

**Program Number 31-106-1
Technical Diploma • Two Terms**
ABOUT THE PROGRAM

Today's businesses realize it takes efficiency and effectiveness on the part of the office staff to be successful. If your ideal work environment includes using high-tech equipment, working well with people, being organized and attentive to detail, and handling a variety of different tasks, a career as an office assistant may be a satisfying choice. This program is offered in a Competency-Based Education (CBE) format, which allows students to work at their own pace.

PROGRAM OUTCOMES

- Perform accurate workplace communications.
- Use technology skills for business tasks.
- Perform routine office procedures.
- Demonstrate professionalism and effective workplace relationships.

CAREER AND EDUCATION ADVANCEMENT OPPORTUNITIES

Lakeshore credits transfer to over 30 universities. For more information visit lakeshore.edu/future-students/transfer.

ADMISSIONS AND FIRST SEMESTER ENROLLMENT STEPS

- Submit online application.
- Complete the online Student Success Questionnaire.
- Complete Get Started at Lakeshore appointment:
 - Application Check-in
 - College Orientation Overview
 - 1st Time Program Registration

**Submit high school transcripts, college transcripts, and test scores (optional, highly recommended). Official transcripts will be needed for transferring college credit(s) and for financial aid purposes.*

ACADEMIC PREPAREDNESS/FUTURE SEMESTER ENROLLMENT STEPS

If applicable, complete program-specific academic preparedness requirements and enrollment steps prior to enrolling in occupational or core courses. Students will be notified if there is a program waitlist. View the college's program webpage for details: <https://lakeshore.edu/programs-and-courses/career-areas/business-management-administration/office-assistant>.

APPROXIMATE COSTS

\$152.85 per credit tuition (WI resident) plus \$9.17 per credit student activity fee. Material fee varies depending on course. Other fees vary by program. Visit lakeshore.edu/Financial-Aid/tuition-and-fees for details.

FINANCIAL AID

This program is eligible for financial aid. Visit lakeshore.edu/Financial-Aid for more information.

SPECIAL NOTE

Learn when you want. Progress at your own pace. Receive personalized coaching and support. The full CBE definition may be found at lakeshore.edu/cbe.

RELATED PROGRAMS

Administrative Professional Associate Degree

CONTACT

Lakeshore College Recruiter
920.693.1366 • Recruitment@lakeshore.edu

Catalog No.	Class Title	Credit(s)
Term 1		
10801136	English Composition 1	3
10103191	Word - Level 1*	1
10103192	Word - Level 2*	1
10106101	Document Formatting*	1
10106132	Keyboard Speedbuilding*	1
10103161	PowerPoint - Level 1*	1
10106202	Computers and the Internet*	1
10103121	Excel - Level 1*	1
10103122	Excel - Level 2*	1
10106200	Intro to Filing Systems*	1
10106201	Applying Filing Systems*	1
10106203	Basic Office Equipment*	1
		14
Term 2		
10801198	Speech	3
10106204	Professionalism and Work Skills*	1
10106205	Interacting with Others in the Workplace*	1
10106207	Web 2.0 for Business*	1
10106209	Introduction to Business Writing*	1
10106206	Leadership and Ethics*	1
10106208	HTML, CSS, and Web Design*	1
10106210	Intermediate Business Writing*	1
10103101	Access - Level 1*	1
10116109	Career Planning and Networking*	1
10106211	Business Writing Applications*	1
		13
		TOTAL 27

*CBE delivery only

Curriculum and program acceptance requirements are subject to change. Program start dates vary; check with your academic counselor for details. The tuition and fees are approximate based on 2025-2026 rates and are subject to change prior to the start of the academic year.

ACCESS - LEVEL 1...introduces students to the process of creating a database, building and populating a table, establishing table relationships, and creating queries, forms, and reports.

APPLYING FILING SYSTEMS...applies the rules for paper and electronic filing systems; charge-out procedures, retention schedules, and transfer methods.

BASIC OFFICE EQUIPMENT...prepares the learner to work in office setting. The learner will be exposed to typical hardware found and software used in the office environment and gain the skills needed to be efficient on the job.

BUSINESS WRITING APPLICATION...develop transcription and composition skills to create and process business documents.

CAREER PLANNING & NETWORKING...focuses on the process of researching and pursuing professional career opportunities. Students will develop resume and cover letter documentation to accurately reflect personal, academic, and professional accomplishments and the connection that these elements have to various positions with employers. Interviewing skills will be a significant aspect of this experience with a focus on interviews for potential internship opportunities.

COMPUTERS AND THE INTERNET...provides the learner with introductory knowledge and skills related to operating a computer on a network and computer storage and processing, digital security, privacy, and threats; computer components; storage; and procedures that prepare you to work alongside administrative leaders via real-world business scenarios. The learner will also evaluate internet service providers.

DOCUMENT FORMATTING...prepares the learner to keyboard and format business memorandums, letters and reports, and other business documents. Emphasis will be placed on proofreading and editing skills.

ENGLISH COMPOSITION 1...is 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 will analyze audience and purpose, use elements of research, and format documents using standard guidelines. Individuals will develop critical reading skills through analysis of various written documents. Discuss reading and writing academic course support with your Counselor.

EXCEL - LEVEL 1...introduces the student to spreadsheet features such as creating, saving, editing, navigating, formatting worksheets; entering formulas and functions; working with charts; and developing multiple-sheet workbooks.

EXCEL - LEVEL 2...will explore Excel tables and charts, working with multiple worksheets and workbooks at once, creating applications and rules, protecting worksheets and workbooks and learning about macros and comments. COREQUISITE: 10103121 Excel – Level 1

HTML, CSS, AND WEB DESIGN...prepares the learner to write and modify code to create a simple business website and custom HTML emails.

INTERACTING WITH OTHERS...prepares the learner to identify different communication styles and strategies while working in a diverse environment. Learners will examine exemplary customer service skills.

INTERMEDIATE BUSINESS WRITING...refine and apply writing skills within the professional workplace. Proofread and edit business documents for appropriate content and clarity.

INTRO TO BUSINESS WRITING...develop writing skills with a focus on effective communication within the professional workplace. Review grammar, punctuation, and word usage skills.

INTRODUCTION TO FILING SYSTEMS...introduces the fundamentals of managing the record and information life cycle; charge-out procedures; retention schedules; transfer methods; control measurements; imaging systems and information security.

KEYBOARD SPEEDBUILDING...prepares the learner with the skills to keyboard text with speed and accuracy using the “touch” method.

LEADERSHIP AND ETHICS...prepares the learner to deal with conflict in the workplace while maintaining ethical standards. The learner will also identify leadership styles in the workplace.

POWERPOINT - LEVEL 1...introduces the student to the program by planning and creating a presentation, adding media and special effects, and applying advanced formatting to objects.

PROFESSIONALISM AND WORK SKILLS...prepares the learner to communicate effectively while developing and discussing critical work skills such as time and stress management, critical thinking, listening, and organization.

SPEECH...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 the course. Discuss reading academic course support with your Counselor.

WEB 2.0 FOR BUSINESS...provides a basic understanding of the web as well as the tools used to create blogs, web videos, and social media accounts for business use. Reviews social web tools and components.

WORD - LEVEL 1...introduces the student to word processing features such as creating, saving, editing, navigating, and formatting the content of multi-page documents.

WORD - LEVEL 2...introduces the student to multi-column documents, templates, and the mail merge feature while applying WordArt, themes, styles, quick parts, and other advanced document formatting features. COREQUISITE: 10103191 Word - Level 1