Administrative Professional
10-106-6 Associate Degree (two-year)

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. 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.

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 meeting with a WITC counselor (above requirements should be completed prior to meeting)

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
Employability essentials and indicators will also be addressed to develop personal awareness, career effectiveness, and professionalism. See page 5 of the college catalog for a list of employability essentials 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 Professional
• Executive Assistant
• Office Manager

Career Pathway Options
Career Pathways connect progressive levels of coursework to allow students to build upon their education. Each step in the pathway connects with employment options and provides the opportunity for advancement to higher levels. The Administrative Professional program includes the following pathway options:
• 31-106-8 Office Support Specialist Technical Diploma (page 166)
• 30-106-1 Office Technology Assistant Technical Diploma (page 168)
• 30-106-6 Microsoft Office Technical Diploma (page 158)

Curriculum

<table>
<thead>
<tr>
<th>Number</th>
<th>Course Title</th>
<th>Credits</th>
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<tbody>
<tr>
<td>10101174</td>
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<tr>
<td>10105115</td>
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<td>10103156</td>
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<td>10106129</td>
<td>Web Technologies</td>
<td>3</td>
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<tr>
<td>10106139</td>
<td>Administrative Office Procedures ▲</td>
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<td>10106165</td>
<td>Information Management</td>
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<td>10106166</td>
<td>Administrative Professional Capstone ▲</td>
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<td>10106167</td>
<td>Computer and Business Technologies</td>
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<td>10890105</td>
<td>Job Quest</td>
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</table>

Program Requirements: 60

Office Support Specialist Technical Diploma (one-year)
Office Technology Assistant Technical Diploma (one-year)
Microsoft Office
Career Pathways

Technical Diploma (less than one-year)
Office Support Specialist ▲
Microsoft Office ▲
Office Technology Assistant ▲

Associate Degree (two-year)

Campus: Ashland
New Richmond
Rice Lake
Superior
Online
Programs and Course Descriptions

(See pages 41-43 for General Studies course descriptions)

10101174 
QuickBooks Accounting - Beginning - 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. PREREQUISITE: 10101101 Financial Accounting 1 or 10101176 Financial Accounting 1A.

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 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 creating advanced formulas, object linking and embedding, multiple worksheets, 1-D referencing, 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.

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 at 40 words per minute.

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, spreadsheet, database, and presentation graphics software. COREQUISITES: 10103106 MS PowerPoint, 10103146 MS Word A, 10103147 MS Word B, 10103148 MS Word C, 10103151 MS Excel A, 10103152 MS Excel B, 10103162 MS Access A.

10106129 
Web Technologies - Credits: 3 
This course presents the foundational skills necessary to function in a Web 2.0 environment. Students will create a web site using effective web page design concepts including text, graphics, hypertext links, tables, forms, layers, templates, and Cascading Style Sheets (CSS) and behaviors. This course will also introduce students to a broad spectrum of concepts and issues associated with E-Business, cloud based documents and Social Media from marketing to network security to customer service. A general knowledge of working in a Windows environment and keyboarding skills are recommended.

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. PREREQUISITES: 10106110 Document Formatting and 10106146 Proofreading for the Office.

10106146 
Proofreading for the Office - Credits: 3 
This course provides the learners with techniques used in proofreading office documents from both hard and soft copy (computer screens). Learners will also create 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.

10106164 
Office Communication - Credits: 3 
This course provides the student with the opportunity to develop professional office communication skills using voice, visual, written, and electronic means. Students will learn to speak, write, and listen in a clear, courteous, concise, and correct manner. Students will also practice skills to read and create documents electronically while applying the proper document formats. PREREQUISITE: 10106110 Document Formatting and 10106146 Proofreading for the Office.

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.

10106166 
Administrative Professional Capstone - Credits: 3 
This course is designed to provide students with an experience to simulate tasks and duties performed in their field. It provides a foundation and exposure to Web conferencing techniques and available virtual platforms; experience providing computer support in an office setting while tracking the requests; and exposure and use of emerging Internet-based software to assist them in their professional duties. Setting priorities, meeting deadlines, and doing mailable-quality work are stressed. This is a final semester capstone course and requires a high level of ability and mastery of communication, keying, proper document formatting, records management, spreadsheets, presentation graphics, database, and related field requirements. PREREQUISITES: 10106110 Document Formatting and 10106139 Administrative Office Procedures and COREQUISITE: 10106128 Software Integration.

10106167 
Computer and Business Technologies - Credits: 1 
Learners 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 WITC Office Vision of the entire records management function -- planning, designing, classifying, controlling, and evaluation. Electronic filing methods are utilized at locations where equipment is available.

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 2014-2015; for most recent data, go to witic.edu) 

<table>
<thead>
<tr>
<th>Number of graduates</th>
<th>Number employed</th>
<th>% employed in WITC district</th>
<th>Range of yearly salary</th>
<th>Average yearly salary</th>
</tr>
</thead>
<tbody>
<tr>
<td>28</td>
<td>18</td>
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<td>$22,878-$36,000</td>
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<tr>
<td>24</td>
<td>24</td>
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<tr>
<td>19</td>
<td>18</td>
<td>95%</td>
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800.243.9482 
witic.edu 
2017-2018