

OFFICE SUPPORT **SPECIALIST**

Technical Diploma

Program Code: 31-106-8

Total Credits: 32

Mid-State's Office Support Specialist program develops students into key members of an office team. The program emphasizes document preparation and the effective use of personal interactions and ever-changing technology to support your role as the central communications link in an office. Through a variety of activities, you will learn to handle multiple projects and deadlines, manage time, solve problems, and be helpful in nature—all skills in high demand by employers.

Estimated tuition and fees: mstc.edu/programcosts

ACADEMIC ADVISOR

To schedule an appointment with an academic advisor, call 715.422.5300. Academic advisors will travel to other campuses as necessary to accommodate student needs. For more information about advising, visit mstc.edu/advising.

This section will be completed when meeting with your academic advisor.

- ☐ FAFSA (www.fafsa.gov)
- ☐ Financial Aid Form(s)

Form(s):

☐ Follow-Up Appointment:

Where: _____ When:___

With:

- ☐ Official Transcripts Mid-State Technical College Student Services Assistant 1001 Centerpoint Drive Stevens Point, WI 54481
- Other:

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mstc.edu • 888.575.6782 • TTY: 711

ADAMS CAMPUS 401 North Main Adams, WI 53910 MARSHFIELD CAMPUS 2600 West 5th Street Marshfield, WI 54449

STEVENS POINT CAMPUS 1001 Centerpoint Drive Stevens Point, WI 54481

WISCONSIN RAPIDS CAMPUS

MID-STAT

500 32nd Street North Wisconsin Rapids, WI 54494

CAREER PATHWAY • BEGIN AT ANY POINT







CREDIT FOR PRIOR LEARNING AND EXPERIENCE

CREDIT FOR PRIOR LEARNING AND EXPERIENCE

- Certifications and Licenses
- High School Credit
- Military Experience
- National/Standardized Exams
- Transfer Credit
- Work and Life Experience

Learn about Credit for Prior Learning at mstc.edu/cpl.



CUSTOMER RELATIONSHIP PROFESSIONAL

Technical Diploma • 12 Credits

Start Your Career

- Call Center Agent
- Customer Care Representative
- Customer Service Representative

OFFICE SUPPORT SPECIALIST

Technical Diploma • 32 Credits

Start Your Career

- · Administrative Assistant
- Office Assistant
- Receptionist



ADMINISTRATIVE PROFESSIONAL

Associate in Applied Science (AAS) • 61-62 Credits

Start Your Career

- Administrative Professional
- Executive Assistant
- Executive Secretary



BACHELOR'S DEGREE OPTIONS

Arizona State University, Bellevue University, Colorado State University Global, Concordia University, Franklin University, Grand Canyon University (GCU), Herzing University, Lakeland University, Milwaukee School of Engineering (MSOE), Mount Mary University (MMU), Northern Michigan University, University of Phoenix, UW-Green Bay, UW-Oshkosh, UW-Stevens Point, UW-Stevens Point at Marshfield, UW-Stout, UW-Whitewater, Western Governors University, and Wisconsin Private–Nonprofit Universities/Colleges.

For more information and additional opportunities, visit mstc.edu/transfer.

OTHER OPTIONS

RELATED PROGRAMS

- Business Management
- Entrepreneurship
- Human Resources Assistant
- Leadership Development
- Project Management

PROGRAM OUTCOMES

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

- Perform accurate workplace communications.
- Use technology skills for business tasks.
- Perform routine office procedures.
- Demonstrate professionalism and effective workplace relationships.

TECHNICAL SKILLS ATTAINMENT

The Wisconsin Technical College System (WTCS) has implemented a requirement that all technical colleges measure program outcomes attained by students. This requirement is called Technical Skills Attainment (TSA). The main objective of TSA is to ensure graduates have the technical skills needed by employers. Office Support Specialist program outcomes are measured in the TSA-designated course Administrative Office Procedures.

