

Program Overview

The Administrative Professional program prepares individuals with the software/hardware, administrative, and interpersonal skills needed to perform the duties of administrative support personnel. The second year of the program allows students the flexibility of increasing skills in either communications or software applications. Many of the skill subjects are competency based or are available through alternate delivery methods. With additional education and/or work experience, there is opportunity for graduates to advance into supervisory or managerial positions.

Campus:



**Ashland
Rice Lake
Online**

Admission Requirements

Students in this program must:

- Complete application form and submit with fee (fee waiver may apply if previously submitted)
- Complete Accuplacer entrance assessment to determine placement (waiver may apply with acceptable alternative test scores and/or postsecondary degree completion)
- Complete admissions interview with a WITC counselor (above requirements should be completed prior to interview)

Student Profile

Administrative Professional students should be able to:

- Follow instructions quickly
- Express ideas verbally and in writing
- Enjoy learning new methods and procedures
- Perform responsible work without close supervision
- Exhibit a willingness to work with others
- Adapt to changing situations
- Work repetitive tasks and identify errors

Key to the student's success as an Administrative Professional is having a good command of English and effective human relations skills.

Preparation for Admission

Students should strive to reach a comfort level in the following courses or skills:

- Keyboarding
- Basic computer skills
- English/Basic grammar
- General Math
- Recordkeeping
- Accounting

Program Outcomes

Employers will expect Administrative Professional graduates to be able to:

- Demonstrate effective workplace communications
- Apply technology skills to business and administrative tasks
- Perform routine administrative procedures
- Manage administrative projects
- Maintain internal and external relationships
- Model professionalism in the workplace

Collegewide outcomes and indicators will also be addressed to develop personal awareness, career effectiveness, and professionalism. See page 5 for a list of collegewide outcomes and indicators.

Career Outlook

Graduates of the Administrative Professional program are in high demand because they have the skills required in today's office. Positions available after graduation may include:

- Administrative Assistant
- Administrative Professional
- Executive Assistant
- Office Manager
- Information Manager
- Executive, Administrative, Corporate, and Personal Secretary
- Records Manager
- Office Support Specialist
- Transcriptionist
- Legal Office Support Person
- Medical Office Support Person
- Web Site Support Person

Curriculum

Number	Course Title	Credits
Technical Studies Courses		
10101174	QuickBooks Accounting	2
10101176	Financial Accounting 1A	2
10103106	MS PowerPoint	1
10103125	MS Outlook	1
10103146	MS Word A	1
10103147	MS Word B ▲	1
10103148	MS Word C ▲	1
10103151	MS Excel A	1
10103152	MS Excel B ▲	1
10103162	MS Access A	1
10105115	Professional Profile	1
10105157	E-Business Support	1
10106110	Document Formatting	2
10106119	Administrative Office Experience or	3
10106108	Help Desk Concepts and	2
10106109	Web Conferencing	1
10106122	Transcription	2
10106126	Office Communication Technology or	2
10103156	Adobe Photoshop	
10106127	Desktop Publishing	2
10106128	Software Integration ▲	1
10106139	Administrative Office Procedures	3
10106146	Proofreading for the Office	3
10106165	Information Management	2
10106167	Computer and Business Technologies	1
10196191	Supervision or	3
10103197	Adobe Dreamweaver	
10890105	Job Quest	<u>1</u>
		39
General Studies Courses [▸]		
10801195	Written Communication ▲	3
10801196	Oral/Interpersonal Communication or	3
10801198	Speech	
10801197	Technical Reporting ▲	3
10804123	Math with Business Applications ▲	3
10809195	Economics	3
10809172	Race, Ethnic, and Diversity Studies or	3
10809196	Introduction to Sociology	
10809198	Introduction to Psychology	<u>3</u>
		21
	ELECTIVES	3
	PROGRAM REQUIREMENTS	63

▲ Requires a prerequisite and/or corequisite that must be completed with a grade point of 2.0 or better.

▸ See page 40 for General Studies course descriptions.

Course Descriptions

(See page 40 for General Studies course descriptions)

10101174

QuickBooks Accounting - Credits: 2

Students will learn the QuickBooks accounting software by performing tasks that involve the general ledger, accounts payable, accounts receivable, inventory, payroll, and financial statements. Students will be responsible for finding and correcting errors in the QuickBooks program.

10101176

Financial Accounting 1A - Credits: 2

This is a basic accounting course for non-accounting program students. The scope of study focuses on an introduction to business and accounting, analyzing and recording accounting transactions, performing the adjusting process, and completing the accounting cycle. Understanding is based both on theory and application.

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.

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.

