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.

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
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
• Manage administrative projects
• 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
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

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 ▲ 3
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Occupational Supportive/General Studies Courses
10801136 English Composition 1 ▲ 3
10801196 Oral/Interpersonal Communication or 3
10801198 Speech 3
10809188 Developmental Psychology or 3
10809198 Introduction to Psychology 9

Program Requirements 33
▲ Requires a prerequisite and/or corequisite that must be completed with a grade point of 2.0 or better.
▼ See pages 41-43 for course descriptions.

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. Office Support Specialist is a pathway option in the following program:
• 10-106-6 Administrative Professional Associate Degree (page 48)
10103147 MS Word B - 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.

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.

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.

10106192 Internet and Online Technology - Credits: 3
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.

Gainful employment information is available at this link: http://www.witc.edu/pgmpages/offsup/gainful-employment/Gedt.html. 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 2014-2015; for most recent data, go to witc.edu)

<table>
<thead>
<tr>
<th>Category</th>
<th>Number of graduates</th>
<th>Number of responses</th>
<th>Number available for employment</th>
<th>Number employed</th>
<th>Percent employed</th>
<th>% employed in WITC district</th>
<th>Range of yearly salary</th>
<th>Average yearly salary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of graduates</td>
<td>26</td>
<td>25</td>
<td>14</td>
<td>13</td>
<td>93%</td>
<td>90%</td>
<td>$21,318-$36,000</td>
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<tr>
<td>Average yearly salary</td>
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