

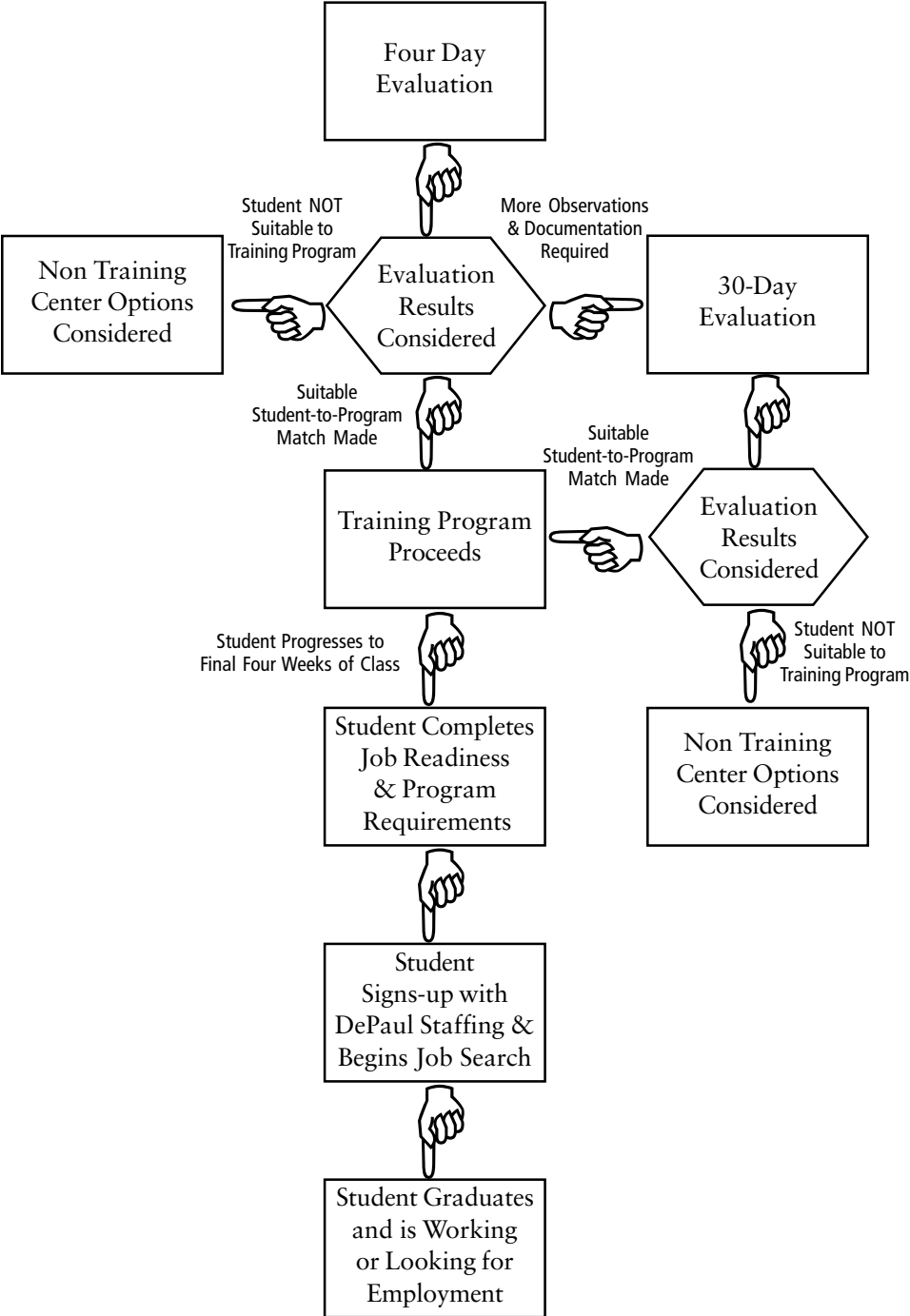


**DEPAUL TRAINING CENTERS**

# Office Skills Training

2010-2011 Catalog

# From Evaluation to Employment



# MEET YOUR EDUCATORS

## **Dawn Hagopian**

Senior Training Center Coordinator

Adult Educator, Program Chair, Office Administrator,  
Civil and Small Claims Mediator, and Advisor

