

ADMINISTRATIVE PROFESSIONAL



Program Code: 10-106-6
Estimated Program Costs: \$10,900
Median Annual Salary: \$27,000

OVERVIEW

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 professional.

As an administrative professional, you will not only prepare correspondence and work with customers, but you may also supervise the work of other clerical staff, research reports, assist teammates with fundamental computer knowledge, and handle private or confidential records. The Administrative Professional program develops these abilities while emphasizing software applications, customer service skills, and exploration of a variety of office technology and equipment.

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

PROGRAM OUTCOMES

Employers will expect you, as an Administrative Professional graduate, 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

CAREER OPTIONS

Administrative Professional
Legal Secretary
Medical Secretary
Microcomputer Operator
Office Assistant
Program Assistant
Receptionist
Secretary

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 Professional program, please submit the following documents to the MSTC Admissions Office:

1. Complete an MSTC application form and return it with the \$30 non-refundable application fee.
2. Complete the Accuplacer or ACT test. Minimum scores required:
 - Reading-Accuplacer score of 55
 - Sentence Skills-Accuplacer score of 60
 - Math-Accuplacer score of 34
 - ACT equivalents for above scores are acceptable.
3. Submit an official copy of all academic transcripts, including high school, college or university, and HSED/GED.

You may take the Accuplacer again if you did not meet the required scores. Additional options, including coursework and tutoring, are also available to assist you. Contact the Student Affairs Office on your local campus to learn about your options. To schedule an Accuplacer test, contact your local Campus Office.

Written Communication, courses in mathematics, and some science courses have placement requirements. Please refer to the course description section in the back of the catalog, listed under General Education, for course specific information.

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

PROGRAM COURSE DESCRIPTIONS

10102101 // 3 credits

Intro to Business

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 // 3 credits

Business Law & Ethics

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.

10102120 // 3 credits

Customer Service Management

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.

10103106 // 3 credits

Microsoft Office-Introduction

Develops introductory skills in the Microsoft Office Suite (Word, Excel, Access, and PowerPoint) while reinforcing the students' knowledge of computer concepts, file management, Internet, and MSTC student email usage through demonstrations and lab exercises. Students must possess basic keyboarding, mouse, and Windows skills. Students may develop these skills in Academic Success Center computer training prior to enrolling or while concurrently enrolled in the Microsoft Office-Introduction course.

10103114 // 1 credit

Word-Intermediate

Students will create columns, lists, indexes, footnotes, endnotes, and table of contents. Outlines, paragraph numbering, mail merges, sorts, macros, thesaurus, and graphics are also covered.

Prerequisite: Microsoft Office-Introduction 10103106 or Word-Beginning 10103113

10103124 // 1 credit

Excel-Intermediate

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 // 1 credit

Access-Intermediate

Students will develop advanced indexing, logical and decision-making commands, access multiple files, and create menus and command files.

Prerequisite: Microsoft Office-Introduction 10103106 or Access-Beginning 10103133

10104107 // 3 credits

Social Media Marketing

This course addresses how social media has transformed marketing communications from traditional, mass media to individualized marketing. Using social media tools such as Facebook, YouTube, Twitter, LinkedIn, and more. This class will explore the different methodologies for social media marketing. Topics addressed will include creating social media, integrating social media as part of a marketing campaign, the concept of viral marketing, ethical and potential legal concerns that have arisen over these forms of communication, and how organizations and individuals have successfully applied social media marketing.

10105160 // 3 credits

Business Law

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.

CURRICULUM

Term (18 credits)

10102101	Intro to Business	3
10103106	Microsoft Office-Introduction	3
10106157	Document Formatting	3
10106160	Proofreading & Editing	3
10801195	Written Communication	3
10804107	College Mathematics -or-	
10804189	Introductory Statistics	3

Term (18 credits)

10102103	Business Law & Ethics -or-	
10105160	Business Law	3
10103114	Word-Intermediate	1
10103124	Excel-Intermediate	1
10103134	Access-Intermediate	1
10104107	Social Media Marketing	3
10106140	Business Information Management	3
10106150	Administrative Office Procedures	3
10801196	Oral/Interpersonal Communication -or-	
10801198	Speech	3

Term (18 credits)

10102120	Customer Service Management	3
10106170	Hardware & Software Troubleshooting	3
10801199	Employment Strategies	3
10809122	Intro to American Government -or-	
10809196	Intro to Sociology	3
10809188	Developmental Psychology -or-	
10809198	Intro to Psychology Elective	3

Term (14 credits)

10106135	Supervised Field Experience	2
10106162	Graphics & Print Media	3
10106172	Digital Communication Technology	3
10809143	Microeconomics -or-	
10809144	Macroeconomics	3
10809172	Race, Ethnic, & Diversity Studies	3

Total Credits 68

Please Note:

- The Administrative Professional program has August and January start dates. We advise you to meet with an academic advisor or 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), see section marked under Course Descriptions.

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10106135 // 2 credits

Supervised Field Experience

This course integrates Administrative Professional 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 Professional courses (106) or approved by program instructor.

10106140 // 3 credits

Business Information Management

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 // 3 credits

Administrative Office Procedures

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 and Microsoft Office-Introduction 10103106

10106157 // 3 credits

Document Formatting

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 // 3 credits

Proofreading & Editing

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.

10106162 // 3 credits

Graphics & Print Media

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 Professional 101066 program or instructor consent

10106170 // 3 credits

Hardware & Software Troubleshooting

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.

10106172 // 3 credits

Digital Communication Technology

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 Professional 101066 program or instructor consent