



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.

NEW STUDENT CHECKLIST

Complete the following steps to prepare for your New Student Advising appointment with your academic advisor:

- ☐ Submit a Mid-State application at mstc.edu/apply.
- ☐ Send official transcripts to:
Mid-State Technical College
Student Services
1001 Centerpoint Drive
Stevens Point, WI 54481
- ☐ Complete the Free Application for Federal Student Aid (FAFSA) at fafsa.gov. Mid-State's Financial Aid team is available to assist with your FAFSA application and to answer your financial aid questions. Contact Financial Aid or schedule an appointment at mstc.edu/financial-aid.
- ☐ Set up student MyCampus account at mstc.edu/mycampus-assistance.
- ☐ Schedule a New Student Advising appointment at mstc.edu/advising.



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
DOWNTOWN CAMPUS**
1001 Centerpoint Drive
Stevens Point, WI 54481

WISCONSIN RAPIDS CAMPUS
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.

CERTIFICATE

BUSINESS COMMUNICATIONS FOUNDATIONS

Certificate • 9 Credits

BUSINESS LEGAL FOUNDATIONS

Certificate • 6 Credits

BUSINESS OFFICE FOUNDATIONS

Certificate • 6 Credits

FOUNDATIONS OF BUSINESS ADMINISTRATION

Certificate • 9 Credits

HUMAN RESOURCES FOUNDATIONS

Certificate • 6 Credits

LEADERSHIP FOUNDATIONS

Certificate • 6 Credits

For more information and additional opportunities, visit mstc.edu/career-accelerator.

TECHNICAL DIPLOMA

CUSTOMER RELATIONSHIP PROFESSIONAL

Technical Diploma • 12 Credits

Start Your Career

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

ENTREPRENEUR

Technical Diploma • 16 Credits

Start Your Career

- Business Owner
- Entrepreneur
- Founder/CEO

HUMAN RESOURCES ASSISTANT

Technical Diploma • 32 Credits

Start Your Career

- HR Generalist
- HR Recruitment Coordinator
- Job Analyst

OFFICE SUPPORT SPECIALIST

Technical Diploma • 32 Credits

Start Your Career

- Administrative Assistant
- Office Assistant
- Receptionist

ASSOCIATE IN APPLIED SCIENCE (AAS)

BUSINESS MANAGEMENT

Associate in Applied Science (AAS) • 64-65 Credits

Start Your Career

- Account Executive
- Department Supervisor
- Office Manager

BACHELOR'S DEGREE

BACHELOR'S DEGREE OPTIONS

For those interested in continuing their education, Mid-State offers transfer agreements with various four-year colleges and universities. For more information and additional opportunities, visit mstc.edu/transfer.

OTHER OPTIONS

RELATED PROGRAMS

- Human Resources
- Project Management
- Leadership Development

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

- Page 3

SAMPLE FULL-TIME CURRICULUM OPTION

Term		16 credits
10102101	Introduction to Business	3
10196190	Leadership Development	3
10102231	Business Networking	1
10106106	Quality Customer Service	3
10801195	Written Communication	3
10801196	Oral/Interpersonal Communication	3

Term		16 credits
10101140	Accounting 1	3
10102230	Business Communities	1
10103106	Microsoft Office-Introduction	3
10104102	Marketing Principles	3
10106190	Professional Business Skills	3
10196189	Team Building & Problem Solving	3

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		7 credits
10102101	Introduction to Business	3
10102231	Business Networking	1
10801196	Oral/Interpersonal Communication	3

Term		9 credits
10196190	Leadership Development	3
10106106	Quality Customer Service	3
10801195	Written Communication	3

Term		7 credits
10101140	Accounting 1	3
10102230	Business Communities	1
10196189	Team Building & Problem Solving	3

Term		9 credits
10103106	Microsoft Office-Introduction	3
10104102	Marketing Principles	3
10106190	Professional Business Skills	3

Total credits 32

MULTIPLE MEASURES

Multiple Measures Writing (MMW): High school GPA of 2.6 and successful completion of 2.0 credits of high school writing courses with a "C" or better	Multiple Measures Reading (MMR): High school GPA of 2.6 and successful completion of 2.0 credits of high school literature courses with a "C" or better
Multiple Measures Math 1 (MMM_1): High school GPA of 2.6 and successful completion of 1.0 credits of high school math (Algebra 1 or equivalent) with a "C" or better	Multiple Measures Math 2 (MMM_2): High school GPA of 2.6 and successful completion of 2.0 credits of high school math including Algebra 1 and Algebra 2 with a "C" or better
Multiple Measures Science 1 (MMS_1): High school GPA of 2.6 and successful completion of 1.0 credits of high school lab science course with a "C" or better	Multiple Measures Science 2 (MMS_2): High school GPA of 2.6 and successful completion of 1.0 credits of high school chemistry with a "C" or better

Past high school and college transcripts are used in making course placement decisions.

COURSE DESCRIPTIONS

Accounting 1

10101140.....3 credits

A beginning course designed especially for majors or those who need a strong foundation in accounting principles. Develops the accounting cycle of journaling, posting, adjusting, closing, and reporting. Also emphasizes service and merchandising sole proprietorships in developing the accounting cycle. Explores issues for accounting for cash, accounts and notes receivable, inventories, and fixed assets.

Business Communities

101022301 credit

This course provides students with a comprehensive understanding of how different business communities operate, how they contribute to economic ecosystems, and how learners can participate effectively. This course will explore the dynamics, structures, and strategies involved in various professional associations, including local, global, industry-specific, and online communities.

Business Networking

10102231.....1 credit

This course will equip students with the knowledge, strategies, and practical techniques to build, nurture, and leverage professional relationships for personal and organizational success. Through a combination of classroom instruction, interactive exercises, and simulated practice, this course will empower students to enhance their networking abilities, expand their professional circles, and create valuable connections.

Introduction to Business

10102101.....3 credits

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

Leadership Development

101961903 credits

Applies skills and tools necessary to fulfill his/her role as a modern leader. Each learner evaluates personal leadership effectiveness, use individual and group motivation strategies, implement mission and goals, demonstrate ethical behavior, adapt personal leadership style to worker readiness, use power, facilitate employee development, coach, manage change, and resolve conflict.

Marketing Principles

101041023 credits

This course serves as an introduction to the fundamental marketing concepts used to apply marketing strategies to product development, distribution, pricing, and promotion of goods and services.

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 11 skills. Students may develop these skills in the Academic Learning Center while concurrently enrolled in this course.

Professional Business Skills

101061903 credits

This course introduces critical technology and organizational skills for the modern workplace. Participants will learn calendar management and meeting scheduling, virtual and in-person meeting hosting, document formatting and filing, and presentation layout and design using industry-standard applications. This course emphasizes practical applications to ensure participants can immediately apply their acquired skills in real-world scenarios.

Quality Customer Service

101061063 credits

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

Speech

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. Includes informative, persuasive, and occasion speech presentations.

Prerequisite: High School GPA of 2.6 and MMR and MMW or Accuplacer Reading Skills of 253 and Writing of 262 or ACT of 21 Reading/19 English or completion of College Reading and Writing 1 10831104 with a "C" or better

Team Building & Problem Solving

101961893 credits

Applies skills and tools necessary to facilitate problem solving in a team environment. Each learner assumes the roles and responsibilities of team leadership in the stages of team development, uses a systematic problem-solving process, and employs consensus-building and conflict-management strategies.

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 2.6 and MMW or Accuplacer Writing of 262 or ACT English score of 20 or completion of College Reading and Writing 1 10831104 with a "C" or better