

Office Technology Assistant

25-credit Technical Diploma

About the Program

Office assistants assist others with business-related activities. Through this technical diploma program, students will become proficient at using computers to prepare documents, performing filing and records management, researching information, and using a variety of software packages. Students will also develop information processing skills and increase knowledge of administrative support procedures.

To succeed in this career, students must demonstrate a keen attention to detail, strong organizational skills and the desire to work with others. Previous related work experience or high school business courses might aid in preparation for this program.

Potential Job Titles

- Office Clerk
- Customer Service Associate
- Intake Assistant
- Office Assistant
- Sales Assistant
- Staff Assistant

Credit Transfer

All courses in the Office Assistant program will transfer to the Administrative Assistant associate degree program at WCTC. Credits earned in the Office Assistant 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+
Total semester credits		12

Second Semester

103-165	Beginning QuickBooks	1
106-122	Microcomputer Bus Apps II	3
106-164	Administrative Office Mgmt	3
801-196	Oral/Interpersonal Communication	3+
804-123	Math with Business Applications	3+
Total semester credits		13

+ Proficiency exam available

Curriculum is current as of catalog printing. The most current curriculum requirements for graduation will be provided upon admission to program, or review at www.wctc.edu.

**Office Technology Assistant
Required Courses**

- 103-165 Beginning QuickBooks** 1
Explore how QuickBooks software can be used to help run a small business. Use the software program to manage bank accounts, accounts receivable and accounts payable, budgeting, payroll, collections invoicing, and financial reports. Discuss the program's applicability to inventory management and purchase orders. Students should be computer literate and be comfortable working in a Windows environment. Textbook required.
- 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
- 106-164 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)
- 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.