

# SLA Office Assistant

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By: Jacey Butler

I chose to do my capstone on How to Be an SLA Office Assistant. I have been doing office work around the SLA office since my sophomore year. My new class this year was community service, and with the experience I already have of being in the office, because it used to be my internship, therefore I learned a lot these past 3 years of being an office assistant. The core values at SLA are inquiry, research, collaboration, presentation, and reflection. **Inquiry:** How does servicing people in the community better the community? How does my act as an office assistant impact an individual coming to or in the office? How can we encourage others to do community service? **Research:** How can I get to know people in my own community? Community service is for the people, and the people make our community. As an office assistant, making a good, welcoming environment is key to the students and staff/teachers. You wouldn't want to be uncomfortable in your own home. Right? **Collaboration:** My relationship with the students and staff/teacher is different, of course. In a way, community service is for the student while being an office assistant for the staff/teacher. That is where the difference lies between helping and interacting with people. **Presentation:** for my presentation, I wanna show the importance of being a pillar in my community. That might influence others to want to do the same. **Reflection:** People can't change, but can only evolve. I will never change my personality or how I carry myself for nothing or no

one because that's me, always has been, and always will be, but that doesn't mean I can't fix some flaws I have. That's how my years at SLA have been going; I have gotten better in certain areas, but I will not say I have changed. I'm proud of that. During one of my community service bands, I would sit down and write my chapter while also talking to my mentor about the improvements, if needed, to my chapter. My community service is an hour and 5 minutes, but I have it every day except on Tuesday, Wednesday, and Friday, when I have it twice a day. So if you ask me, I definitely do my fair share of time in the office. Once my capstone idea changed, I felt like I didn't wanna work on it anymore, but that's when my village suggested doing my capstone on the things I do around the office (Office assistant). I love doing my office work. If it were something I didn't wanna do, then I wouldn't have done it—nothing but the truth. When starting my capstone, it was supposed to be a book with 10 chapters, which is my manual, then short step-by-step videos on each chapter that would be posted on SLA YouTube or social media. I don't really like to type at all. I wrote my chapters down in my book first, transferred that onto a Google Doc, finally printed the chapters out, and then put them in order in a binder. Because I was doing a capstone, trying to keep my grades up, and couldn't get a camera person, I couldn't do my videos. One thing I could say I would have done differently is managing my time better and having a more structured process for my capstone, because I probably would have fun showing everyone what I really do when I'm in the hallways. What I'm most proud of my capstone is getting it done. Sometimes when I get discouraged, I stop not just stop doing the work but stop in life, so it gets hard for me to do things or get things completed. The capstone wasn't hard, but the process of doing it was hard for me. I can tell you my capstone better from word of mouth instead of word to document. One time, I was in the gender neutral bathroom, 3 floor, filling up the menstrual carts, and Chloe came into the bathroom. She said, "Oh,

Jay, I didn't know you stacked up the carts, you are so sweet. Can I help?" To me, that made my day because it shows that my office work can really bring my community together. What I learned from being an office assistant. All the "little" stuff I do around the office can really help me pursue a career to have for the afterlife of SLA. I know how to do things, from answering phones, taking messages, filing papers, and working the copy machine, which is also helping me get better with my professionalism and communication skills. With more schooling or being in a good program, I could have a job as a desk clerk anywhere, especially with the knowledge I already have on working the front desk here. As I mentioned before, the thing I could have done differently is making more time to reach out to people, get my videos recorded, and possibly edited.

"How is SLA a better place because you were a student here?" personally, I can't answer the last question, it's phrased wrongly to me. The question should have been "How have I become better because I'm a student at SLA" My answer to that question is that before I came to SLA, I cared too much about everything: my work, how people viewed me, had low confidence, and a bad attitude problem. I felt like a lost cause. After each year at SLA, I have gotten tame, communicate more, but still could be better, gained a lot of friendships that come with a lot of support that really helped me keep going. SLA gave me hope. Leaving this last year, I know I can be more than what I am or what I've been told I am. I'm proving that by completing this capstone, passing my classes, not getting into any trouble lately, and getting into Workshop U with a plan after high school, and then when I finally walk across the stage, hearing my name, Jacey Butler, as I get that diploma. Clock That Tea.