



Program Code: 10-106-6
Expected Program Costs \$8,900
Median Annual Salary \$26,536

If you are ready to assume a wide range of tasks and responsibilities that require creativity, flexibility, problem-solving, and teamwork, you may be interested in a career as an administrative assistant. As an administrative assistant, you will not only prepare correspondence and work with customers, but you may also supervise the work of other clerical staff, research reports, assist others with fundamental computer knowledge, and handle private or confidential records. The Administrative Assistant program develops these abilities while emphasizing software applications, information processing skills, and exploration of a variety of office equipment.

The Administrative Assistant program is offered at the Wisconsin Rapids campus. The first year of the program is available at the Marshfield and Stevens Point campuses.

PROGRAM OUTCOMES

Employers will expect you, as an Administrative Assistant graduate, to be able to:

- Apply organizational skills to the administration of projects, daily schedules, work priorities and multi-tasking in a technological environment
- Communicate clearly, concisely and effectively in a diverse environment
- Work effectively as a team member
- Take notes and compose/transcribe correspondence applying correct format, sentence structure, grammar, word usage, spelling and punctuation
- Manipulate and integrate various software packages—word processing, database, spreadsheet, e-mail, presentation, desktop publishing and Internet
- Demonstrate ability to take initiative, work independently, exhibit independent judgment and follow oral/written instructions
- Maintain files and financial records
- Display the following professional traits: punctuality, dependability, responsibility, ethical behavior, positive attitude, flexibility, adaptability, critical thinking, problem solving, sound judgment, confidentiality and a professional appearance

CAREER OPTIONS

Administrative Assistant
 Legal Secretary
 Medical Secretary
 Microcomputer Operator
 Office Assistant
 Program Assistant
 Receptionist
 Secretary
 Stenographer
 Transcriptionist

POTENTIAL FOR ADVANCEMENT

Administrative Services Supervisor
 Administrative Support Supervisor
 Executive Secretary
 Field Office Coordinator
 Information Processing Supervisor
 Office Manager
 Records Supervisor

Potential advancement generally requires further education.

ADMISSIONS PROCEDURES

To apply to the Administrative Assistant program, please submit the following to MSTC Student Affairs Admissions Office:

1. WTCS application form and \$30 non-refundable application fee
2. Completed Accuplacer test. (Other test scores may be acceptable alternatives.) Entrance exam requirements for the Administrative Assistant program are:
 Reading—Accuplacer score of 55 or equivalent; Language—Accuplacer score of 60 or equivalent; Math—Accuplacer score of 34 or equivalent

These requirements represent a minimum standard for admission to an associate degree program. These are the same scores required to meet the ability to benefit for Financial Aid eligibility. If a student does not meet the required scores in these academic areas, they may remediate and retest or complete an identified structured remediation course(s) in the Academic Support Center. Select associate degree and technical diploma programs may have higher and/or additional requirements, which define other remediation or coursework.

3. High school transcript or GED/HSED scores

Mid-State Technical College
 Admissions
 500 32nd Street North
 Wisconsin Rapids, WI 54494

PROGRAM COURSE DESCRIPTIONS

10102101

Intro to Business 3 credits

An introduction to what a business is, how it operates, and how it is managed. Students will identify forms of ownership and the processes used in production and marketing, finance, personnel and management in business operations.

10102103

Business Law & Ethics 3 credits

This course is designed to prepare students to make informed ethical decisions, form legal opinions and values, and work within the legal business framework. Topics will include the attributes of ethical decisions, the basics of our legal system, including its history and court system; crimes and torts; contracts, including types, formation, execution and termination; sales contracts; agency; national employment law; and bailments. Emphasis is given to ethics in all legal topics.

10102118

Financial Management 3 credits

Emphasizes the importance of good record keeping systems and reports. Financial analysis techniques are explored through hands-on income statements and cash flow projections. Financial and other technical support resources are identified.

