

# ADMINISTRATIVE SUPPORT

## DIPLOMA - 32 CREDITS

### About this program

The Administrative Support diploma program prepares students for the workforce by focusing on the administrative and technical skills needed to meet the demands of the current and emerging office environment. The program provides both the theory and practice needed to succeed in an office environment. After successful completion of the program, students will be knowledgeable in business office software, administrative procedures, communication, teamwork and problem solving. Students who pursue the Health Track will learn to work in a variety of medical settings, handling administrative duties for private practices, hospitals and clinics. Students will be prepared to accept responsibility for the coordination of medical office functions and patient billing processes. Students who pursue the General Administrative Track will learn additional office skills, including software applications and business processes.

### Program outcomes

1. Demonstrate professional business communication.
2. Demonstrate knowledge of electronic and manual records management.
3. Demonstrate professional work behaviors, including critical thinking, problem solving, organizational skills, and diversity and inclusion practices.
4. Demonstrate knowledge of financial functions within an organization.
5. Demonstrate proficiency using a variety of office software applications.
6. Demonstrate personal, social and ethical responsibility.
7. Demonstrate knowledge of administrative procedures within an organization.
8. Demonstrate knowledge and application of medical office functions.
9. Demonstrate mastery of patient billing processes in a medical office setting.

### Curriculum overview

| Crds | Requirement type                |
|------|---------------------------------|
| 23   | Required courses                |
| 9    | Restricted electives in courses |
| 32   | <b>Total</b>                    |

**Developmental courses note:** A student may be required to enroll in developmental courses in reading, writing and math. A student's scores on the Accuplacer assessment will determine enrollment in developmental courses. The purpose of developmental courses is to prepare students for the demands of a college-level curriculum. *Credits may vary.*

**Accreditation:** Minnesota State Community and Technical College is accredited by the Higher Learning Commission, a regional accreditation agency recognized by the U.S. Department of Education. The Higher Learning Commission 230 South LaSalle Street, Suite 7-500 Chicago, IL 60604-1411 <http://www.ncahigherlearningcommission.org> Phone: 312.263.0456 / 800.621.7440

# Curriculum requirement details

## Required courses

| Course                                                | Crds |
|-------------------------------------------------------|------|
| ACCT1124 - Spreadsheet Applications .....             | 3    |
| ADMS1110 - Word Processing .....                      | 3    |
| ADMS1116 - Business Communications I .....            | 3    |
| ADMS1240 - Presentations and Desktop Publishing ..... | 3    |
| ADMS1410 - Office Administration .....                | 3    |
| ADMS2200 - Office Administration Capstone .....       | 2    |
| BUS1100 - Business Computers .....                    | 3    |
| BUS2150 - Legal Environment of Business .....         | 3    |

## Other requirements or restricted electives

### 3 credits from one or more of these Courses:

| Course title                                  | Credits |
|-----------------------------------------------|---------|
| COMM1120 - Introduction to Public Speaking... | 3       |
| COMM1130 - Small Group Communication .....    | 3       |
| COMM1140 - Interpersonal Communication ....   | 3       |
| COMM2200 - Intercultural Communication .....  | 3       |
| ENGL1101 - College Writing .....              | 3       |

### 3 credits from one or more of these Courses:

| Course title                                    | Credits |
|-------------------------------------------------|---------|
| BUS2204 - Principles of Management .....        | 3       |
| BUS2206 - Principles of Marketing .....         | 3       |
| DMKT2200 - Introduction to Digital Marketing... | 3       |
| HRES1122 - Human Resource Management ....       | 3       |

### 3 credits from one or more of these Courses:

| Course title                                 | Credits |
|----------------------------------------------|---------|
| ACCT2211 - Financial Accounting I .....      | 3       |
| BUS1300 - Financial Statement Analysis ..... | 3       |

## Course summaries

### **ACCT1124 - Spreadsheet Applications ..... (3 credits)**

This course provides students with in-depth coverage of a spreadsheet application as used in a business setting. Students should be familiar with Windows and word processing.

#### **Prerequisites:**

- BUS1100

### **ADMS1110 - Word Processing ..... (3 credits)**

This course introduces students to the word processing techniques needed to facilitate the creating, producing, editing and storing of documents. The course stresses increased proficiency in the computer production of business documents.

