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Academic Year: 2020-2021

# Office Professional Technical Diploma

Program Code 311061

Office Professional graduates are prepared for administrative office positions. Skills are developed in office procedures, workplace communications, proofreading, word processing, spreadsheets, presentation software, databases, telephone usage, records management, prioritizing tasks, and keyboarding.

<p><b>Average Starting Salary</b></p> <p><b>\$25,998.00</b></p> <p><small>FT Median Annual Wage</small></p>	<p><b>83% Graduate Employment</b></p> <p><small>With 67% Employed in Field</small></p>	<p><b>Job Openings:</b></p> <p><b>348*</b></p>
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## Locations

Offered at the Green Bay, Marinette and Sturgeon Bay campuses or fully online. For information in Green Bay, (920) 498-5444; Sturgeon Bay, (920) 746-4900; Marinette, (715) 735-9361. Toll-free: (888) 385-6982.

This program is fully eligible for financial aid.

## Follow Your Path

All credits in this technical diploma apply toward the following associate degree(s):

- . Administrative Professional, 101066

All credits in this technical diploma apply toward the following certificate(s):

- . Business Professional Essentials, 611061
- . Business Software Essentials, 611062

## CURRICULUM

Students following the study plan below will complete the Office Professional Technical Diploma in the number of semesters shown.

<b>FIRST SEMESTER</b>	
10-106-153 Professional Profile	3
10-106-114 Keyboarding-Speed Building	2
10-103-121 Micro: Word-Intro	1
10-890-101 College 101	1
10-106-131 Business English Essentials	3
10-106-102 Office Technologies	2
10-103-161 Outlook	1
10-801-136 English Composition 1	3
<b>SEMESTER TOTAL</b>	<b>16</b>
<b>SECOND SEMESTER</b>	
10-106-142 Software Projects	3
10-103-122 Micro: Word-Part 2	1
10-106-172 Customer Contact Skills	1
10-804-134 Mathematical Reasoning	3
10-106-197 Office Prof Intern Practicum	1
10-106-127 Admin Business Procedures	3
10-106-154 Records Management	3
10-103-131 Micro: Excel-Intro	1
10-103-151 Micro: PowerPoint-Intro	1
<b>SEMESTER TOTAL</b>	<b>17</b>
<b>TOTAL CREDITS</b>	<b>33</b>

**Curriculum Note**  
 . The credit for 10-890-101, College 101 is an Institutional Requirement for graduation. Consequently, it is not part of the program requirements, but must be passed with a C.

## Requirements for Program Entry

- . Completed application.
- . High school transcript or equivalent. For a list of equivalents, go to [www.nwtc.edu/gettingstarted](http://www.nwtc.edu/gettingstarted).
- . To be admitted to this program, learners must achieve a prior cumulative high school or college grade point average of 2.6 or higher OR a satisfactory academic skills assessment score. College grade point average must be based on 15 credits or more. To learn more about starting this program, please contact an academic advisor at (920) 498-5444 or (888) 385-6982.

\* Program-related job openings, full- and part-time, within our district, via EMSI. Many programs have additional job opportunities outside of district. Learn more at [www.nwtc.edu/graduatesuccess](http://www.nwtc.edu/graduatesuccess)

## Course Descriptions

10-106-153 PROFESSIONAL PROFILE ...developing a professional image and attitude, including study of business ethics and etiquette; goal setting; anger, stress, and time management; understanding of diverse cultures; and development of platform skills.

10-106-114 KEYBOARDING-SPEED BUILDING ...typing skill and speed development on the alphabetic and numeric keyboards using analytic/diagnostic software. Basic document processing.

10-103-121 MICRO: WORD-INTRODUCTION ...word processing basics including creating, revising, formatting, printing; sections, tabs, multiple-page numbering; manipulating text; creating headers/footers; creating/formatting tables, graphics; and merging documents.

10-890-101 COLLEGE 101 ...Students will utilize digital tools and resources to assess, explore, practice, apply, and evaluate both employability and learning skills. By establishing NWTC cultural values as hallmarks of success in academic, career, and personal settings the course encourages reflective, personalized development of a growth mindset and emphasizes the importance of making wise choices. To maximize the return on investment, students should take this course in their first semester as it identifies key expectations (hidden rules) of higher learning and professional employment.

