting Equation
* Financial Statements
* To gain an overview of the course and the topics to be covered
* To know how QuickBooks works and how you can get around in QuickBooks
* Working with Bank Accounts
* Working with Vendors
* Working with Various types of transactions/invoices
* Working with Revenue Accounts
* Working with Payment Accounts
* Creating Income sheet
* Creating Balance sheet
* Creating Cash Flow Statement
* Generating Financial Reports
* Tracking and Paying Sales Tax
* Customize Forms and Reports
* Account Tracking and Re-consolidation