### **ADMS1116 - Business Communications I ..... (3 credits)**

This course prepares students for oral, written and non-verbal business communication skills and competencies required within the workplace. Students will apply proper business formats in memos, letters and other business documents using the direct, indirect and persuasive approaches in both formal business and social business style formats. The principles of grammar, punctuation, spelling and word usage will be applied and developed to gain a greater mastery to impart information professionally while matching style and tone in business writing. Other topics may include strategies for internal and external communication situations, audience analysis and communication through technology individually or within teams.

#### **Prerequisites:**

- C or higher in one of the following: ENGL0096, ENGL0097, ELL1080, or ENGL0098

OR

- Placement by assessment into ENGL1101

### **ADMS1240 - Presentations and Desktop Publishing ..... (3 credits)**

This course introduces the concepts, terminology, techniques and applications of presentations and desktop publishing and incorporates advanced document processing skills. Students will create a slide show to present information. Students will enter text, add and delete slides, format and design themes, and present information in a variety of methods. Students develop skills in critical thinking, decision making and creativity while planning, designing and evaluating business presentations and documents.

### **ADMS1410 - Office Administration ..... (3 credits)**

This course covers skills and procedures required for the administrative office professional within today's office. Students will develop skills in customer service, telephone techniques, appointment scheduling, meeting and event planning, virtual office procedures, records management and project management. Topics will focus on professional practices occurring in the modern work environment using technology applications.

### **ADMS2200 - Office Administration Capstone ..... (2 credits)**

This course is a capstone experience designed to advance, enhance and reinforce software skills for the office professional with extensive integration of applications using word processing, spreadsheets, databases, presentations and basic office operations. This course will improve the office professional's confidence in software applications by cultivating analytical, critical-thinking and problem-solving skills required in the office setting.

### **BUS1100 - Business Computers ..... (3 credits)**

Students will utilize business computer software applications including word processing, spreadsheets, databases and presentation software to solve business problems, emphasizing professional design and organization. Additional topics include basic computer hardware, computer security and ethics, privacy concerns and professional communication standards.

### **BUS2150 - Legal Environment of Business ..... (3 credits)**

This course offers an overview of the American legal system and provides an introduction to what a business person should know about the law and the American legal system. Major content areas include the court system, trial process, alternative dispute resolution, business and the Constitution, the administrative process, torts and product liability, common law of contracts, employment law, employment discrimination, anti-trust law, international business and ethics.

### **COMM1120 - Introduction to Public Speaking ..... (3 credits)**

Meets MnTC Goal Area 1. This course clarifies the process of oral communication, clarifies the basic principles of public speaking and allows the student to increase the application of these principles while both speaking and listening.

### **COMM1130 - Small Group Communication ..... (3 credits)**

Meets MnTC Goal Areas 1 and 2. This course focuses on communication issues in small groups and the importance of small group work in business today. An emphasis will be placed on improving communication skills for successful teamwork, group cohesiveness and the responsibility to group goals and tasks. Students will be provided with opportunities to build their group communication skills through practice.

**COMM1140 - Interpersonal Communication** ..... (3 credits)  
 Meets MnTC Goal Area 1. This course will focus on improving students' abilities to communicate effectively in one-to-one dyadic encounters by providing experience-based instruction. Extensive in-class and out-of-class analyses allow the student to examine his/her own and others' informal social interactions. The long-term goal is for the student to apply interpersonal communication theories to daily interactions and draw his/her own conclusions about the effectiveness of interpersonal communication.

**COMM2200 - Intercultural Communication** ..... (3 credits)  
 Meets MnTC Goal Areas 1 and 7. This course explores the nature of communication within and between cultures and co-cultures. This class will challenge students to think about their own cultural assumptions and explore ways in which these assumptions differ from those held by people in other cultures. Students will review theories of communication and culture and will examine how culture is evident in languages, behaviors, rituals, norms and worldviews. Students will observe and describe their own cultural background and will learn to respectfully communicate with members of other cultures.

**ENGL1101 - College Writing** ..... (3 credits)  
 Meets MnTC Goal Area 1. This is an introductory writing course designed to prepare students for later college and career writing. The course focuses on developing fluency through a process approach, with particular emphasis on revision. Students will consider purpose and audience, read and discuss writing and further develop their own writing processes through successive revisions to produce polished drafts. Course work will include an introduction to argumentative writing, writing from academic sources and a short research project.

