



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.

CHECKLIST:

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: _____

mstc.edu
888.575.6782



ADAMS CAMPUS
401 North Main
Adams, WI 53910

MARSHFIELD CAMPUS
2600 West 5th Street
Marshfield, WI 54449

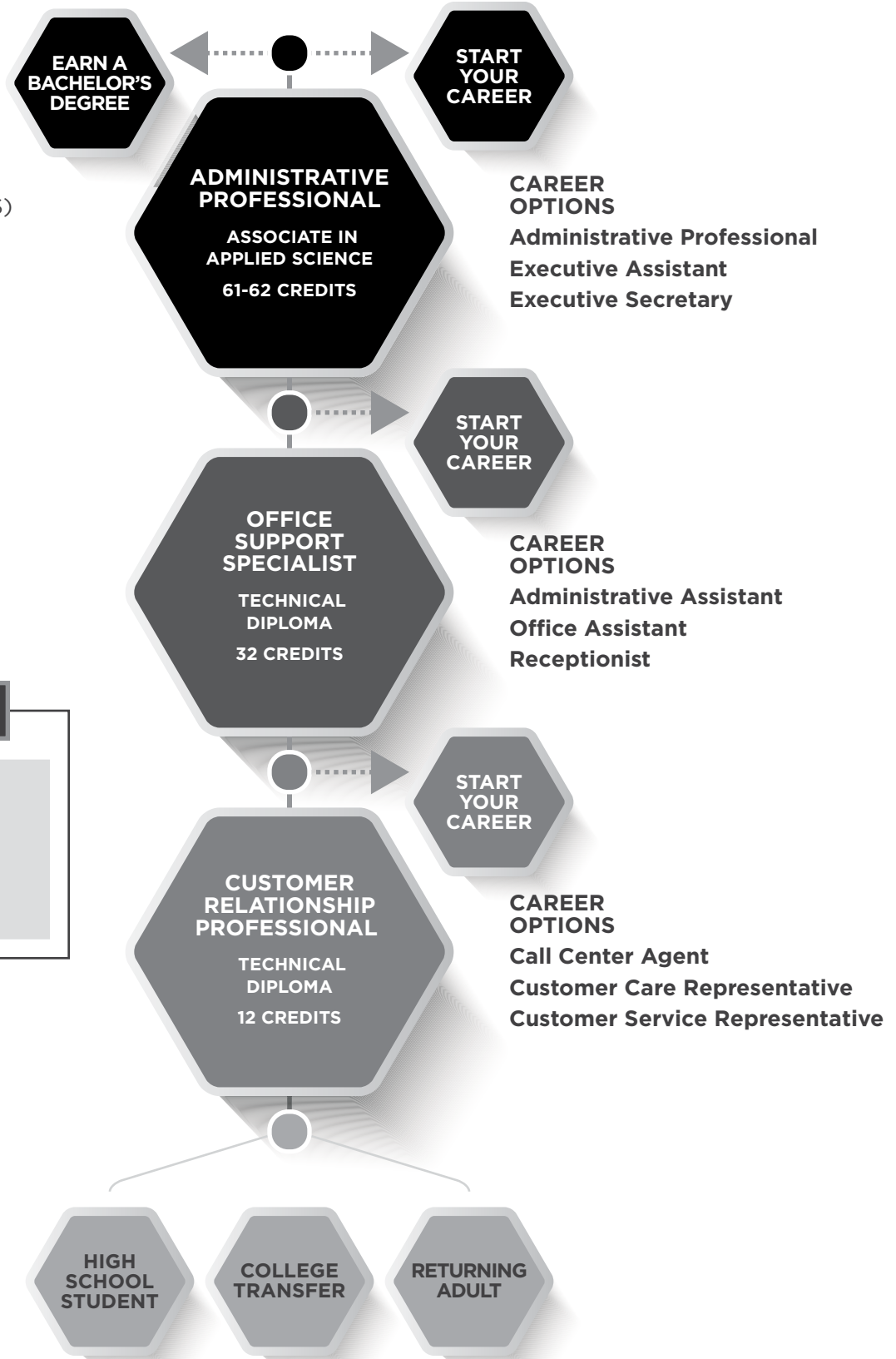
STEVENS POINT CAMPUS
1001 Centerpoint Drive
Stevens Point, WI 54481

WISCONSIN RAPIDS CAMPUS
500 32nd Street North
Wisconsin Rapids, WI 54494

BACHELOR'S DEGREE OPTIONS

UW-Oshkosh,
Organizational Studies
emphasis of Leadership and
Organizational Studies (BAS)

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



OTHER OPTIONS

RELATED PROGRAMS

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

College Credit • Dual Credit • Military Experience • Work Experience
Learn about Credit for Prior Learning at mstc.edu/cpl.