10102120

Customer Service Management 3 credits

The learner applies the skills and tools necessary to manage and measure the customer service function. Learners will practice quality customer service, develop customer service plans, train and develop staff in quality customer service, measure the effectiveness of customer service and lead continuous improvement of customer service.

10102130

Career Development 2 credits

This course is designed to prepare learners for the process of gaining employment. Learners will assess their personal background; practice finding career opportunities through the job search process; develop a cover letter, resume, thank you letter, and complete a job application; participate in a mock interview; and demonstrate how to deal with

interpersonal situations found in a work environment.

10103106

Microsoft Office-Introduction 3 credits

Develops introductory skills in the Microsoft Office Suite (Word, Excel, Access, PowerPoint, and Outlook) while reinforcing the students' knowledge of computer concepts, Windows Explorer and Internet usage through demonstrations and lab exercises. Students should possess basic keyboarding, mouse and Windows XP skills. Students may develop these skills in Academic Support Center computer training prior to enrolling or while concurrently enrolled in the Microsoft Office – Introduction course.

10103114

Word-Intermediate 1 credit

Students will create columns, lists, indexes, footnotes, endnotes and table of contents. Outlines, paragraph numbering, mail merges, sorts, macros and the thesaurus and graphics are also covered. Prerequisite: Microsoft Office-Beginning 10103106 or Word-Introduction 10103113

10103124

Excel-Intermediate 1 credit

Develop skill to write and debug macros, create custom menus, perform database functions and develop graphs. Prerequisite: Microsoft Office-Introduction 10103106 or Excel-Beginning 10103123

10103134

Access-Intermediate 1 credit

Students will develop advanced indexing, logical and decision-making commands, access multiple files and create menus and command files. Prerequisite: Microsoft Office-Beginning 10103106 or Access-Introduction 10103133

10103192

Web Principles: HTML/Expression Web 3 credits

This course provides an introduction to web page development, with a strong focus on hypertext markup language (HTML) and Microsoft FrontPage. The course also addresses design and deployment issues as they relate to web page development, including graphics, fonts, layout, accessibility, and usage. Corequisite: Windows Operating Systems 10103102 or Microsoft Office-Introduction 10103106

CURRICULUM

Term		(18 Credits)
10801195	Written Communication	3
10804106	Intro to College Math	3
10102101	Intro to Business	3
10103106	Microsoft Office-Introduction	3
10106157	Document Formatting	3
10106160	Proofreading & Editing	3

Term		(18 Credits)
10102103	Business Law & Ethics	3
	or	
10105160	Business Law	3
10103114	Word-Intermediate	1
10103124	Excel-Intermediate	1
10103134	Access-Intermediate	1
10103192	Web Principles: HTML/Expression Web	3
10106140	Business Information Management	3
10106150	Administrative Office Procedures	3
10801196	Oral/Interpersonal Communication	3
	or	
10801198	Speech	3

TERM		(17 Credits)
10102118	Financial Management	3
	or	
10102120	Customer Service Management	3
	or	
10145186	Financial Management for Your Small Business	3
	or	
10196192	Managing for Quality	3
10102130	Career Development	2
10106170	Hardware & Software Troubleshooting	3
10102120	Customer Service Management	3
	or	
10106180	Adv Business Software Applications	3
	or	
10145186	Financial Management for Your Small Business	3
	or	
10196192	Managing for Quality	3

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ADMINISTRATIVE ASSISTANT

(curriculum continued)

10809122	Intro to American Government	3
	or	
10809196	Intro to Sociology	3
10809188	Developmental Psychology	3
	or	
10809198	Intro to Psychology	3
Term	(14 Credits)	
10106135	Supervised Field Experience	2
10106162	Graphics & Print Media	3
10106172	Digital Communication Technology	3
10809143	Microeconomics	3
	or	
10809144	Macroeconomics	3
10809172	Race, Ethnic & Diversity Studies	3
TOTAL CREDITS		67

Please Note:

- The Administrative Assistant program has August and January starting dates. We advise you to meet with a counselor to successfully plan your academic schedule.
- This curriculum sequence is only for student planning. Actual student schedules will vary depending on course availability.
- Degree completion time may vary based on student scheduling and course availability.
- For General Education course descriptions (800 level courses), see section marked under Course Descriptions.