10103146

MS Word A - Credits: 1

Students will learn word processing using MS Word. Credit A activities will include creating, editing, saving, formatting, printing, and other basic MS Word features.

10103147

MS Word B - Credits: 1

Students will learn word processing using MS Word. Credit B activities include tables, mail merge, sort, graphics, and special features of MS Word. COREQUISITE: 10103146 MS Word A.

10103148

MS Word C - Credits: 1

Students will learn word processing using MS Word. Credit C activities will include workgroup collaboration, macros, styles, and advanced formatting features of MS Word. COREQUISITE: 10103147 MS Word B.

10103151

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.

10103152

MS Excel B - Credits: 1

Students will learn to use MS Excel. Credit B activities will include using advanced features of formulas, object linking and embedding, multiple worksheets, 3-D references, macro basics and database basics. COREQUISITE: 10103151 MS Excel A.

10103162

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.

10105115

Professional Profile - Credits: 1

The purpose of this course is 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.

10105157

E-Business Support - Credits: 1

This survey course will introduce students to the concepts, the issues, and the vocabulary associated with E-Business, a subject area that encompasses a broad spectrum of disciplines -- from marketing to network security to customer service.

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. Students should be able to key 25 words per minute.

10106119

Administrative Office Experience - Credits: 3

This course is designed to provide students with office experiences in a simulated work setting. Provides application of job-seeking skills, office skills, and human relations techniques. Setting priorities, meeting deadlines, and doing mailable-quality work are stressed. This is a final semester Administrative Professional course and assumes a high level of English skills and knowledge of keyboarding/formatting, records management, word processing, spreadsheets, presentation graphics, and database.

10106108

Help Desk Concepts - Credits: 2

This is a beginning course where students will learn to provide real-world computer support. They will also learn to manage calls, keep records, issue trouble tickets, and solve problems related to both hardware and software. They will become familiar with many aspects of the help desk industry.

10106109

Web Conferencing - Credits: 1

This is a beginning course where the student plans and attends interactive meetings and conferences. The course will cover all steps of creating the presentation, completing the setup process, conducting the conference, and completing the necessary follow up. The students will learn how to control the delivery and pace of conducting Web conferences.

10106122

Transcription - Credits: 2

This course provides the student with the opportunity to develop transcription skills using voice recognition, dictation tapes and hard copy. Emphasis will be on producing mailable copies using correct grammar, punctuation, and spelling.

10106126

Office Communication Technology - Credits: 2

Communicate in a clear, courteous, concise, and correct manner on personal and professional levels. This should include oral, writing, and listening skills as well as communicating information electronically through various technology channels.

10103156

Adobe Photoshop - Credits: 2

Students will become skilled in using the Adobe Photoshop image-editing software package. Students will create and modify graphic images using various tools and techniques. They will learn to create original artwork, manipulate images, and create images for the Web and retouch photographs.

10106127

Desktop Publishing - Credits: 2

Preparation of professional-looking documents using desktop publishing software or word processing software with desktop publishing capabilities.

10106128

Software Integration - Credits: 1

This course is designed to integrate computer applications. Participants will prepare and enhance documents using word processing, spreadsheets, database, and presentation graphics software. PREREQUISITES: 10103106 MS PowerPoint, 10103146 MS Word A, 10103147 MS Word B, 10103148 MS Word C, 10103151 MS Excel A, 10103152 MS Excel B, and 10103162 MS Access A

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.

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 (alphabetic, 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.

10196191

Supervision - Credits: 3

In Supervision, the learner applies the skills and tools necessary to perform the functions of a frontline leader. Each learner will demonstrate the application of strategies and transition to a contemporary supervisory role including day-to-day operations, analysis, delegation, controlling, staffing, leadership, problem solving, team skills, motivation, and training.

10103197

Adobe Dreamweaver - Credits: 3

This course presents the foundational skills necessary to create Web page programming with Dreamweaver. It covers effective Web page design concepts including text, graphics, hypertext links, tables, forms, layers, templates, Cascading Style Sheets (CSS) and behaviors. A general knowledge of working in a Windows environment and keyboarding skills are recommended.

10890105

Job Quest - Credits: 1

This course is designed to enhance the student's ability to seek, obtain, and retain employment. Assessment of personal characteristics, job-seeking and retention skills, preparation of employment-related documents, and interviewing strategies are included.

Graduate Employment Information

(WITC Graduate Survey Responses 2009-2010; for most recent data, go to witic.edu)

Number of graduates	22	Number employed	15	% employed in WITC district	46%
Number of responses	19	Percent employed	88%	Range of yearly salary	\$16,000-\$29,118
Number available for employment	17	Employed in related field	13	Average yearly salary	\$22,214

career vision