

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

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.

Career Opportunities

Administrative office specialists perform a full range of office responsibilities. They collaborate with administrators and other support personnel to ensure efficiency and accuracy in all office tasks. This includes employing a variety of software packages which may include word processing, database, presentation, desktop publishing, electronic calendaring and meeting, and bookkeeping software.

Other types of responsibilities include executing mail procedures, preparing communications, such as emails, invoices, reports, and other correspondence, maintain filing systems, both electronic and physical, managing accounts and performing bookkeeping duties. In some offices, administrative office specialists may be responsible for one or two of these areas. In a small office, they may be responsible for all of them.

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

Program Start Dates

Fall SemesterAugust
Spring SemesterJanuary

Course Prerequisites

Some courses in this program may require a prerequisite. Please see [course descriptions](#) for more details.

Program Sequence

Fall Semester 13
<input type="checkbox"/> ADSC 1003	Introduction to Keyboarding & Speedbuilding ... 2
<input type="checkbox"/> ADSC 1162	Microsoft PowerPoint 2
<input type="checkbox"/> ADSC 1197	Microsoft Word 4
<input type="checkbox"/> COMP 1002	Computer Technologies for Communication 2
<input type="checkbox"/> INTS 1000	Critical Thinking Application for College (Goal 2) 3
Spring Semester.....	16
<input type="checkbox"/> ADSC 1010	Keyboarding I..... 3
<input type="checkbox"/> ADSC 1031	Business English Skills 3
<input type="checkbox"/> ADSC 1142	Integrated Software Applications 4
<input type="checkbox"/> ADSC 1181	Microsoft Access 2
<input type="checkbox"/> ADSC 1206	Written Business Communications 4
Fall Semester 10
<input type="checkbox"/> ADSC 1045	Administrative Office Procedures 4
<input type="checkbox"/> ADSC 1054	Office Bookkeeping..... 4
<input type="checkbox"/> ADSC 1171	Microsoft Excel 2

Graduation Requirements

Students must earn a cumulative 2.0 GPA or higher to be eligible for graduation from this program.

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

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



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