**BUS2204 - Principles of Management** ..... (3 credits)  
 This course examines the historical and philosophical foundations of management as well as current theory and practices. Managerial decisions as a planner, organizer, motivator, controller and leader of a diverse workforce in a competitive environment are identified and evaluated. The course is a study of the basic principles of business management, including the functional, scientific, behavioral and systems approaches along with the role of projects in contemporary organizations. Current literature, concepts, models and applications may be included as well as the use of case studies.

**BUS2206 - Principles of Marketing** ..... (3 credits)  
 This course examines the business function of marketing and will enhance students' decision-making skills in a global market. The course focuses on how marketers create value by satisfying customer needs and wants by analyzing which target markets the organization can best serve, and the appropriate strategies to serve these markets. This course will also discuss the implications of environmental factors (including the digital environment) that can impact the marketing strategies of a business. Topics include business and consumer markets, branding and product strategies, marketing research, digital marketing concepts, pricing, promotion and supply chain management.

**DMKT2200 - Introduction to Digital Marketing** ..... (3 credits)  
 This course provides a broad overview of the digital marketing techniques needed for successful marketing campaigns in a digital economy. Students will gain a fundamental understanding of the digital marketing core principles needed for the 21st century consumer. Topics will include webpage design, analytics, search engine optimization (SEO), pay-per-click, email marketing, social media marketing and mobile marketing. This class prepares students for more advanced digital marketing courses.

**HRES1122 - Human Resource Management** ..... (3 credits)  
 This course is an introduction to the basic principles of human resource functions and services. It provides a background and understanding for further human resource courses.

**ACCT2211 - Financial Accounting I** ..... (3 credits)  
 This course introduces students to the content and concepts underlying financial statements. Course content includes study of the accounting model, financial statements, merchandise accounting, internal controls and accounting for assets. The course will focus on using accounting information for decision making.

**BUS1300 - Financial Statement Analysis** ..... (3 credits)  
 This course covers principles used in analyzing financial statements and budgets. Students learn how to prepare, read and analyze financial statements. Topics include analysis of income statements, balance sheets, flow of funds, risk, obtaining and spreading statements, cash flow projections, capital accounts and financial ratios.

# ADMINISTRATIVE SUPPORT DIPLOMA - 32 CREDITS

Program Plan — "Primary Plan"  
Locations: Online

## 1st Fall Term (15 credits)

### Courses

| Course                                     | Crds |
|--------------------------------------------|------|
| ADMS1110 - Word Processing .....           | 3    |
| ADMS1116 - Business Communications I ..... | 3    |
| ADMS1410 - Office Administration .....     | 3    |
| BUS1100 - Business Computers .....         | 3    |

### 3 credits in one or more of the following:

|                                                    |   |
|----------------------------------------------------|---|
| BUS2204 - Principles of Management .....           | 3 |
| BUS2206 - Principles of Marketing .....            | 3 |
| DMKT2200 - Introduction to Digital Marketing ..... | 3 |
| HRES1122 - Human Resource Management .....         | 3 |

## 1st Spring Term (17 credits)

### Courses

| Course                                                | Crds |
|-------------------------------------------------------|------|
| ACCT1124 - Spreadsheet Applications .....             | 3    |
| ADMS1240 - Presentations and Desktop Publishing ..... | 3    |
| ADMS2200 - Office Administration Capstone .....       | 2    |
| BUS2150 - Legal Environment of Business .....         | 3    |

### 3 credits in one or more of the following:

|                                                  |   |
|--------------------------------------------------|---|
| COMM1120 - Introduction to Public Speaking ..... | 3 |
| COMM1130 - Small Group Communication .....       | 3 |
| COMM1140 - Interpersonal Communication .....     | 3 |
| COMM2200 - Intercultural Communication .....     | 3 |
| ENGL1101 - College Writing .....                 | 3 |

### 3 credits in one or more of the following:

|                                              |   |
|----------------------------------------------|---|
| ACCT2211 - Financial Accounting I .....      | 3 |
| BUS1300 - Financial Statement Analysis ..... | 3 |