



# Administrative Professional

Associate of Applied Science Degree

Program Number: 10-106-6

2009 - 2010

Are you interested in a variety of tasks? Do you like being active on the job? Are you a people person but also thrive on technology? If so, the Administrative Professional associate degree program might be just for you!

Blackhawk Technical College's Administrative Professional program is designed to prepare tomorrow's office managers, administrative professionals, and business professionals who want to position themselves to take on greater responsibilities and duties. You'll learn about managing complex office procedures, using business technology, planning meetings and events, coordinating projects, and more. Graduates will become valued administrative professionals equipped with technology, communication, and professional skills. Potential careers are available in diverse settings including business, industry, local government, healthcare, and service organizations. Why not start preparing for your future today at Blackhawk Technical College?

### Program Outcomes— Upon completion of this program, you will be able to:

- Apply organizational skills in managing the operations of an office, department, or team.
- Lead and manage office operations in business, government, or community-based organizations.
- Create accurate and high quality written documents which are free of grammar and punctuation errors.
- Plan, coordinate, and manage office projects.
- Plan meetings and events including working with customers, vendors, and others.
- Manage office documents including financial, human resources, and business communications.
- Demonstrate proficiency with office technologies including websites, Intranets, and business software applications.
- Select and use appropriate technology to meet customer needs, organizational goals or team objectives.
- Communicate professionally through verbal and written communication techniques.
- Work effectively and solve problems in teams and diverse work groups.
- Apply business related software and hardware for office productivity.
- Solve problems and think critically.
- Lead by example
- Work effectively in today's modern, fast-paced, and ever changing global business environments.
- Display professionalism through confidentiality, respect for others, critical thinking, and dependability.

### Potential employment includes:

- Administrative Professional
- Human Resources Assistant
- Administrative Coordinator
- Administrative Specialist
- Executive Assistant
- Office Manager/Supervisor
- Project Coordinator
- Support Professional

### Helpful High School Courses:

- Touch keyboarding skill of 40 wpm or higher for 5 minutes with 5 or fewer errors. Keyboarding, Skillbuilding and Keyboarding Applications courses are available at BTC
- English composition
- Computer applications
- Advanced standing may be available for some courses; check with your high school counselor

Semester	Course Name	Credits	Lec-Lab
<b>Semester 1</b>			
106-145	Information Technology Essentials	3	2 - 2
106-146	Word Processing Applications <sup>1</sup>	3	1 - 4
106-157	Introduction to Office Administration Careers	1	1 - 0
106-181	Office Professionalism	3	3 - 0
801-196	Oral/Interpersonal Communications	3	3 - 0
804-106	Introduction to College Math	3	3 - 0
<b>Semester 2</b>			
106-133	Business Writing & Document Formatting <sup>1</sup>	3	1 - 4
106-153	Administrative Office Procedures <sup>1</sup>	3	2 - 2
106-159	Business Spreadsheets	3	2 - 2
106-165	Business Presentations/Training	2	1 - 2
809-195	Written Communications	3	3 - 0
809-199	Psychology of Human Relations	3	3 - 0
<b>Semester 3</b>			
101-102	Office Accounting	3	2 - 2
106-182	Office Project Management <sup>1</sup>	3	2 - 2
106-156	Business Databases	3	2 - 2
106-183	Meeting and Event Planning	3	3 - 0
809-172	Race, Ethnic, and Diversity Studies	3	3 - 0
<b>Semester 4</b>			
106-184	Web Technologies for Office Mgmt <sup>1</sup>	3	2 - 2
106-155	Publication Design & Production	3	2 - 2
106-158	Supervised Occupational Experience <sup>1</sup>	1	0 - 4
106-160	Administrative Office Management <sup>1</sup>	3	2 - 2
809-166	Introduction to Ethics: Theory and Application	3	3 - 0
809-196	Introduction to Sociology	3	3 - 0
<b>TOTAL CREDITS</b>		<b>64</b>	

<sup>1</sup>Course has prerequisites.

### Short-Term Credit-Based Certificate Options:

- Business Technology (28 credits) Certificate 99-9121
- Customer Service Associate (16 credits) Certificate 99-9130
- Office Assistant (16 credits) Certificate 99-9119

Students may choose to receive a certificate upon satisfactory completion of the required courses in the Administrative Professional Associate Degree Program. With this certificate, you will be better prepared for entry level positions. Students selecting this option may return to BTC at a later date (in accordance with the College's advanced standing policy) to complete the Administrative Professional Associate of Applied Science Degree.

## Course Descriptions

### **101-102 Office Accounting 3 Credits**

Office Accounting is a basic course in accounting principles and bookkeeping procedures. Topics include journalizing and posting transactions, preparing worksheets, adjusting and closing entries, and preparing the financial statements. Emphasis is on the service enterprise and accounting for cash.

### **106-133 Business Writing & Document Formatting 3 Credits**

Document Formatting further develops keyboarding skills and emphasizes the efficient production of correctly formatted professional business documents. Additionally, the class will focus on applying correct grammar/spelling/punctuation/word usage to business communications and the use of appropriate communication style.

**Prerequisite:** 106-146 Word Processing Applications

### **106-145 Information Technology Essentials 3 Credits**

This course provides an introduction to computers and information processing terms, hardware, software, networks, and buying a computer. Major topics also include effective use of a web browser, Microsoft Outlook's electronic mail, calendar, and contacts modules, and the basics of Windows operating system. Touch keyboarding skills are recommended.

### **106-146 Word Processing Applications 3 Credits**

Students use word processing software to create, format, and edit business documents applying features such as headers/footers, macros, merge, templates, tables, columns, outlines, fonts, and graphics. Software functions, theory and production will be assessed.

