Office Assistant
Program No: 31-106-1
Technical Diploma
Degree Completion Time: Two Terms
In general, an academic year consists of two terms; however, degree completion time
may vary based on student scheduling needs and class availability.

2012-2013

Catalog No.	Class Title	Credit(s)
Term 1		
10105124	Portfolio Introduction	1.00
10106102	Information Management	3.00
10106131	Document Formatting	2.00
10106132	Keyboard-Speedbuilding 1	1.00
10106164	Information Technology Essentials	3.00
10801195	Written Communication	3.00
10804123	Math with Business Applications	3.00
	Total	**16.00**
Term 2		
10106165	Office Professionalism	2.00
10106179	Professional & Career Development	3.00
10106124	eCommunications	3.00
10106166	Microcomputer Business Applications 1	2.00
10106168	Microcomputer Business Applications 2	2.00
10801196	Oral/Interpersonal Communication	3.00
	Total	**15.00**
	Program Total	**31.00**

Note: Program start dates vary; check with your counselor for details.

Curriculum and program acceptance requirements are subject to change.

About the Career
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.

Careers
- Customer Service Representative
- Office Assistant
- Receptionist
- Mail Room Clerk

Admissions Steps
- Application
- Application Fee
- Entrance Assessment Scores
- Transcripts
- Program Advising Session
- Keyboarding—25 words per minute by touch. Can be satisfied by grade of "B" in 10106100, Keyboarding, or by advanced placement testing--cannot be used as elective credit.
- Functional Abilities Statement of Understanding Form

Program Outcomes
You'll learn to:
- Produce accurate work and maintain a high standard of quality.
- Follow written and oral instructions and demonstrate organized office procedures.
- Develop a professional attitude.
- Demonstrate time and stress management skills.
- Demonstrate good human relations, teamwork, and communication skills with coworkers, management, and the general public.
- Demonstrate the ability to work effectively as a team player in a diverse work group.
- Apply organizational skills to the management of projects, daily schedules, work priorities, multiple tasks, and unexpected interruptions.
- Maintain files and financial records, observing absolute confidentiality.

Approximate Costs
- $126 per credit (resident)
- $182 per credit (out-of-state resident)
- Other fees vary by program (books, supplies, materials, tools, uniforms, health-related exams, etc.)

Functional Abilities
Functional abilities are the basic duties that a student must be able to perform with or without reasonable accommodations. At the postsecondary level, students must meet these requirements, and they cannot be modified.

Placement Scores
Accuplacer/ACT scores will be used to develop your educational plan. Please contact your program counselor/advisor at 920-693-1109.

gotoltc.edu
info@gotoltc.edu

Lakeshore Technical College
1290 North Avenue • Cleveland WI 53015

1.888.GO TO LTC
(1.888.468.6582) • TTY: 920.693.8956

10105124 Portfolio Introduction
...prepares the student to develop a personal and professional portfolio, to identify self-awareness through various self-assessments and apply these results to the workplace and other environments, to write goal statements and understand their value, to develop an individual history of events and achievements, and to identify significant learning experiences throughout the student's life.

10106102 Information Management
...introduces the student to basic terms, concepts, filing rules, systems (alphabetic and numeric), noncorrespondence filing, new filing equipment, new methods of storing and recording records, and Microsoft Access including the principles and procedures for developing, managing, and maintaining a filing system in a modern office.
PREREQUISITE: 10106100 Keyboarding or Keyboarding testout equivalent

10106124 eCommunications
...prepares the learner to apply proofreading skills - punctuation, grammar, spelling, usage errors - to edit documents; transcribe documents from prerecorded dictation; scan documents; distribute documents via e-mail as attachments; and operate voice recognition software.
PREREQUISITE: 10106131 Document Formatting; 101060164 Info Technology Essentials

10106131 Document Formatting
...prepares the learner to keyboard and format business memorandums, business letters, business reports and tabbed columns. The learner will also create tables, create multicolumn documents, use SmartArt, create and modify styles and create and use templates and building blocks. Emphasis will also be placed on proofreading and editing skills.
PREREQUISITE: 10106100 Keyboarding with a minimum grade of B or Keyboarding testout equivalent.

10106132 Keyboard-Speedbuilding 1
...prepares the learner with the skills to keyboard text with speed and accuracy using the "touch" method.

10106164 Information Technology Essentials
...prepares the learner with the skills to manage e-mail and calendaring functions using MS Outlook; use Web 2.0 tools for group collaboration; and research emerging technologies. Emphasis in this class will be to develop a plan to implement a new technology in a business environment and train classmates in this new technology.

10106165 Office Professionalism
...prepares the student to feel confident in the business setting and to understand business protocol in a culturally diverse, international market. Areas of study will include self-management skills, telephone and customer service techniques, ethics in the workplace, etiquette for business situations, and ergonomics.

10106166 Microcomputer Business Applications 1
...expands the learner's ability to use Microsoft Word by using advanced table functions; format multiple-page documents with headers, footers, footnotes and endnotes; perform merge operations for correspondence and labels; create customized forms; create a Table of Contents and Index in long documents and create and run Macros. The learner will also be taught how to design and present effective PowerPoint presentations.
PREREQUISITE: 10106131 Document Formatting

10106168 Microcomputer Business Applications 2
...prepares the learner to create worksheets, utilize formulas and functions, apply formatting functions, print spreadsheet files, edit and manipulate spreadsheets and workbooks, create and modify charts, analyze spreadsheet data, create templates, and apply database features to a spreadsheet.
PREREQUISITE: 10106100 Keyboarding or Keyboarding testout equivalent

10106179 Professional and Career Development
...prepares the learner to identify the importance of positive attitudes and describes the need for personality development in preparation for successful employment; explains strategies for developing good relationships with coworkers, supervisors, and customers; applies communication and conflict resolution skills; demonstrates effective/efficient work habits and self-management skills; and provides assessment, career exploration, and development of a job search plan including a career portfolio.
PREREQUISITE: 10106131 Dcoument Formatting

10801195 Written Communication
...teaches the writing process, which includes prewriting, drafting, revising, and editing. Through a variety of writing assignments, the student will analyze audience and purpose, research and organize ideas, and format and design documents based on subject matter and content. Keyboarding skills are required for this course. It also develops critical reading and thinking skills through the analysis of a variety of written documents.
PREREQUISITE: 10831103 Intro to College Wrtg or CONDITION: Written Comm Prepared Learner (Accuplacer Wrtg min score of 86 or Equivalent) and COREQUISITE: 10838105 Intro Rdg & Study Skills or CONDITION: Reading Accuplacer min score of 74 or equivalent

10801196 Oral/Interpersonal Comm
...provides students with the skills to develop speaking, verbal and nonverbal communication, and listening skills through individual speeches, group activities, and other projects.
COREQUISITE: 10838105 Intro Reading and Study Skills or CONDITION: Reading accuplcer minimum score of 74 or equivalent

10804123 Math w Business Apps
...covers 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.
PREREQUISITE: Accuplacer Math minimum score of 79 or Equivalent or 10834109 Pre-Algebra and COREQUISITE: 10838105 Intro Reading and Study Skills or CONDITION: Reading accuplcer minimum score of 74 or equivalent