10-106-131 BUSINESS ENGLISH ESSENTIALS ...develop skills to communicate more professionally when writing and speaking. Focuses on the development of grammar, spelling, word usage, and punctuation in order to compose error-free business documents. (Corequisite: 10-801-136, English Composition I)

10-106-102 OFFICE TECHNOLOGIES...an introduction to the information processing cycle including new technology, computer system unit, Internet research, input and output devices, software, networks, ergonomics, and data storage.

10-103-161 OUTLOOK ...create and organize E-mail, schedule meetings, create tasks, and manage contacts.

10-801-136 ENGLISH COMPOSITION 1 ...learners develop knowledge/skills in planning, organizing, writing, editing. Students will also analyze audience/purpose, use elements of research, format documents using standard guidelines, and develop critical reading skills. (Prerequisite: Accuplacer Rdg score greater/equal to 55 AND Sentence Skills greater/equal to 75; OR ACT Rdg score greater/equal to 16 AND Eng greater/equal to 18; OR preparatory courses-contact academic advisor at 920-498-5444)

10-106-142 SOFTWARE PROJECTS ...applying Windows and Word features to manage and format business documents while exercising decision-making, increasing efficiency, and enhancing keyboarding skills. Windows, advanced Word, and minimum 45 wpm is highly recommended. (Prerequisite: 10-106-114, Keyboard-Speed Building; Corequisite: 10-103-122, Micro: Word-Part 2)

10-103-122 MICRO: WORD-PART 2 ...advanced word processing features including working with headers/footers, inserting quick parts, themes, styles, sort and select; footnotes/endnotes, images, shapes, shared documents; specialized tables and indexes; forms; and sharing data. (Corequisite: 10-103-121, Micro: Word-Intro)

10-106-172 CUSTOMER CONTACT SKILLS...a hands-on approach to dealing with customers on the phone and in-person. Students will develop effective and efficient telephone etiquette, messaging, and voicemail skills.

10-804-134 MATHEMATICAL REASONING ...This course provides an alternative pathway to earning credit for a college level liberal arts mathematics course. All college students, regardless of their college major, need to be able to make reasonable decisions about fiscal, environmental, and health issues that require quantitative reasoning skills. An activity based approach is used to explore numerical relationships, graphs, proportional relationships, algebraic reasoning, and problem solving using linear, exponential and other mathematical models. Students will develop conceptual and procedural tools that support the use of key mathematical concepts in a variety of contexts. This course is not designed for Science, Technology, Engineering, or Math (STEM) students and/or others who require calculus. (Prerequisite: Accuplacer Arithmetic score greater/equal to 65 AND Reading score greater/equal to 50; OR ACT Math score greater/equal to 15 AND ACT Reading score greater/equal to 15; OR prep courses-contact an academic advisor 920-498-5444)

10-106-197 OFFICE PROFESSIONAL INTERN PRACTICUM ...hands-on experience applying skills developed in the program at an approved employment site with employer supervision and discussion with the instructor. Course should be taken during the last semester. (Corequisites: 10-106-127, Administrative Business Procedures; 10-801-136, English Composition I; 10-804-134, Mathematical Reasoning)

10-106-127 ADMINISTRATIVE BUSINESS PROCEDURES...today's business environment includes management of prioritization and organizational skills, workplace mail and copying, meeting coordination, and creating effective business communication using appropriate formats and variety of application tools. (Prerequisites: 10-106-131, Business English Essentials; 10-106-102, Office Technologies; 10-103-161, Outlook; Corequisite: 10-106-142, Software Projects; 10-106-172, Customer Contact Skills)

10-106-154 RECORDS MANAGEMENT ...major systems of filing classification: alphabetic, numeric, geographic and subject; retention and disposition of records; records equipment and technology.

10-103-131 MICRO: EXCEL-INTRODUCTION ...creating a worksheet, enhancing worksheet appearance, moving and copying data, using formulas and functions, creating charts and using clip art. Windows experience improves success; consider 10-103-111, Windows/Computer Basics.

10-103-151 MICRO: POWERPOINT-INTRODUCTION ...presentation skills using: graphics, diagrams, design themes, sounds, animations, slide transitions, and integration with other software. Windows experience improves success; consider 10-103-111,

Windows/Computer Basics. (Corequisite: 10-103-121, Micro: Word-Intro)