Dawn is a dual master's degree candidate at Portland State University. Her first degree is in Conflict Resolution with an emphasis on inter/tra personal skills and how it relates to conflict in higher education. The second degree is in Criminal Justice with a focus on developing restorative justice models of correcting criminal behavior, as opposed to our current punitive system. Additionally, both degrees help develop a guide for enhancing civil and probate mediation cases. Dawn has developed conflict resolution and communication specific curriculum and workshop programs for adults with disabilities, who have been traumatized by life changing events or societal conforming norms. She has worked and served as a volunteer with the Multnomah County Small Claims Mediation Program, a court program that works with the court system to provide a tool for moving small claims cases quickly through a congested system. She has worked 21 years in the business community, 8 years specifically in higher education roles, including serving as a part time program chair for Everest College. She has been a volunteer court mediator for 6 years. She also holds a BS from University of Phoenix in Business Administration with an emphasis in marketing. As an educator, she advises her students, and the local communities' education boards of the needs and advantages of hiring adults with disabilities. She believes and promotes higher education each day, every hour, all year, and everywhere. Her favorite statement in meetings is: "Education is the fabric that keeps our communities, healthy, informed, and whole". She is a member of the Oregon Mediation Association, Oregon Business Education Association, and National Education Association.

## **Carol Simon-Perry**

Training Center Coordinator

Teacher, Office Administrator, Family Mediator and Mentor

Carol is a dual master's degree candidate at Portland State University. Her first degree is in Conflict Resolution with an emphasis on the barriers of unforgiveness as it relates to conflict. The second degree is in Interpersonal Communication with a focus on developing a mediation program for traumatized children, and frequently works with community members who desire to become advocates for youth in helping them get their voices heard. She has worked and served on the Board of Fuego, an organization whom works with young people, their families, and community partners to help advocate and support getting all voices heard. She has worked 25 years in the business community, 10 years as an office administrator for a small construction company and over 15 years in the banking industry. She has served on several boards in her church. She has been a volunteer court mediator for 4 years. She also holds a BS from Portland State University's School Of Business with an emphasis in general management and human resources. As an administrator, she helps keep the Fuego Community organized and whole. She is a member to the Oregon Mediation Association, Society of Human Resources, and Western States Communication Association.



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# DePaul Industries

## *Core Purpose*

- To help people with disabilities have the opportunity to work.

## *We Value*

- The self-esteem and opportunity that comes with a paying job.
- The courage to be entrepreneurial, to innovate and change.
- The balance between achieving our core purpose with maintaining financial health.
- Excellence and integrity in everything we do.
- Respect for the dignity of all people.
- Our employees and our customers are vital to our success.
- The challenge of helping a broad spectrum of people with disabilities to work.

# DePaul Industries

## Mission Statement

DePaul Industries' mission is to provide a variety of services for people with disabilities, including but not limited to: evaluation, education, training, jobs, and job placement, without regard to race, religion, gender, or national origin.

## In support of our mission, we value:

Respect for the dignity of people, compassion, integrity, customer focus, entrepreneurial spirit, responsiveness to change, economic independence, teamwork, and having fun.

## Training Centers

### Locations

DePaul Industries has two training centers, one located in Portland and the other in Salem. Both are easily accessible by public transportation.

**Portland:** The address of the Portland Training Center is 4950 NE MLK Jr. Blvd. The building is located on the corner of MLK Jr. Blvd. and Alberta St.

**Salem:** The Salem Training Center is at 4660 Portland Rd. NE Suite 108.

### Objectives

To prepare individuals for successful employment. To offer the necessary tools of learning that will help to make each student's future a success. We specialize in developing both professional workplace skills and behaviors.

