



ADMINISTRATIVE PROFESSIONAL

Associate in Applied Science (AAS) Program Code: 10-106-6 Total Credits: 61-62

Graduates of Mid-State's Administrative Professional program are known for being adaptable and well prepared for today's workforce. Students learn to create and edit correspondence, work with customers, develop research reports, handle private or confidential records, and more. The program emphasizes fundamental knowledge of software applications, customer service skills, and the expert operation of a variety of office technology and equipment. You'll experience hands-on learning through the organization of high-profile events.

Estimated tuition and fees: mstc.edu/programcosts

ACADEMIC ADVISOR

To schedule an appointment with an academic advisor, call 715.422.5300. Academic advisors will travel to other campuses as necessary to accommodate student needs. For more information about advising, visit mstc.edu/advising.

CHECKLIST:

This section will be completed when meeting with your academic advisor.

- FAFSA (www.fafsa.gov)
- Financial Aid Form(s)
Form(s): _____
- Follow-Up Appointment:
Where: _____
When: _____
With: _____
- Official Transcripts
Mid-State Technical College
Student Services Assistant
1001 Centerpoint Drive
Stevens Point, WI 54481
- Other: _____

mstc.edu
888.575.6782
TTY: 711



ADAMS CAMPUS
401 North Main
Adams, WI 53910

MARSHFIELD CAMPUS
2600 West 5th Street
Marshfield, WI 54449

STEVENS POINT CAMPUS
1001 Centerpoint Drive
Stevens Point, WI 54481

WISCONSIN RAPIDS CAMPUS
500 32nd Street North
Wisconsin Rapids, WI 54494

CAREER PATHWAY

**BEGIN AT ANY POINT
IN THE PATHWAY**

College Credit • Dual Credit
Military Experience • Work Experience

Learn about Credit for Prior Learning at mstc.edu/cpl.

HIGH
SCHOOL
STUDENT

COLLEGE
TRANSFER

RETURNING
ADULT

**CUSTOMER
RELATIONSHIP
PROFESSIONAL**

TECHNICAL
DIPLOMA
12 CREDITS

START
YOUR
CAREER

CAREER OPTIONS

- Call Center Agent
- Customer Care Representative
- Customer Service Representative

**OFFICE
SUPPORT
SPECIALIST**

TECHNICAL
DIPLOMA
32 CREDITS

START
YOUR
CAREER

CAREER OPTIONS

- Administrative Assistant
- Office Assistant
- Receptionist

**ADMINISTRATIVE
PROFESSIONAL**

ASSOCIATE IN
APPLIED SCIENCE
61-62 CREDITS

START
YOUR
CAREER

CAREER OPTIONS

- Administrative Professional
- Executive Assistant
- Executive Secretary

EARN A
BACHELOR'S
DEGREE

OTHER OPTIONS

RELATED PROGRAMS

- Business Management
- Entrepreneurship
- Human Resources Assistant
- Leadership Development
- Project Management

BACHELOR'S DEGREE OPTIONS

Bellevue University, Colorado State University Global, Concordia University, Franklin University, Grand Canyon University (GCU), Herzing University, Lakeland University, Milwaukee School of Engineering (MSOE), Mount Mary University (MMU), University of Phoenix, UW-Green Bay, UW-Oshkosh, UW-Stevens Point, UW-Stevens Point at Marshfield, UW-Stout, UW-Whitewater, and Wisconsin Private-Nonprofit Universities/Colleges.

For more information and additional opportunities, visit mstc.edu/transfer.

PROGRAM OUTCOMES

Employers will expect you, as an Administrative Professional graduate, to be able to:

- Demonstrate effective workplace communications.
- Apply technology skills to business and administrative tasks.
- Perform routine administrative procedures.
- Manage administrative projects.
- Maintain internal and external relationships.
- Model professionalism in the workplace.

TECHNICAL SKILLS ATTAINMENT

The Wisconsin Technical College System (WTCS) has implemented a requirement that all technical colleges measure program outcomes attained by students. This requirement is called Technical Skills Attainment (TSA). The main objective of TSA is to ensure graduates have the technical skills needed by employers. Administrative Professional program outcomes are measured in the TSA-designated courses Administrative Office Procedures and Supervised Field Experience.