10105160 Business Law 3 credits
Examines the classifications of law, elements of legal contracts, and business applications. Negotiable instruments, sales and bailment contracts, principal-agent relations, and real estate law are also explained. Ethical practices are emphasized rather than narrow, legal definitions.

10106140 Business Information Management 3 credits
Following commonly used ARMA rules, the student will apply basic filing methods to paper and database filing systems. Methods to permanently archive data will also be covered.

10106150 Administrative Office Procedures 3 credits
Develops professional skills and attitudes needed in a global business environment. Skills include time management, problem solving, and decision making while working independently and as part of a team. Tasks such as electronic mail, calendaring, meeting and event planning, domestic and international travel, and project management and minute-taking will be included. Familiarity with office machines is required. Prerequisites: Written Communication 10801195; Microsoft Office - Introduction 10103106

10106157 Document Formatting 3 credits
The competencies for this course cover formatting styles of business letters, business and academic reports, memos, tables, business meeting documents, itineraries, legal documents, and business forms. The course also includes drill work for improving keying speed and accuracy. Minimum typing speed of 30 wpm required (alphabetic keys only).

10106160 Proofreading & Editing 3 credits
This course is designed to sharpen proofreading and editing skills. Competencies cover detecting and editing errors in keying, spelling, capitalization, plurals, possessives, punctuation, numbers, grammar, sentence structure, and formatting. Documents will also be edited for clarity, conciseness, and completeness.

10106170 Hardware & Software Troubleshooting 3 credits
Preventive maintenance and troubleshooting of essential business equipment such as the PC, fax, scanner, and printer. Installation of new peripheral devices, such as hard drives, CD-ROM drives, printers, and memory. Upgrading and installing software and drivers will also be covered.

10106135 Supervised Field Experience 2 credits
This course integrates Administrative Assistant classroom study with specific off-campus occupational experiences at selected training sites. An organized plan of experiences built around office competencies is planned, supervised, and evaluated by the instructor and cooperating business trainer. Prerequisite: Completion of at least 24 credits including Computer Software courses (103) and/or Administrative Assistant courses (106) or approved by program instructor.

10106162 Graphics & Print Media 3 credits
This course develops skill to effectively create graphics and design publications. Students will produce print media, design and layout print jobs using the most appropriate software package for the job. Prerequisite: Admission to Administrative Assistant Program 101066 or instructor consent

10106172 Digital Communication Technology 3 credits
The course introduces the student to digital and communication technology used in the office today, including voice recognition, digital cameras, digital video cameras, video conferencing, web conferencing, and teleconferencing. The content focuses on understanding communication technologies and how they impact employees. Prerequisite: Admission to Administrative Assistant Program 101066 or instructor consent

10106180**Adv Business Software Applications****3 credits**

Students will apply problem solving and research skills to the integration of software applications. Students will utilize Adobe Acrobat as well as MS Office products and communication software. Students will manage file types as is typical in today's business environment. Prerequisites: Word-Intermediate 10103114; Excel-Intermediate 10103124; Access-Intermediate 10103134

10145186**Financial Management for Your Small Business****3 credits**

Emphasizes the importance of good record keeping systems, reports and the records necessary for a small business. Financial analysis techniques are explored through hands-on Income Statements and Cash Flow projections for the small business. Financial and other technical support resources are identified throughout the course.

10196192**Managing for Quality****3 credits**

The learner applies the skills and tools necessary to implement and maintain a continuous improvement environment. Each learner will demonstrate the application of a personal philosophy of quality, identify stakeholder relationships, identify ways to meet/exceed customer expectations, apply a systems-focused approach, use quality models and tools, manage a quality improvement project, and measure effectiveness of continuous improvement activities.