## Training Center Overview

Before actual training begins, students referred to our program will be screened for the following:

- Existing Skills
- Aptitude to be successful in our training programs
- Job readiness (workplace behaviors, attendance, interpersonal skills and employability)

**All potential students/clients will go through the evaluation process.** This is a four day evaluation Mon-Thurs 8:30 - 12:00. In this time, the student/client completes a series of tests assessing their clerical knowledge, computer skills, reading comprehension and workplace behaviors. This will help the instructors determine the level at which the student's training should begin. If a student scores at or above 90% on an assessment test, it is assumed that the student already has adequate knowledge of the subject area and is exempt from that course. Additionally, students must meet basic requirements to enter into the training program. (Customized Programs and special exemptions are noted separately)

**Dress Code:** You must dress appropriately for an office environment. Clothing should be clean and neat, without holes or stains.

**Appropriate clothing includes:** slacks, sweaters, sleeved shirts/tops, and dresses/skirts of an appropriate length.

**Inappropriate clothing includes (but is not limited to):** shorts, jeans with holes, message T-shirts, undershirts, tank tops, crop tops or tops that expose your midriff, low-cut necklines, spaghetti straps, hats, sweats, and spandex.

We do observe "Casual Fridays" like many office environments do. Appropriate attire for Fridays includes nice jeans, non-message T-shirts (without holes or stains), sweatshirts, and clean tennis shoes.

The classroom is to be a fragrance-free environment. Many people are allergic to scents, so you are asked not to wear perfume or cologne. Please use lotions that are not excessively fragrant.

Instruction is self-paced and self-monitored, so students are able to move through the program at their own rate. The end date is established by the specific program and student/client ability. Students may be able to complete a course of study prior to the specified end date or request an extension from their counselor, if necessary.

Students are encouraged to sign up with DePaul Staffing Services upon completion of their program. DePaul Staffing provides temporary positions with state and local government and private sector businesses.

## Evaluations

### FOUR-DAY EVALUATION

The Four-Day Evaluation is our standard evaluation. This evaluation measures a student/client's ability to use the most popular business software and basic office skills. This evaluation is used to assure that a student/client begins training at the most effective level. In addition, this evaluation includes basic information about attendance, punctuality, appearance and workplace behaviors.

This evaluation includes:

- **Computer and Software:**  
MS Office - Windows - Data Entry - Keyboarding (typing) - Keystroking (10-key)
- **Basic Office Skills:**  
Spelling - English - Vocabulary - Reading - Proofreading - Business Communications - Customer Service - Basic Math - Filing - Record Keeping

### 30-DAY EXTENDED EVALUATIONS

Frequently, there is a need to track a student/client's ability to demonstrate success in a variety of areas within a daily workplace situation. These areas may include:

- The way a client responds to his/her workload, coworkers and supervisor.
- The ability to maintain an adequate attendance rate.
- The ability to work with materials at an appropriately independent level.
- The ability to produce work at a competitive level.
- The ability to tolerate frustrations.

We offer a 30-day extended evaluation period in order to monitor some of these workplace behaviors. Each student/client will work on the 1st month's curriculum for the most appropriate full-time training plan that we currently offer. Classroom textbooks are provided for the student/client for the 30-day period. If the student/client is successful through this process, continuation with the full training plan will be recommended. The first month curriculum components are outlined below:

- **Office Assistant:**  
Keyboarding, Basic Word, Basic Outlook, Record Keeping, Job Readiness
- **Office Specialist:**  
Keyboarding, Basic Word, Basic Outlook, Filing, Job Readiness
- **Data Entry:**  
Keyboarding, Basic Word, Basic Outlook, Data Entry, Job Readiness

## Characteristics of a Successful Student

Many students new to academic learning do not know what it takes to be successful in the DePaul Training Center environment or a future place of employment. They understand good and bad grades in a general way, and they sense that they should attend classes, but that is where their knowledge begins and ends.