MOBILE DEVICE ENHANCEMENT

To support your hands-on learning and give you an edge in today's digital workplace, Administrative Professional program students are required to purchase an iPad device. Students accepted into the program will receive specific details about purchasing the mobile device (financial aid available).

STUDENT HANDBOOK

Visit mstc.edu/studenthandbook to view Mid-State's student handbook, which contains information about admissions, enrollment, appeals processes, services for people with disabilities, financial aid, graduation, privacy, Mid-State's Student Code of Conduct, and technology.

GRADUATION REQUIREMENT

The GPS for Student Success course is required for all Mid-State program students and is recommended to be completed before obtaining 12 credits. (Not counted in the total credit value for this program.) Some students are exempt from this requirement. Please see your program advisor for more information.

GPS for Student Success ☑

10890102 1 credit

Integrate necessary skills for student success by developing an academic plan, identifying interpersonal attributes for success, adopting efficient and effective learning strategies, and utilizing Mid-State resources, policies, and processes. This course must be completed prior to obtaining 12 credits and is a graduation requirement.

ADDITIONAL COURSES AS NEEDED

The following courses may be recommended or required if the student does not achieve minimum Accuplacer scores.

Intro to College Reading

108381042 credits

Provides learners with the opportunities to develop and expand reading skills, including comprehension and vocabulary skills. Learners apply reading skills to academic tasks and read to acquire information from a variety of sources.

Intro to College Writing

108311033 credits

Introduces basic principles of composition, including organization, development, unity, and coherence in paragraphs and multi-paragraph documents. The purpose of this course is to prepare students for successful entry into required program courses. This course is tuition bearing and under certain circumstances may qualify for financial aid. This course cannot be used to satisfy program completion requirements at Mid-State.

Prerequisite: Accuplacer Sentence Skills score of 60 or equivalent. Proficiency in word processing skills recommended.

Pre-Algebra

108341093 credits

Provides an introduction to algebra. Includes operations on real numbers, solving linear equations, percent and proportion, and an introduction to polynomials and statistics. Prepares students for elementary algebra and subsequent algebra-related courses.

Prerequisite: Accuplacer Math score of 65, Accuplacer Algebra score of 30, ABE Math Prep V 76854785 and ABE Math Prep VI 76854786 with a grade of "S." (Note: ABE Math Prep V and VI courses cannot be used to satisfy program completion requirements at Mid-State.)

SAMPLE FULL-TIME CURRICULUM OPTION

Term		15 credits
10103106	Microsoft Office-Introduction*	3
10106106	Quality Customer Service*	3
10106157	Document Formatting	3
10801136	English Composition 1*	3
10809172	Introduction to Diversity Studies*	3

Term		17 credits
10103114	Word-Intermediate*	1
10103125	Excel Applications*	2
10106140	Business Information Management	3
10106150	Administrative Office Procedures	3
10106158	Proofreading & Editing	2
10106172	Digital Communication Technology	3
10801196	Oral/Interpersonal Communication* -or-	
10801198	Speech*	3

Term		15-16 credits
10102101	Intro to Business*	3
10106162	Graphics & Print Media	3
10804107	College Mathematics*	3
	-or-	
10804118	Intermediate Algebra with Applications*	4
	-or-	
10804189	Introductory Statistics*	3
10809122	Intro to American Government* -or-	
10809196	Intro to Sociology*	3
	Elective*	3

Term		14 credits
10102130	Career Development*	3
10104107	Social Media Marketing	3
10106135	Supervised Field Experience	2
10106180	Advanced Software Applications	3
10809188	Developmental Psychology* -or-	
10809198	Intro to Psychology*	3

Total credits 61-62

* This course may also be offered in a different term including during winterim or summer terms, with 3-week, 8-week, or 16-week sessions available. A variety of modalities and class lengths may be available, including online, hybrid, TelePresence, or face to face.

This course has options available to receive credit for prior learning (CPL) or work experience. Visit the website at mstc.edu/cpl or contact your advisor for details.