MOBILE DEVICE ENHANCEMENT

To support your hands-on learning and give you an edge in today's digital workplace, Office Support Specialist program students are required to purchase an iPad device. Students accepted into the program will receive specific details about purchasing the mobile device (financial aid available).

STUDENT HANDBOOK

Visit **mstc.edu/studenthandbook** to view Mid-State's student handbook, which contains information about admissions, enrollment, appeals processes, services for people with disabilities, financial aid, graduation, privacy, Mid-State's Student Code of Conduct, and technology.

GRADUATION REQUIREMENT

The GPS for Student Success course is required for all Mid-State program students and is recommended to be completed before obtaining 12 credits. (Not counted in the total credit value for this program.) Some students are exempt from this requirement. Please see your program advisor for more information.

GPS for Student Success ☐ 108901021 credit

Integrate necessary skills for student success by developing an academic plan, identifying interpersonal attributes for success, adopting efficient and effective learning strategies, and utilizing Mid-State resources, policies, and processes. This course is recommended to be completed prior to obtaining 12 credits and is a graduation requirement unless you receive an exemption from your program advisor.

ADDITIONAL COURSES AS NEEDED

The following courses may be recommended or required if the student does not achieve minimum Accuplacer scores.

College Reading and Writing 1 108311043 credits

Provides learners with opportunities to develop and expand reading and writing skills to prepare for college-level academic work. Students will employ critical reading strategies to improve comprehension, analysis, and retention of texts. Students will apply the writing process to

produce well-developed, coherent, and unified written work.

Pre-Algebra

108341093 credits

Provides an introduction to algebra. Includes operations on real numbers, solving linear equations, percent and proportion, and an introduction to polynomials and statistics. Prepares students for elementary algebra and subsequent algebra-related courses.

Prerequisite: Accuplacer Math score of 65, Accuplacer Algebra score of 30, ABE Math Prep V 76854785 and ABE Math Prep VI 76854786 with a grade of "S." (Note: ABE Math Prep V and VI courses cannot be used to satisfy program completion requirements at Mid-State.)

SAMPLE FULL-TIME CURRICULUM OPTION

Term 10103106 10106106 10106157 10801195 10809172	Microsoft Office-Introduction & Quality Customer Service Document Formatting & Written Communication & Introduction to Diversity Studies &	15 credits 3 3 3 3 3 3		
Term 10103114 10103125 10106140 10106150 10106158 10106172 10801198	Word-Intermediate Excel Applications Business Information Management Administrative Office Procedures Proofreading & Editing Digital Communication Technology Speech	17 credits		
Total credits 32				

This course has options available to receive credit for prior learning (CPL) or work experience. Visit the website at mstc.edu/cpl or contact your advisor for details.

Please Note:

- · This program can be completed entirely online.
- Students complete a full-time course load over a 16-week term. This term may include a combination of classes taken in an 8-week session and classes taken over the full 16-week term.
- This curriculum sequence is only for student planning. Actual student schedules will vary depending on course availability.
- Program completion time may vary based on student scheduling and course availability. For details, go to **mstc.edu/schedule**.

SAMPLE PART-TIME CURRICULUM OPTION

Term 10103106 10106106 10809172	Microsoft Office-Introduction © Quality Customer Service Introduction to Diversity Studies ©	9 credits 3 3 3
Term 10103114 10103125 10106158 10106172	Word-Intermediate Excel Applications Proofreading & Editing Digital Communication Technology	8 credits 1 2 2 3
Term 10106157 10801195	Document Formatting © Written Communication ©	6 credits 3 3
Term 10106140 10106150 10801198	Business Information Management Administrative Office Procedures Speech	9 credits 3 3 3
Total credits 32		

NOTES:		

COURSE DESCRIPTIONS

Administrative Office Procedures

101061503 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 minute-taking are included. Corequisites: Written Communication 10801195 and Microsoft Office-Introduction 10103106

Business Information Management

10106140.....3 credits

Following commonly-used ARMA rules, the student applies basic filing methods to paper and database filing systems. Corequisite: Microsoft Office-Introduction 10103106