Most instructors know what a good student is—and is not. Most employers know what a good employee is—and is not. For one thing, a good student is not necessarily the most intelligent individual in the class.

The following is a list of some characteristics of successful students. Characteristics of a successful student transfer into positive work place behaviors. This list is a description of what a hard-working student does and what a teacher likes to see. By learning these characteristics, you may better understand the day-to-day and class-to-class behavior of successful students. The idea is to provide you with guidelines you can follow which will help you get down to the business of becoming a serious, successful student and future office professional.

- Successful Students attend class regularly and on time.
- Successful students have the ability to work independently and monitor his/her own progress. Training programs at DePaul are based on independent study and one-on-one training
- Successful students listen and train themselves to pay attention.
- Successful students take responsibility for themselves and their actions.
- Successful students turn in assignments that look neat and sharp. They take the time to produce a final product that looks good, and reflects of a care and pride in their work.
- Successful students demonstrate that they care about their grades and are willing to work to improve them
- Successful students demonstrate a willingness to receive instruction/ direction from an Instructor and follow through with the presented expectations.
- Successful students ask appropriate questions and are active participants in their learning.
- Successful students pay attention in class and are courteous and polite.
- Successful students have the ability to apply reading strategies to extract important information from text and apply this information to their work. Our classroom textbooks are written at approximately a 9th grade reading level. Successful students have the ability to apply upper elementary level English skills to writing assignments.

## DePaul Industries Background Check Policy

During the four-day evaluation, every participant is subject to a criminal background check. This policy is in line with our focus on employability. It is also to provide a safe environment for all of our students and associates.

Criminal background disqualifiers, for entering any training program, include (but are not limited to):

- Any misdemeanor conviction for an offense against property (including, but not limited to) theft, robbery, burglary, or money laundering within the 10 years prior to application.
- Any conviction for the attempt or commission of an offense against a person, including (but not limited to) kidnapping, battery or assault within the 10 years prior to application.
- Any conviction for the attempt or commission of a violent crime, including (but not limited to) sex crimes, murder, or a crime that resulted in death, no matter when it occurred.
- Any other convictions that are directly related to the job or service to which the applicant is applying. In making the determination, consideration will be given to when the conviction occurred, the frequency and severity of the crimes, and the age of the individual at the time the crimes were committed.

## DePaul Industries Billing Policy

We must have an authorization for any services provided at the time of service; otherwise, services will be denied. A faxed copy of these documents should be sent to the appropriate instructor.

If a scheduled evaluation must be canceled, the following cancellation fees will apply:

- If the counselor notifies the instructor of a cancellation the Thursday before or earlier, there will be no charge for the service.
- If the counselor notifies the instructor of a cancellation the Friday before, a \$50 cancellation fee will be charged.
- If the client does not show for the scheduled evaluation, a \$150 charge for the evaluation service will apply.

If we have scheduled a start date for a client's training and he/she has to cancel, the following fees will apply:

- If the counselor notifies the instructor of a cancellation the Thursday before or earlier, there will be no charge for the service.
- If the counselor notifies the instructor of a cancellation the Friday before, a \$50 cancellation fee will be charged.
- If the client does not show for the scheduled start date, \$125 will be charged for the week of scheduled training.

If a current student has to withdraw from training, the following billing practices will apply:

- The billed part will be billed for the standard tuition fees for the week in which the withdrawal is made. This fee is \$125. There will be no partial charges for partial attendance on that given week.

**\*\*Please note that we may make modifications to these fees for emergency situations.**

## Training Program Costs

Full Time Training .....	\$250 per week
4-Day Evaluation .....	\$300

When students are scheduled, they are assigned a computer and workstation. This is reserved for them. Attendance is a key component to the success of the student. If a student misses 2 or more days in a row, the counselor will be notified. If the student continues to miss classes, the counselor and the instructor can discuss options including terminating the student or putting the student on interrupt status. At this point, billing will stop. Otherwise, we bill for the time the student is scheduled to occupy their workstation.