Please Note:

- **This program can be completed entirely online.**
- Students complete a full-time course load over a 16-week term. This term may include a combination of classes taken in an 8-week session and classes taken over the full 16-week term.
- This curriculum sequence is only for student planning. Actual student schedules will vary depending on course availability.
- Program completion time may vary based on student scheduling and course availability. For details, go to mstc.edu/schedule.

SAMPLE PART-TIME CURRICULUM OPTION

Term		9 credits
10103106	Microsoft Office-Introduction*	3
10106157	Document Formatting	3
10809172	Introduction to Diversity Studies*	3

Term		8 credits
10106106	Quality Customer Service*	3
10106158	Proofreading & Editing	2
10801136	English Composition 1*	3

Term		6 credits
10103114	Word-Intermediate*	1
10103125	Excel Applications*	2
10801196	Oral/Interpersonal Communication* -or-	
10801198	Speech*	3

Term		9 credits
10106140	Business Information Management	3
10106150	Administrative Office Procedures	3
10106172	Digital Communication Technology	3

Term		9 credits
10102101	Intro to Business*	3
10106162	Graphics & Print Media	3
10809122	Intro to American Government* -or-	
10809196	Intro to Sociology*	3

Term		9 credits
10102130	Career Development*	3
10801199	Employment Strategies*	3
10104107	Social Media Marketing	3
10106180	Advanced Software Applications	3

Term		6-7 credits
10804107	College Mathematics*	3
	-or-	
10804118	Intermediate Algebra with Applications*	4
	-or-	
10804189	Introductory Statistics*	3
	Elective*	3

Term		5 credits
10106135	Supervised Field Experience	2
10809188	Developmental Psychology* -or-	
10809198	Intro to Psychology*	3

Total credits 61-62

COURSE DESCRIPTIONS

Administrative Office Procedures

101061503 credits

Develops professional skills and attitudes needed in a global business environment. Skills include time management, problem solving, and decision making while working independently and as part of a team. Tasks such as electronic mail, calendaring, meeting and event planning, domestic and international travel, and minute-taking are included.

Corequisites: English Composition 1 10801136 and Microsoft Office-Introduction 10103106

Advanced Software Applications

101061803 credits

Integrates multiple advanced software applications by utilizing concepts such as importing/exporting, linking/embedding, and copying/pasting. Students manage information and apply critical thinking skills to create professional documents simulating real-world projects.

Prerequisites: Microsoft Office-Introduction 10103106, Word-Intermediate 10103114, Excel Applications 10103125, and Document Formatting 10106157

Business Information Management

101061403 credits

Following commonly-used ARMA rules, the student applies basic filing methods to paper and database filing systems.

Corequisite: Microsoft Office-Introduction 10103106

Career Development ☑

101021303 credits

Prepares learners for the process of gaining employment. Learners assess their personal background; practice finding career opportunities through the job search process; develop a cover letter, resume, and thank you letter, and complete a job application; participate in a mock interview; and demonstrate how to deal with interpersonal situations found in a work environment. NOTE: To enroll, you must have completed 50 percent of technical program credits or receive department approval. See program advisor, program faculty, program counselor, or department dean/associate dean to register.

College Mathematics ☑

108041073 credits

Designed to review and develop fundamental concepts of mathematics pertinent to the areas of: 1) arithmetic and algebra; 2) geometry and trigonometry; and 3) probability and statistics. Special emphasis is placed on problem solving, critical thinking and logical reasoning, making connections, and using calculators. Topics include performing arithmetic operations and simplifying algebraic expressions, solving linear equations and inequalities in one variable, solving proportions and incorporating percent applications, manipulating formulas, solving and graphing systems of linear equations and inequalities in two variables, finding areas and volumes of geometric figures, applying similar and congruent triangles, converting measurements within and between US and metric systems, applying Pythagorean Theorem, solving right and oblique triangles, calculating probabilities, organizing data and interpreting charts, calculating central and spread measures, and summarizing and analyzing data.

Prerequisite: High School GPA of 3.0 or Accuplacer Arithmetic of 250 and QAS 234 or ACT of 17 or Pre-Algebra 10834109 with a grade of "C" or better or equivalent. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.

