

Administrative Professional (Assistant)

69-credit Associate of Applied Science Degree

About the Program

Administrative Professionals perform a variety of activities related to helping an organization run efficiently. In this program, students will focus on preparing written communications in various formats, using technologically-advanced equipment, performing financial tasks, managing records and files, researching information and using a variety of software packages. Students will also develop information processing skills and increase knowledge of administrative support procedures. Supervising personnel, maintaining equipment and supplies, troubleshooting and assisting others in software applications are key skills addressed in this program.

Potential Job Titles

- Administrative Professional
- Business Manager’s Secretary
- Education Secretary
- Executive Administrative Professional
- Purchasing Associate
- Senior Claims Assistant

Credit Transfer

Credits earned in the Administrative Professional program may be transferable to institutions offering baccalaureate degrees. Visit www.wctc.edu/transfer for specific information. Since the details of credit transfers change from time to time, be sure to contact the intended college or university to verify credit transferability.

Admission Process

- Fill out a WCTC application
- Send \$30 non-refundable application fee
- Send high school transcript or GED/HSED
- Send any previous college transcripts
- Complete Skills Assessment test (COMPASS)
- Begin pursuing Financial Aid options

For more information, call 262.691.5200.

Required Courses		Credits
First Semester		
106-105	Document Processing and Editing	3
106-110	Microcomputer Bus Apps I	3+
106-117	Records and Information Mgmt	3
801-195	Written Communication	3+
804-123	Math with Business Applications	3+
Total semester credits		15
Second Semester		
101-110	Office Accounting	3
104-102	Marketing Principles	3
104-191	Customer Service Management	3
106-122	Microcomputer Bus Apps II	3
106-164	Administrative Office Mgmt	3
801-196	Oral/Interpersonal Communication	3+
Total semester credits		18
Third Semester		
102-151	Business Co-op I	3
102-160	Business Law I	3
106-132	Microcomputer Bus Apps III	3
106-140	Desktop Publishing	3
809-172	Race Ethnic & Diversity	3
809-199	Psychology of Human Relations	3
Total semester credits		18
Fourth Semester		
106-153	Project Planning & Coordination	3
106-154	Contemporary Software Apps	3
196-140	Principles of Supervision	3
809-195	Economics	3+
809-196	Introduction to Sociology	3+
	Elective	3
Total semester credits		18
+ Proficiency exam available		
<i>Must demonstrate a 45 word per minute keyboarding proficiency to complete program Curriculum is current as of catalog printing. The most current curriculum requirements or graduation will be provided upon admission to program, or review at www.wctc.edu.</i>		

