

Program Information

The Anoka Technical College Administrative Office Specialist diploma is a 39-credit program that prepares students with the broad range of technical and communications skills needed for success in today’s office work environment. Students will 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. Students are well prepared to fulfill any office support position and may advance to office management.

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. Demonstrate proficiency in keyboarding speed and accuracy 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.
10. The Administrative Office Specialist diploma continues from the certificates with additional technical coursework therefore preparing students with a wider range of job-specific skills.

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.

- **ADSC 1003 Introduction to Keyboarding and Speedbuilding** is a prerequisites for ADSC 1010 Keyboarding I.
- **ADSC 1031 Business English Skills** prerequisites READ 0900 or READ 0960 or appropriate test score.

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](#)
- [Anoka Technical College transfer student](#)

Industry Information

Administrative office specialists 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 creates, 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.

Wage/Outlook/Advancement

Wage information is available from the [Minnesota Department of Employment and Economic Development](#).

Start Dates

Fall Semester.....August
 Spring SemesterJanuary

Program Sequence

First Semester	12
<input type="checkbox"/> ADSC 1003	Introduction to Keyboarding & Speedbuilding ...	2
<input type="checkbox"/> ADSC 1031	Business English Skills	3
<input type="checkbox"/> ADSC 1162	Microsoft PowerPoint	2
<input type="checkbox"/> COMP 1002	Computer Technologies for Communication	2
<input type="checkbox"/> INTS 1000	Critical Thinking Application for College.....	3



Administrative Office Specialist

Diploma

Second Semester	15
<input type="checkbox"/> ADSC 1010 Keyboarding I.....	3
<input type="checkbox"/> ADSC 1171 Microsoft Excel	2
<input type="checkbox"/> ADSC 1181 Microsoft Access	2
<input type="checkbox"/> ADSC 1197 Microsoft Word	4
<input type="checkbox"/> ADSC 1206 Written Business Communications	4
Third Semester	12
<input type="checkbox"/> ADSC 1045 Administrative Office Procedures	4
<input type="checkbox"/> ADSC 1054 Office Bookkeeping.....	4
<input type="checkbox"/> ADSC 1142 Integrated Software Applications	4

Faculty Contact

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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

Also see: Administrative Office Specialist AAS, Office Software Specialist certificate, and Office Communications Specialist certificate