**BEGIN AT ANY POINT
IN THE PATHWAY**

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.

PROGRAM PROGRESSION

In order to maintain a passing status and progress in the program, students must:

- Receive a grade of “C” or better in 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

10890102 1 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 must be completed prior to obtaining 12 credits and as a graduation requirement.

ADDITIONAL COURSES AS NEEDED

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

Intro to College Reading

108381042 credits

Provides learners with the opportunities to develop and expand reading skills, including comprehension and vocabulary skills. Learners apply reading skills to academic tasks and read to acquire information from a variety of sources.

Intro to College Writing

108311033 credits

Introduces basic principles of composition, including organization, development, unity, and coherence in paragraphs and multi-paragraph documents. The purpose of this course is to prepare students for successful entry into required program courses. This course is tuition bearing and under certain circumstances may qualify for financial aid. This course cannot be used to satisfy program completion requirements at Mid-State.

Prerequisite: Accuplacer Sentence Skills score of 60 or equivalent. Proficiency in word processing skills recommended.

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		15 credits
10103106	Microsoft Office-Introduction*	3
10106106	Quality Customer Service*	3
10106157	Document Formatting	3
10801136	English Composition 1*	3
10809172	Introduction to Diversity Studies*	3
Term		17 credits
10103114	Word-Intermediate*	1
10103125	Excel Applications*	2
10106140	Business Information Management	3
10106150	Administrative Office Procedures	3
10106158	Proofreading & Editing	2
10106172	Digital Communication Technology	3
10801196	Oral/Interpersonal Communication*	3
		Total credits 32

* This course may also be offered in a different term including during winterim or summer terms, with 3-week, 8-week, or 16-week sessions available. A variety of modalities and class lengths may be available, including online, hybrid, TelePresence, or face to face.

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/classfinder.

SAMPLE PART-TIME CURRICULUM OPTION

Term		9 credits
10103106	Microsoft Office-Introduction*	3
10106157	Document Formatting	3
10809172	Introduction to Diversity Studies*	3
Term		8 credits
10106106	Quality Customer Service*	3
10106158	Proofreading & Editing	2
10801136	English Composition 1*	3
Term		6 credits
10103114	Word-Intermediate*	1
10103125	Excel Applications*	2
10801196	Oral/Interpersonal Communication*	3
Term		9 credits
10106140	Business Information Management	3
10106150	Administrative Office Procedures	3
10106172	Digital Communication Technology	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 project management and minute-taking are included. Familiarity with office machines is required.

Corequisites: English Composition 1 10801136 and Microsoft Office-Introduction 10103106

Business Information Management

101061403 credits

Following commonly-used ARMA rules, the student applies basic filing methods to paper and database filing systems. Methods to permanently archive data are also covered.

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, web 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

English Composition 1

108011363 credits

Designed for learners to develop knowledge and skills in all aspects of the writing process. Planning, organizing, writing, editing, and revising are applied through a variety of activities. Students analyze audience and purpose, use elements of research, and format documents using standard guidelines. Individuals develop critical reading skills through analysis of various written documents.

Prerequisite: High School GPA of 3.0 or Accuplacer Writing of 262 or ACT of 20 or Intro to College Writing 10831103 with a grade of "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.

Excel Applications

101031252 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, PivotTables, PivotCharts, 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.

Prerequisites: Microsoft Office Introduction 10103106 or Excel Beginning 10103123

Introduction to Diversity Studies

108091723 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. Students should possess basic keyboarding, mouse and Windows 10 skills. Students may develop these skills in the LiNK while concurrently enrolled in this course.

Oral/Interpersonal Communication

108011963 credits

Focuses on developing effective listening techniques and verbal and nonverbal communication skills through oral presentation, group activity, and other projects. The study of self, conflict, and cultural contexts will be explored, as well as their impact on communication.

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.

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

101061063 credits

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

Word-Intermediate

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.

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