Developmental Psychology ☑

108091883 credits

Studies human development throughout the lifespan and explores developmental theory and research with an emphasis on the interactive nature of the biological, cognitive, and psychosocial changes that affect the individual from conception to death. Application activities and critical thinking skills enable students to gain an increased knowledge and understanding of themselves and others.

Prerequisite: High School GPA of 3.0 or Accuplacer Reading Skills of 236, Writing of 237 or ACT of 15 Reading/ 16 Writing. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.

Digital Communication Technology

101061723 credits

Introduces the student to digital and communication technology used in the office today, including digital cameras, digital video cameras, video conferencing, and multimedia presentations. The content focuses on understanding communication technologies and how they impact employees.

Corequisite: Microsoft Office-Introduction 10103106

Document Formatting ☑

101061573 credits

Students are able to format styles of business letters, business and academic reports, memos, tables, business meeting documents, itineraries, legal documents, and business forms. Also includes drill work for improving keying speed and accuracy. Minimum typing speed of 30 wpm required (alphabetic keys only).

Corequisite: Microsoft Office-Introduction 10103106

COURSE DESCRIPTIONS

English Composition 1 ☑

108011363 credits

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 analyze audience and purpose, use elements of research, and format documents using standard guidelines. Individuals develop critical reading skills through analysis of various written documents.

Prerequisite: High School GPA of 3.0 or Accuplacer Writing of 262 or ACT of 20 or Intro to College Writing 10831103 with a grade of "C" or better or equivalent. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements. Proficiency in word processing skills recommended.

Excel Applications

10103125.....2 credits

Learners will expand on basic Excel skills including managing multiple workbooks and worksheets using 3D references, links, and hyperlinks. They will also learn to summarize and analyze data using subtotals, PivotTables, PivotCharts, Goal Seek, Solver and Scenario Manager tools. This course teaches students to gather data and turn it into meaningful information used for business decision-making.

Prerequisites: Microsoft Office Introduction 10103106 or Excel Beginning 10103123

Graphics & Print Media

101061623 credits

Develops skill to effectively create graphics and design publications. Students produce print media, design, and layout print jobs using the most appropriate software package for the job.

Corequisite: Microsoft Office Introduction 10103106

Intermediate Algebra with Applications ☑

10804118 4 credits

This course offers algebra content with applications. Topics include properties of real numbers; order of operations; algebraic solution for linear equations and inequalities; operations with polynomial and rational expressions; operations with rational exponents and radicals; and algebra of inverse, logarithmic, and exponential functions.

Prerequisite: High School GPA of 3.0 or Accuplacer Arithmetic of 263 and QAS 234 or ACT of 19 or QAS of 245, or Pre-Algebra 10834109 with a grade of "C" or better or equivalent. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.

Intro to American Government ☑

10809122.....3 credits

Introduces American political processes and institutions. Focuses on rights and responsibilities of citizens and the process of participatory democracy. Learners examine the complexity of the separation of powers and checks and balances. Explores the role of the media, interest groups, political parties, and public opinion in the political process. Also explores the role of state and national government in our federal system.

Prerequisite: High School GPA of 3.0 or Accuplacer Reading Skills of 236, Writing of 237 or ACT of 15 Reading/ 16 Writing. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.

Intro to Business ☑

10102101.....3 credits

An introduction to what a business is, how it operates, and how it is managed. Students identify forms of ownership and the processes used in production and marketing, finance, personnel, and management in business operations.

Intro to Psychology ☑

108091983 credits

This science of psychology course is a survey of multiple aspects of behavior and mental processes. It provides an overview of topics such as research methods, theoretical perspectives, learning, cognition, memory, motivation, emotions, personality, abnormal psychology, physiological factors, social influences, and development.

Prerequisite: High School GPA of 3.0 or Accuplacer Reading Skills of 236, Writing of 237 or ACT of 15 Reading/16 Writing. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.

Intro to Sociology ☑

108091963 credits

Introduces students to the basic concepts of sociology: culture, socialization, social stratification, multi-culturalism, and the five institutions of family, politics, economics, religion, and education. Other topics include demography, deviance, technology, environment, social issues, social change, and social organization

Prerequisite: High School GPA of 3.0 or Accuplacer Reading Skills of 236, Writing of 237 or ACT of 15 Reading/16 Writing. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.

