

Program Information

The Anoka Technical College Administrative Specialist certificate is a 27-credit program that prepares students with the broad range of technical and communications skills needed for success in today’s office work environment. Students gain competence in word processing, spreadsheet, database, and presentation software. Keyboarding speed and accuracy is developed while grammar, punctuation and writing skills are polished. Students study bookkeeping theory and learn general ledger software in order to prepare them for general bookkeeping or accounts receivable or accounts payable positions.

Program Learning Outcomes

By completing this program, students will achieve the following learning outcomes.

1. Exhibit effective interpersonal skills and professional attitudes by demonstrating the ability to communicate with authority figures and peers; follow work rules and expectations appropriately; maintain confidentiality; and recognize an appropriate business appearance.
2. Demonstrate the ability to express thoughts clearly, concisely, and appropriately in verbal and written format by consistently using correct mechanics, grammar, format, and message approach (direct, indirect).
3. Demonstrate the use of critical thinking skills to analyze and solve business problems by demonstrating the ability to define problems, find relevant information, synthesize and evaluate information, and implement decisions.
4. Exhibit technical competency in keyboarding by demonstrating keyboarding skill proficiency of 45 wpm on a five-minute timing for degrees and diplomas and knowledge of correct document formatting.
5. Demonstrate technical competency by utilizing a wide range of software applications necessary for business office operations; demonstrates initiative in learning to use new technology, and applies new technology accurately in office settings.
6. Demonstrate knowledge of roles and functions of various professionals; collaborate and problem-solve as part of the office team.
7. Demonstrate ability to set priorities, organize work, and sequence tasks appropriately, and consistently complete projects on a schedule.
8. Demonstrate the ability to perform mathematical calculations necessary in business applications including accounting, by working with percentages; decimals and fractions; understanding accounting principles as they are applied to business office bookkeeping; and using formulas for creating spreadsheets and databases.
9. Develop and evaluate customer service skills by ascertaining the characteristics of a customer service organization and using customer service skills in servicing customers professionally.

Course Prerequisites

Some courses may require appropriate test score or completion of basic math, basic English, and/or reading courses with a “C” or better.

Graduation Requirements

All Anoka Technical College students seeking an Associate in Applied Science (AAS), diploma, or certificate must meet the cumulative grade point average (GPA) of 2.0 or higher.

Transfer Opportunities

To see how credits from this program may transfer into other Anoka Technical College programs or into a program at another college, visit:

- [Minnesota Transfer](http://www.mntransfer.org/students/plan/s_agreements.php?numResults=25&archive=false&from_inst=70&from_prog=&to_inst=&Search=Search): (www.mntransfer.org/students/plan/s_agreements.php?numResults=25&archive=false&from_inst=70&from_prog=&to_inst=&Search=Search)
- [Anoka Technical College transfer student](http://www.anokatech.edu/BecomeStudent/Transfers.aspx): (www.anokatech.edu/BecomeStudent/Transfers.aspx)

Industry Information

Administrative assistants perform a full range of office tasks. They use a variety of software packages (word processing, spreadsheets, databases, graphics, desktop publishing, multi-media, etc.) to create, record, edit, and store correspondence, reports, tables and forms from many sources.

They may also read and route incoming mail, file and retrieve correspondence and other records manually or electronically, transcribe business correspondence from machine dictation, answer telephones and give information to callers or route calls to the appropriate individual, operate copying and faxing equipment, perform bookkeeping duties, transactions and make travel arrangements. In some offices, administrative support specialists may be responsible for one or two of these areas. In a small office, they may be responsible for all of them.

Wage/Outlook/Advancement

Wage information is available from the [Minnesota Department of Employment and Economic Development](https://mn.gov/deed/job-seekers/job-outlook/) (https://mn.gov/deed/job-seekers/job-outlook/).

Technical Credits: 24 Credits

- ADSC 1003 Introduction to Keyboarding & Speedbuilding ... 2
- ADSC 1031 Business English Skills 3
- ADSC 1054 Office Bookkeeping 4
- ADSC 1162 Microsoft PowerPoint 2
- ADSC 1171 Microsoft Excel 2
- ADSC 1197 Microsoft Word 4
- ADSC 1206 Written Business Communications 4
- ADSC 1451 Technology Tools for the Workplace 3

Also see: Administrative Specialist AAS & Administrative Specialist Diploma

General Education/MnTC Requirements: 3 Credits

- INTS 1000 Critical Thinking Application for College 3



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(continued)

2018-2019

Administrative Specialist

Certificate

Start Dates

Fall Semester August
Spring Semester January

Faculty Contact

[Darla Cullen](#)763-576-4018
[Deb Catlett](#)763-576-4025

For information on how to apply, to schedule a tour, or for service during summer hours, contact Enrollment Services at 763-576-7710 or EnrollmentServices@anokatech.edu

Sample Program Sequence

Full Time

		First Semester	Second Semester	
1st YEAR	ADSC 1031	3	ADSC 1003	2
	ADSC 1054	4	ADSC 1171	2
	ADSC 1162	2	ADSC 1206	4
	ADSC 1197	4	ADSC 1451	3
	INTS 1000	3	TOTAL	11
	TOTAL	16		