Digital Communication Technology 101061723 credits

Introduces the student to digital and communication technology used in the office today, including digital cameras, digital video cameras, video conferencing, and multimedia presentations. The content focuses on understanding communication technologies and how they impact employees. Corequisite: Microsoft Office-Introduction 10103106

Document Formatting

101061573 credits

Students are able to format styles of business letters, business and academic reports, memos, tables, business meeting documents, itineraries, legal documents, and business forms. Also includes drill work for improving keying speed and accuracy. Minimum typing speed of 30 wpm required (alphabetic keys only). Corequisite: Microsoft Office-Introduction 10103106

Excel Applications

10103125.....2 credits

Learners will expand on basic Excel skills including managing multiple workbooks and worksheets using 3D references, links, and hyperlinks. They will also learn to summarize and analyze data using subtotals, Pivot Tables, Pivot Charts, Goal Seek, Solver and Scenario Manager tools. This course teaches students to gather data and turn it into meaningful information used for business decision-making. This course also prepares students for the Expert level MOS Certification exam for Excel.

Prerequisite: Microsoft Office Introduction 10103106 OR Excel Beginning 10103123.

Introduction to Diversity Studies & 10809172......3 credits

Introduces learners to the study of diversity from a local to a global environment using a holistic, interdisciplinary approach. Encourages self-exploration and prepares the learner to work in a diverse environment. In addition to an analysis of majority/minority relations in a multicultural context, the primary topics of race, ethnicity, age, gender, class, sexual orientation, disability, and religion are explored. Prerequisite: High School GPA of 3.0 or Accuplacer Reading Skills of 236, Writing of 237 or ACT of 15 Reading/16 Writing. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.

Microsoft Office-Introduction &

101031063 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 web usage. This course prepares students for the Associate level MOS Certification exams for Word, Excel, PowerPoint, and Outlook. Students should possess basic keyboarding, mouse. and Windows 10 skills. Students may develop these skills in the LiNK while concurrently enrolled in this course.

Proofreading & Editing &

101061582 credits

Sharpens proofreading and editing skills. Competencies include detecting and editing errors in keying, spelling, capitalization, plurals, possessives, punctuation, numbers, grammar, sentence structure, and formatting. Documents are edited for clarity, conciseness, and completeness. Corequisite: Microsoft Office-Introduction 10103106

Quality Customer Service

10106106.....3 credits

Addresses sensitivity in communicating with customers and co-workers. Includes international communications, teamwork, working relationships, and telephone skills.

Speech 2

108011983 credits

Explores the fundamentals of effective oral presentation to small and large groups. Topic selection, audience analysis, methods of organization, research, structuring evidence and support, delivery techniques, and other essential elements of speaking successfully, including the listening process, form the basis of this course. Bring transcripts for further evaluation if they do not meet these requirements. Prerequisite: High School GPA of 3.0 or Accuplacer Reading of 253, Writing of 262, or ACT of 21 Reading/19 Writing, or completion of College Reading and Writing 1 10831104 with a "C" or better or equivalent. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.

Word-Intermediate 2

101031141 credit

Students learn to create more complex documents using Microsoft Word as well as customize the Word environment. Students also learn to use mail merge, macros, collaborate with others, and combine information into one file. This course prepares students for the Expert level MOS Certification exam for Word. Prerequisite: Microsoft Office-Introduction 10103106 or Word-Beginning 10103113.

Written Communication

108011953 credits

Develops writing skills which include prewriting, drafting, revising, and editing. A variety of writing assignments are designed to help the learner analyze audience and purpose, research and organize ideas, and format and design documents based on subject matter and content. Also develops critical reading and thinking skills through the analysis of a variety of written documents.

Prerequisite: High School GPA of 3.0 or Accuplacer Writing of 262 or ACT of 20 or College Reading and Writing 1 10831104 with a "C" or better or equivalent. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements. Proficiency in word processing skills recommended.