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Required Courses**

- 101-110 Office Accounting** 3
Become familiar with concepts such as elementary accounting procedures, the accounting cycle, special journals, and cash control. Examine payroll procedures and the payroll reports required by the state of Wisconsin and the federal government. Service firms will be emphasized.
- 102-151 Business Co-Op I** 3
Focus on goal setting, interpersonal relationships, and project activities during this occupational experience. The WCTC instructor/coordinator will work closely with the work site supervisor toward common educational objectives.
Prerequisites: Approval of Co-op Ed Office
- 102-160 Business Law I** 3
Examine the legal and ethical environments of business, including positive law, criminal and tort law, contracts, sales law, business formation, government regulation, agency, bailment, property, ethics, and social responsibility.
- 104-102 Marketing Principles** 3
Explore marketing principles as found in the American business system, with an emphasis on consumer behavior, consumer and industrial products, distribution, market research, market segmentation, promotion, pricing, and international marketing.
- 104-191 Customer Service Management** 3
Explore the skills, attitudes, and thinking patterns required to manage customer satisfaction and loyalty. Develop the ability to lead and expand the customer service process, learn techniques for dealing with unhappy customers, and build skills for analyzing customer needs.
- 106-105 Doc Processing and Editing** 3
Develop listening, proofreading, and language skills, including word usage, spelling, and punctuation. Learn to format documents and edit and proofread work from various business and professional areas. Produce accurate letters, memoranda, tables, and reports from dictation. Gain proficiency in voice recognition software.
Prerequisites: Keyboarding 35 WPM
- 106-110 Microcomputer Bus Apps I** 3
Gain an overview of Microsoft Office software and its five major applications: Microsoft Word, Excel, Access, PowerPoint, and Outlook. Also gain an understanding of Windows operating system and Internet Explorer. Successful course completion will assist in the preparation for core MOS certification.
- 106-117 Records and Information Mgmt** 3
Explore alphabetic, subject, numerical, and geographic filing systems using ARMA's basic alphabetic indexing rules. Study all phases of a record's life cycle. Reinforce fundamental principles and practices of effective record management with hands-on and electronic jobs.
- 106-122 Microcomputer Bus Apps II** 3
Study the effective integration of Microsoft Office's five major applications: Word, Excel, Access, PowerPoint, and Outlook.
Prerequisites: 106-110 Microcomputer Bus Apps I
- 106-132 Microcomputer Bus Apps III** 3
Prepare for MOS certification in the following applications: Windows operating system, Word, Excel, and Access. Learn to use Adobe Acrobat to create pdf files.
Prerequisites: 106-122 Microcomputer Bus Apps II
- 106-140 Desktop Publishing** 3
Gain knowledge in three design programs. Create newsletter, brochures, catalogs, flyers, invitations, business cards, and calendars in Microsoft Publisher. Adjust the color, remove red eye and unwanted objects, correct out-of-focus pictures, and more on both digital pictures and photographs through the image-editing program, Photoshop Elements. Create and edit video clips for placement on the web with Producer. Combine these three programs to create eye-catching professional-looking publications. Good design techniques will also be introduced.
Prerequisites: Keyboarding 25 WPM
- 106-153 Proj Planning & Coordination** 3
Learn to plan and coordinate company projects using graphic tools like PERT, Gantt, and Resource Loading charts. Accomplish this manually and via Microsoft Project planning software. Develop time lines and critical paths for company activities such as sales meetings, company shareholder meetings, newsletters, or other activities.
Prerequisites: 106-110 Microcomputer Bus Apps I
- 106-154 Contemporary Software Apps** 3
Use different applications, such as Microsoft FrontPage, Crystal Reports, and MapPoint to design objects that help management communicate information.
Prerequisites: 106-110 Microcomputer Bus Apps I
- 106-164 Administrative Office Mgmt** 3
Discuss key administrative office skills, such as scheduling with Outlook and Palm Pilots, conducting meetings and conferences over the web and using electronic whiteboards. Explore telecommunications with an emphasis on phone etiquette and international protocol, processing mail, and using the Internet to make travel arrangements.
Prerequisites: 106-110 Microcomputer Bus Apps I and 106-105 Doc Processing and Editing (or concurrent)
- 196-140 Principles of Supervision** 3
Gain vital "how to" skills related to supervising others including developing job satisfaction, maintaining high employee morale, using specific tools of supervision, communicating well and evaluating, guiding and training employees. Use simulations, case studies and role play scenarios—but not lectures—to learn these concepts and develop your own supervisory philosophy.
- 801-195 Written Communication** 3
Study and practice the transfer of information, ideas, and experiences in written form through reports, letters, memoranda, and other documents. Gain proficiency in the areas of organization, clarity, accuracy, and directness.
Prerequisites: COMPASS-Writing Skills or ACT-English or ASSET-Writing Skills or Accuplacer Sentence Skills or TABE Advanced Language or 831-103 Intro to College Writing or 851-771 Writing-Program Readiness
- 801-196 Oral/Interpersonal Comm** 3
Practice the necessary skills for effective speech delivery, listening, assertiveness, conflict resolution, teamwork, and general interpersonal communication.
- 804-123 Math w Business Apps** 3
Develop an understanding of real numbers, basic operations, linear equations, proportions with one variable, percents, simple interest, compound interest, annuity, apply math concepts to the purchasing/buying process, apply math concepts to the selling process, and basic statistics with business/consumer applications.
- 809-172 Race Ethnic & Diversity** 3
Race, Ethnic, and Diversity is a course that draws from several disciplines to reaffirm the basic American values of justice and equality by teaching a basic vocabulary, a history of immigration and conquest, principles of transcultural communication, legal liability and the value of aesthetic production to increase the probability of respectful encounters among people. In addition to an analysis of majority/minority relations in a multicultural context, the topics of ageism, sexism, gender differences, sexual orientation, the disabled and the American Disability Act (ADA) are explored. Ethnic relations are studied in global and comparative perspectives.
Prerequisites: COMPASS-Reading Skills or 858-775 Reading - Program Readiness or 838-105 Intro Reading & Study Skills or TABE Advanced Reading or Accuplacer Reading Comprehension or College Proficiency - Reading or Grandfathered Rdg Requirement or ACT-Reading
- 809-195 Economics** 3
Discuss the major institutions and principles that underlie the contemporary American economic system, and consider topics such as the free enterprise system, supply and demand, circular flow, government involvement, the Federal Reserve System, economic growth and development, the effects of international trade, comparative economic systems, and global economics.
Prerequisites: COMPASS-Reading Skills or 858-775 Reading - Program Readiness or 838-105 Intro Reading & Study Skills or TABE Advanced Reading or Accuplacer Reading Comprehension or College Proficiency - Reading or Grandfathered Rdg Requirement or ACT-Reading
- 809-196 Introduction to Sociology** 3
Learn the basic concepts of sociology: culture, socialization, social stratification, multiculturalism, and the five institutions, including family, government, economics, religion, and education. Other topics include demography, deviance, technology, environment, social issues, social change, social organization, and workplace issues.
Prerequisites: COMPASS-Reading Skills or 858-775 Reading - Program Readiness or 838-105 Intro Reading & Study Skills or TABE Advanced Reading or Accuplacer Reading Comprehension or College Proficiency - Reading or Grandfathered Rdg Requirement or ACT-Reading
- 809-199 Psychology of Human Relations** 3
Examine the principles of interaction as applied to human relations at home and on the job. Explore topics such as self concept personality development, learning, motivation, emotions, stress, human relations processes, and special relationships.
Prerequisites: COMPASS-Reading Skills or 858-775 Reading - Program Readiness or 838-105 Intro Reading & Study Skills or TABE Advanced Reading or Accuplacer Reading Comprehension or College Proficiency - Reading or Grandfathered Rdg Requirement or ACT-Reading
- Elective Options**
Any course at the associate degree level will meet the elective requirement.