Office Support Specialist
31-106-8 Technical Diploma

Program Overview
The Office Support Specialist program prepares students for employment in the rapidly changing field of office technology. Students will become skilled in human relations, customer service, and communication. The ability to work independently, as well as in a team environment will be emphasized. Students will become proficient in various computer applications necessary to work in today's electronic office. This program is offered with a career ladder approach and can be used to advance into the Administrative Assistant degree program.

Financial Aid Eligible

Student Profile
As an Office Support Specialist student, you should be able to:

• Be focused and detail oriented
• Be a problem solver
• Follow instructions and established procedures
• Enjoy working in an office environment
• Communicate effectively
• Adapt to change
• Use good time management

Preparation for Admission
The following experiences will help you prepare for this program:

• Keyboarding
• Basic Computer Skills
• English/Basic Grammar
• Accounting
• General Math

Key to your success in this program is attentiveness to detail and effective human relations skills.

Program Outcomes
Your future employer will expect you, as an Office Support Specialist graduate, to be able to:

• Apply technology skills to specific office applications.
• Apply proofreading techniques to identify and correct errors.
• Demonstrate appropriate professional traits including taking initiative and working independently.
• Listen, speak, and write proficiently.
• Exercise appropriate customer service skills in all situations.
• Apply organizational skills.

Career Outlook
Office Support Specialist graduates are in demand because they know how to operate today's high-tech office equipment. Positions available to you after graduation include:

• Office Support Specialist
• Receptionist/Secretary
• Data Entry Operator
• Customer Service Representative

Curriculum

<table>
<thead>
<tr>
<th>Number</th>
<th>Course Title</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>10101115</td>
<td>Accounting Principles</td>
<td>3</td>
</tr>
<tr>
<td>10103103</td>
<td>MS Word</td>
<td>3</td>
</tr>
<tr>
<td>10103106</td>
<td>MS PowerPoint</td>
<td>1</td>
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<tr>
<td>10103123A</td>
<td>MS Access A</td>
<td>1</td>
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<td>10103124A</td>
<td>MS Excel A</td>
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<tr>
<td>10103125</td>
<td>MS Outlook</td>
<td>1</td>
</tr>
<tr>
<td>101051115</td>
<td>Professional Profile</td>
<td>1</td>
</tr>
<tr>
<td>10106110</td>
<td>Document Formatting</td>
<td>2</td>
</tr>
<tr>
<td>10106139</td>
<td>Administrative Office Procedures ▲</td>
<td>3</td>
</tr>
<tr>
<td>10106146</td>
<td>Proofreading for the Office</td>
<td>3</td>
</tr>
<tr>
<td>10106165</td>
<td>Information Management</td>
<td>2</td>
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<tr>
<td>10106167</td>
<td>Computer and Business Technologies</td>
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<tr>
<td>10804123</td>
<td>Math with Business Applications</td>
<td>3</td>
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▲ This course requires a prerequisite and/or corequisite, and must be completed with a grade of "C-" or better.

Appropriate placement score or Introduction to College Writing course required.

Offered at:
Ashland
New Richmond
Rice Lake
Superior

PROGRAM REQUIREMENTS
35

WITC
Wisconsin Indian Technical College
800.243.9482  witc.edu
10101115
Accounting Principles - Credits: 3
Basic accounting course for non-accounting majors. General accounting procedures through double entry system. Basic applications.

10103103
MS Word - Credits: 3
Students will learn word processing using MS Word. Credit A activities will include creating, editing, saving, formatting, printing, and other basic MS Word features. Credit B activities include tables, mail merge, sort, graphics, and special features of MS Word. Credit C activities will include workgroup collaboration, macros, styles, and advanced formatting features of MS Word.

10103106
MS PowerPoint - Credits: 1
A complete presentation graphics course that allows you to produce professional-looking presentations. It gives you the flexibility to make informal presentations using overhead transparencies, electronic presentations, formal presentations using 35mm slides, or virtual presentations. Additionally, you can create paper printouts, outlines, speaker notes, and audience handouts.

10103123A
MS Access A - Credits: 1
Learners create, edit, sort, and query a database. They also learn how to create and print basic forms and reports.

10103124A
MS Excel A - Credits: 1
Students will learn to use MS Excel. Credit A activities will include creating, editing, saving, formatting, printing, performing calculations, and enhancing worksheets through charts.

10103125
MS Outlook - Credits: 1
This course introduces the basics of Microsoft Outlook. Participants will use e-mail, calendar, files, and other features to effectively manage business and personal information.

10105115
Professional Profile - Credits: 1
A course to strengthen the professional image. Students begin to develop self-awareness of elements affecting their personal and work relationships. Guidelines for determining appropriate grooming, dress, and poise will be covered. Personal life management along with career/life goal setting will be reinforced. This class should be taken in the last semester of the program.

10106110
Document Formatting - Credits: 2
This hands-on course covers formatting styles of business letters, business and academic reports, memos, tables, and business documents. The course also includes drill work for improving keying speed and accuracy.

10106139
Administrative Office Procedures - Credits: 3
This course is designed to develop professional skills and attitudes needed in today's global business environment. Topics include making ethical decisions, working independently and as a team member, and managing time. Telecommunications, mail processing, travel arrangements and conferences, public relations, and ergonomics will be included. Previous word processing and proofreading experience is recommended. PREREQUISITE: 10106110 Document Formatting.

10106146
Proofreading for the Office - Credits: 3
This course provides the learner with techniques used in proofreading office documents from both hard and soft copy (computer screen). Learners will incorporate the use of office reference manuals. This project-based course uses individual and group activities as well as in-class and out-of-class work.

10106165
Information Management - Credits: 2
This course will include coverage of the different indexing systems (alphabetical, numeric, subject, geographic, and chronological) as well as an overview of the entire records management function – planning, designing, classifying, controlling, and evaluation. Electronic filing methods are utilized at locations where equipment is available.

10106167
Computer and Business Technologies - Credits: 1
Learners will gain knowledge on computer hardware, basic computer operations, and the operating system. An emphasis will be placed on file/document management in a network environment and on a standalone personal computer. Learners will become familiar with the World Wide Web by accessing the Internet through browser software. Learners will use e-mail and learn how to communicate properly through e-mail and optional online vehicles. Learners will use search engines/databases for research purposes and proper validation techniques.

10804123
Math with Business Applications - Credits: 3
This course covers real numbers, basic operations, linear equations, proportions with one variable, percents, simple interest, compound interest, annuity, apply math concepts to the purchasing/buying process, apply math concepts to the selling process, and basic statistics with business/consumer applications.

Graduate Employment Information
(WITC Graduate Survey Responses 2005-2006)

<table>
<thead>
<tr>
<th>Number of graduates</th>
<th>37</th>
<th>Number employed</th>
<th>22</th>
<th>% employed in WITC district</th>
<th>82%</th>
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</thead>
<tbody>
<tr>
<td>Number of responses</td>
<td>34</td>
<td>Percent employed</td>
<td>88%</td>
<td>Range of yearly salary</td>
<td>$18,303-$35,000</td>
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<tr>
<td>Number available for employment</td>
<td>25</td>
<td>Employed in related field</td>
<td>12</td>
<td>Average yearly salary</td>
<td>$25,433</td>
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