

# OFFICE SUPPORT SPECIALIST



**Program Code 31-106-8**  
**Expected Program Costs: \$6,300**  
**Median Annual Salary: \$22,000**

## OVERVIEW

As an Office Support Specialist, you are a key member of the office team responsible for a variety of activities which support the office operations. The office support specialist is often the communication link in the office through the use of technology and personal interactions. A primary focus of your job is the preparation of documents using software applications.

As valued employees in business, industry, education and government, Office Support Specialists are trained to:

- Communicate effectively
- Work effectively with individuals, teams and the public
- Be professional and ethical
- Create documents using word processing software
- Store and retrieve records manually and using an automated system
- Create and use spreadsheets
- Process mail
- Problem solve to effectively handle day-to-day issues

The Office Support Specialist program is offered at the Adams County Center and the Marshfield, Stevens Point and Wisconsin Rapids campuses.

## PROGRAM OUTCOMES

Employers will expect you, as an Office Support Specialist graduate, to be able to:

- Apply organizational skills to daily schedules, work priorities, file maintenance and multiple tasks in an ever-changing environment
- Communicate clearly, concisely and effectively in a diverse environment
- Work effectively as a team member in a diverse work group
- Compose or transcribe correspondence applying correct format, sentence structure, grammar, word usage, spelling and punctuation
- Apply basic computer skills efficiently and accurately to office tasks using a variety of software-word processing, database, spreadsheet, e-mail, presentation and Internet
- Demonstrate ability to take initiative, work independently and follow oral and written instructions

## CAREER OPTIONS

Administrative Clerk  
Billing, Posting and Calculating  
Machine Operator  
Classified Ads Clerk  
Correspondence Clerk  
Customer Service Representative  
General Office Assistant

Information Processing Specialist  
Library Assistant  
Mail Clerk  
Mail Handling Machine Operator  
Office Assistant  
Office Computer Specialist  
Program Assistant  
Receptionist  
Records Clerk  
Transcriptionist

## POTENTIAL FOR ADVANCEMENT

Administrative Professional  
Administrative Support Supervisor  
Clerical Supervisor  
Information Processing Supervisor  
Medical Records Technician  
Office Manager

*Potential advancement generally requires further education.*

## ADMISSIONS PROCEDURES

To apply to the Office Support Specialist 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.

If a student does not meet the required test scores, they may retest or complete an identified structured course(s) in the Academic Support Center.

- 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.
3. Submit an official copy of all academic transcripts, including high school, college or university and HSED/GED.

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

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**PROGRAM COURSE DESCRIPTION**

**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 will introduce the student to basic ethical theories and value systems; students will apply these perspectives to moral issues, problems, situations which arise within the business environment. Emphasis will be placed on how the applicable laws are being interpreted.

**10102130 // 2 credits  
Career Development**

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 // 3 credits  
Microsoft Office-Introduction**

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 // 1 credit  
Word-Intermediate**

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 // 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-Beginning 10103106 or Access-Introduction 10103133*

**10103192 // 3 credits  
Web Principles: HTML/Expression Web**

This course provides an introduction to web page development, with a strong focus on hypertext markup language (HTML) and Microsoft Expression Web. 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*

**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	3

Term		(20 credits)
10102103	Business Law & Ethics -or-	
10105160	Business Law	3
10102130	Career Development	2
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 -or-	
10801198	Speech	3

**Total Credits 38**

Please Note:

- The Office Support Specialist 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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## **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; 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.