Authorization for payment must be received prior to student start.

Students are required to have books to participate in training. This is a one-time only charge upon entering a full-time program. These books will belong to the student. A benefit to this is that the student can use the book for ongoing reference even after having completed the program.

## Program and Course Overview

The following programs are designed to provide students with a broad knowledge of basic skills for entry-level office work. Courses are also designed to provide students with a career path that is compatible with their skills and interests.

In addition, some students will prefer a customized program, or a Skill Building program. These students may require only an evaluation of current skills. Others may simply need a brush-up of specific courses, and still others who have a long history of office work may need only one or two computer courses. The program has a built-in flexibility to meet each student's goals.

When a student has completed all courses of study in the program, a certificate of completion is awarded.

## Program Descriptions

### Data Entry

This program prepares the student for production data entry performed directly from legible source documents at a rate 10,000 strokes per hour to 12,000 per hour. This may include any combination of alpha and/or numeric entry. The student is skilled at accurately entering data on a repetitive basis using a variety of database systems. The student will learn touch typing and ten-key by touch.

#### COURSES:

- Data Entry
- Job Readiness
- Keyboarding
- Keystroking
- Math—Basic
- Outlook
- Word—Basic

#### COMPLETION TIME:

12 Weeks

### Office Assistant

This program provides the student with a general background in clerical office work. Individuals in this position are able to handle a medium to high volume of incoming telephone activity and perform filing, collating, light typing, and operating standard office equipment. The student learns the basics of word processing and spreadsheet software. In addition, telephone, filing, and recordkeeping skills are a part of this program.

#### COURSES:

- Access—Data Entry
- English—Basic
- Excel—Basic
- Filing
- Formatting Letters and Memos
- Job Readiness
- Keyboarding
- Keystroking
- Math—Basic
- Outlook
- Recordkeeping
- Spelling
- Telephone Techniques
- Word—Basic

#### COMPLETION TIME:

16 weeks

## Office Specialist

This program prepares the student/client to provide general office support for an administrator. Employees are expected to compose correspondence and reports as well as design layouts and keep office records. Extensive use of computer software such as word processing, spreadsheet, database, and desktop publishing are necessary.

### COURSES:

- Access—Advanced
- Customer Service and Telephone Techniques
- English
- Excel—Advanced
- Filing
- Formatting
- Job Readiness
- Keyboarding
- Keystroking
- Math—Basic
- Outlook
- Word—Advanced

### COMPLETION TIME:

24 Weeks

### PREREQUISITE:

Typing Speed: 35 WPM by touch

## Customized Training

We can build a customized training program especially for the student/client with assistance and direction from the sponsoring counselor. Students may choose from the following:

- Access
- Data Entry
- English—Basic
- Excel
- Filing
- Formatting
- Outlook
- Job Readiness
- Keyboarding
- Keystroking
- Math—Basic
- PageMaker
- PowerPoint
- Recordkeeping
- Spelling
- Telephone Techniques
- Word

Please refer to the following section, Course Descriptions, for details.

## Course Descriptions

### ACCESS

Access is a database application that is becoming very popular among businesses. Its ease of use makes it an excellent learning tool for students. Students learn the three components of creating a database; creating a database structure, inputting data, and extracting information using forms, reports, and queries.

### DATA ENTRY

Introduces students to the basics of data entry using computers. Simulation exercises expose students to data entry for a variety of documents. Emphasis is placed on speed and accuracy.

### ENGLISH—BASIC

This material is designed to improve the student/client's overall writing capabilities, specifically focused on sentence structure, paragraph structure, and word usage. The student/client will work on proofreading skills as well as develop an ability to write in a professional tone, suitable for communication within the workplace.

### EXCEL

This spreadsheet software includes many sophisticated business functions. Students learn the fundamentals of creating, editing, and formatting a spreadsheet including the use of formulas, functions, and graphics.