**Prerequisite:** Touch keyboarding speed of 40 words per minute and basic computer skills.

### **106-153 Administrative Office Procedures 3 Credits**

This course covers office procedures concepts and practices. Students will develop proofreading skills for identifying and correcting punctuation, grammar, spelling, and usage errors. This course also includes editing skills for improving format, consistency, clarity, conciseness, and completeness. Activities require applying proofreading and editing skills to realistic business communications in both print and electronic formats. In addition, students learn the Association of Records Managers and Administrators (ARMA) filing rules through experience with various filing methods in a practice simulation. Students will also be introduced to file maintenance procedures, supplies, and equipment. Critical-thinking, problem solving, and job performance skills in a global business environment are also included. Touch keyboarding and basic word processing skills are helpful. **Prerequisite:** 106-145 Information Technology Essentials

### **106-155 Publication Design & Production 3 Credits**

Utilizing software such as Photoshop Elements and Adobe InDesign, students will combine the technology of the personal computer, scanners, digital cameras, color printers, and desktop publishing software with specific design and layout concepts. Students will apply the proper use of typefaces, graphics, tables, text and user-defined boxes, horizontal and vertical rules to the design and layout of newsletters, brochures, and other documents. The pace of this course is based on touch keyboarding skill of 40 words per minute and basic computer skills.

### **106-156 Business Database 3 Credits**

This course is designed to teach the basic elements of Microsoft Access. Applications will include the creation of a database; finding, displaying, and deleting records; providing listings and reports; making tables; and managing mailing lists. Basic computer skills are expected.

### **106-157 Introduction to Office Administration Careers**

**1 Credit**

This orientation course provides an introduction to BTC's Administrative Professional program and its requirements, selected BTC and external resources, and requirements of an administrative professional. Informational interviews at area companies and/or guest speakers will be part of this course. Whenever possible, this course should be taken during the student's first semester.

### **106-158 Supervised Occupational Exp. - Admin. Professional**

**1 Credit**

This course consists of 72 hours of practical experience in an office environment. Students will be expected to obtain a job and demonstrate technical and interpersonal skills necessary for office employment. BTC instructors will coordinate management of students in approved positions under the supervision and guidance of cooperating employers. Students will also finalize employment portfolios and other employment-related documents. Students should have satisfactorily completed all core courses in semesters 1, 2, and 3 of the Administrative Professional Associate Degree program before taking this course.

### **106-159 Business Spreadsheets 3 Credits**

Using Microsoft Excel, students will learn the elements of a spreadsheet: worksheet capabilities (create, modify, enhance, save, print, and erase worksheets), graphing capabilities (create graphs, bar charts, and pie charts), and database capabilities (create, sort, and query). Basic computer skills are expected.

### **106-160 Administrative Office Management 3 Credits**

This capstone course focuses on the leadership role for office management and enhances skills necessary to provide organizational and technical support in a contemporary office setting. Topics covered include project management, research, travel and meeting planning, financial information, emerging technologies, and career development.

**Prerequisite:** 106-182 Office Project Management, 106-133 Business Writing & Document Formatting, 106-153 Administrative Office Procedures

### **106-165 Business Presentations/Training 2 Credits**

Microsoft PowerPoint software will be used to create dynamic, professional-looking presentations. In addition, emphasis will be placed on developing training skills that will include analyzing/determining training needs, understanding learning styles, development of resources/curriculum, using presentation/training technologies, and evaluating training success. Touch keyboarding and basic word processing skills are necessary.

### **106-181 Office Professionalism 3 Credits**

The mission of the course is to empower students to enhance performance through personal self-management. The course, which is built around "Tom Rath's StrengthsFinder", provides an opportunity to develop both personally and professionally in effectively dealing with change. In addition, students will focus on the soft skills of team building and customer service through the use of problem-based video "field-trips".

### **106-182 Office Project Management 3 Credits**

This course will introduce students to Microsoft Office Project and Visio. This project-based course will have students apply basic skills and strategies for making effective business decisions, explore theory and application of project management, develop business acumen, and apply problem solving tools/techniques to business situations through the integration of the software resources presented. **Prerequisite:** 106-145 Information Technology Essentials

**106-183 Meeting & Event Planning 3 Credits**

This course is designed to teach students to work effectively with different cultures, determine meeting attendees, manage a meeting budget, preparation of minutes, and coordination of meeting resources. Additionally, students will develop travel profiles, complete trip follow-up and explore compliance of international requirements. Touch Keyboarding and basic word processing skills are necessary.

**Prerequisite: 106-159 Business Spreadsheets.**

**106-184 Web Technologies for Office Management 3 Credits**

Intended to introduce students to advanced applications used by office professionals, this course provides an introduction to programs such as Adobe Acrobat, Illustrator, and Dreamweaver, Microsoft Publisher, and/or other computer applications used by administrative professionals. Students will apply basic skills and strategies for designing and maintaining a website and/or class intranet while exploring web office processes and procedures.

**General Education Courses:**

801-195	Written Communication	3 Credits
801-196	Oral/Interpersonal Communication	3 Credits
804-106	Introduction to College Mathematics	3 Credits
809-166	Introduction to Ethics: Theory & Applications	3 Credits
809-172	Race, Ethnic and Diversity Studies	3 Credits
809-196	Introduction to Sociology	3 Credits
809-199	Psychology of Human Relations	3 Credits

Refer to BTC Catalog for complete course descriptions, program standards, and prerequisites information. BTC is an equal opportunity, access, affirmative action employer and educator.