

Office Support Specialist

31-106-8 Technical Diploma

Financial Aid Eligible

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 Professional program.

Campus:



Ashland
New Richmond
Rice Lake
Superior

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

Office Support Specialist students should:

- Be focused and detail oriented
- Be problem solvers
- Be able to follow instructions and established procedures
- Enjoy working in an office environment
- Be able to communicate effectively
- Be able to adapt to change
- Use good time management

Preparation for Admission

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

- Keyboarding
- Basic computer skills
- English/Basic Grammar
- Accounting
- General Math

Key to the student's success in this program is attentiveness to detail and effective human relations skills.

Program Outcomes

Future employers will expect Office Support Specialist graduates to be able to:

- Demonstrate effective workplace communications
- Apply technology skills to business and administrative tasks
- Perform routine administrative procedures
- 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

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

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

Curriculum

Number	Course Title	Credits
Occupational Specific Courses		
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
10103162	MS Access A	1
10105115	Professional Profile	1
10106110	Document Formatting	2
10106139	Administrative Office Procedures	3
10106146	Proofreading for the Office	3
10106165	Information Management	2
10106167	Computer and Business Technologies	1
10804123	Math with Business Applications ▲	<u>3</u>
		24
Occupational Supportive/ General Studies Courses ▽		
10801195	Written Communication ▲	3
10801196	Oral/Interpersonal Communication or	3
10801108	Speech	
10809198	Introduction to Psychology	3
10890105	Job Quest	<u>1</u>
		10
PROGRAM REQUIREMENTS		34

▲ 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)

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.

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.

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.

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.

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. PREREQUISITE: Successful scores on placement test or 10834109 Pre-Algebra.

Gainful employment information is available at this link: <http://www.witc.edu/pgmpages/offsup/career.htm>. This information is provided as a federal requirement in an effort to help students make informed decisions related to the costs and potential employment in a chosen field.

Graduate Employment Information

(WITC Graduate Survey Responses 2009-2010; for most recent data, go to [witc.edu](http://www.witc.edu))

Number of graduates	22	Number employed	13	% employed in WITC district	56%
Number of responses	20	Percent employed	81%	Range of yearly salary	\$22,878-\$27,038
Number available for employment	16	Employed in related field	9	Average yearly salary	\$26,518

career vision