### FILING

Covers the principles used in the classification, arrangement, storage, and retrieval of business papers. Emphasis is placed on alphabetic, chronological, and numeric filing systems.

### FORMATTING

Students learn a variety of business forms including business letters, envelopes, memorandums, reports, and forms.

### JOB READINESS WORKSHOP

Students learn how to fill out job applications, write resumes and cover letters. Additionally, interview skills and techniques coupled with appropriate workplace behaviors are instructed during Friday workshops allowing students to obtain and retain employment, conduct cold and warm marketing employment searches, and create network opportunities.

Prepares students to be successful in a workplace environment. Discussions include professional workplace behaviors, dealing with difficult people, customer relations, proper business dress, and meeting task expectations.

Guest speakers will also discuss topics related to job readiness. Previous workshops include: workplace harassment, workplace etiquette, job searching techniques, communication, resolution of conflict.

**KEYBOARDING**

Students learn the fundamentals of touch-typing. Emphasis is placed on proper body alignment and ergonomics while learning the keyboard letters, numbers, and symbols.

**KEYSTROKING**

Students learn the basics of the ten key pad. Emphasis is placed on development of speed and accuracy.

**MATH—BASIC**

Includes addition, subtraction, multiplication, division, decimals, and percents.

**OUTLOOK**

Students learn how to use Outlook. Outlook covers navigating, obtaining and using a free e-mail service, attaching and retrieving e-mail attachments.

**PAGEMAKER**

PageMaker is one of the most popular business desktop publishing software packages. Students learn the fundamentals of desktop publishing including page layout and design principals. Documents prepared include flyers, reports, forms, and brochures. **PREREQUISITE:** Word

**POWERPOINT**

With this presentation software, students learn to prepare a set of slides or overhead transparencies for formal presentation to a large audience or small groups. Students will learn how to build an outline, design individual slides, and develop a slide show.

**RECORDKEEPING**

Covers basic journal entries for cash receipts, sales returns and allowances, petty cash, check book entries, customer billing, bank card credit slips, merchandise returns, and bank deposits for a small business. **PREREQUISITE:** Math

**SPELLING**

Assists students in improving their spelling skills. Emphasis is placed on the most often misspelled words, proper use of similar words, and vocabulary.

**TELEPHONE TECHNIQUES**

Focuses on developing telephone skills critical to customer services. Exposes students to telephone etiquette. Includes multitasking in practical experience or simulation.

**WORD**

This is a sophisticated word processing program that is used in many businesses and state agencies. Students learn a variety of business documents and features including mail merge, sorting, tables, columns, headers and footers, footnotes, tab sets, and wizards.

## Book Lists

The book listings for the Data Entry, Office Assistant, and Office Specialist programs are listed below. Please note that prices vary as publishers change their prices. For current prices, or other book titles for customized programs, please refer to the 4-day evaluation report.

### Data Entry

- Championship Keyboarding
- Data Entry Packet
- Job Readiness
- Keyboard Mastery
- Math Decimals
- Math Percents
- Math Whole Numbers
- Outlook
- Technology Fee
- Ten Key Mastery on the Computer
- Word 2003 Illustrated Complete

### Office Assistant

- Access Practice Packet
- Basic English Packet
- Championship Keyboarding
- Excel 2003 Illustrated Complete
- Filing Packet
- Formatting Packet
- Job Readiness
- Keyboard Mastery
- Math Decimals
- Math Percents
- Math Whole Numbers
- Outlook
- Record Keeping Packets
- Spelling Packets
- Technology Fee
- Ten Key Mastery on the Computer
- Word 2003 Illustrated Complete

### Office Specialist

- Access
- Championship Keyboarding
- English Packet
- Excel 2003 Illustrated Complete
- Filing Packet
- Formatting Packet
- Job Readiness
- Keyboard Mastery
- Math Decimals
- Math Percents
- Math Whole Numbers
- Outlook
- Technology Fee
- Ten Key Mastery on the Computer
- Word 2003 Illustrated Complete