Introduction to Diversity Studies ☑

10809172.....3 credits

Introduces learners to the study of diversity from a local to a global environment using a holistic, interdisciplinary approach. Encourages self-exploration and prepares the learner to work in a diverse environment. In addition to an analysis of majority/minority relations in a multicultural context, the primary topics of race, ethnicity, age, gender, class, sexual orientation, disability, and religion are explored.

Prerequisite: High School GPA of 3.0 or Accuplacer Reading Skills of 236, Writing of 237 or ACT of 15 Reading/16 Writing. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.

Introductory Statistics ☑

108041893 credits

Students taking Introductory Statistics display data with graphs, describe distributions with numbers, perform correlation and regression analyses, and design experiments. They use probability and distributions to make predictions, estimate parameters, and test hypotheses. They draw inferences about relationships including ANOVA. Algebra knowledge and foundational skills in mathematics are important for success in this course.

Prerequisite: High School GPA of 3.0 or Accuplacer QAS 241 or ACT of 19 or Pre-Algebra 10834109 with a grade of "C" or better or College Math 10804107 with a grade of "C" or better or equivalent. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.

COURSE DESCRIPTIONS

Microsoft Office-Introduction ☒

101031063 credits

Develops introductory skills in the Microsoft Office Suite (Word, Excel, Access, PowerPoint, and Outlook) while reinforcing the students' knowledge of computer concepts, Windows Explorer, and web usage. Students should possess basic keyboarding, mouse and Windows 10 skills. Students may develop these skills in the LiNK while concurrently enrolled in this course.

Oral/Interpersonal Communication ☒

108011963 credits

Focuses on developing effective listening techniques and verbal and nonverbal communication skills through oral presentation, group activity, and other projects. The study of self, conflict, and cultural contexts will be explored, as well as their impact on communication.

Prerequisite: High School GPA of 3.0 or Accuplacer Reading Skills of 236, Writing of 237, or ACT of 15 Reading/16 Writing. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.

Proofreading & Editing ☒

101061582 credits

Sharpens proofreading and editing skills. Competencies include detecting and editing errors in keying, spelling, capitalization, plurals, possessives, punctuation, numbers, grammar, sentence structure, and formatting. Documents are edited for clarity, conciseness, and completeness.

Corequisite: Microsoft Office-Introduction 10103106

Quality Customer Service

101061063 credits

Addresses sensitivity in communicating with customers and co-workers. Includes international communications, teamwork, working relationships, and telephone skills.

Social Media Marketing

101041073 credits

Addresses how social media has transformed marketing communications from traditional mass media to individualized marketing. Using a variety of social media tools and platforms, this class explores the different methodologies for social media marketing. Topics include creating social media, integrating social media as part of a marketing campaign, the concept of viral marketing, measuring social media success through analytics, and how organizations and individuals have successfully applied this form of marketing.

Speech ☒

108011983 credits

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 this course. Bring transcripts for further evaluation if they do not meet these requirements.

Pre-requisite: High School GPA of 3.0 or Accuplacer Reading of 253, Writing of 262, or ACT of 21 Reading/19 Writing, or completion of Intro to College Writing and/or Intro to College Reading with a "C" or better or equivalent. Students are encouraged to bring transcripts for further evaluation if they do not meet these requirements.

Supervised Field Experience

101061352 credits

This course integrates Administrative Professional classroom study with specific off-campus occupational experiences at selected training sites. An organized plan of experiences built around office competencies is planned, supervised, and evaluated by the instructor and cooperating business trainer.

Prerequisite: Completion of at least 24 credits of Computer Software 10-103 and/or Administrative Professional 10-106 courses or consent of instructor.

Word-Intermediate ☒

101031141 credit

Students learn to create more complex documents using Microsoft Word as well as customize the Word environment. Students also learn to use mail merge, macros, collaborate with others, and combine information into one file.

Prerequisite: Microsoft Office-Introduction 10103106 or Word-Beginning 10103113