

Business Software Applications Specialist

Program Number: 31-106-9

One-Year Technical Diploma

Business Technology Program Cluster

School of Agriscience & Technologies

Program offered at Madison, Fort Atkinson, Reedsburg, Watertown and Portage campuses; and completely online

For information call: (608) 246-6800 or (800) 322-6282 Ext. 6800

About the Program

The Business Software Applications Specialist Program gives the student an understanding of the general business activities required of office employees. Software skills, along with customer service and interpersonal skills, are emphasized. To succeed as a Business Software Applications Specialist, students should have a mastery of software skills, a mastery of English fundamentals, enjoy working with people, enjoy problem solving, and be detail oriented. This program is also available completely online. In order to graduate from the program, students must receive a grade of C or higher in all program courses.

Graduates of this program typically earn \$1,800 per month.

Program Prerequisites

Before entering the Business Software Applications Specialist Program, students should have Intro to Keyboarding, 10-106-101, or the ability to verify keyboarding proficiency. Students not meeting this prerequisite may take Intro to Keyboarding during their first quarter of the program.

Note: It is vital that each program student has access to a computer. All Microsoft Office courses use the 2010 version.

Earn your Business Software Applications Specialist degree completely online!

The benefits of completing a degree online include courses available 24 hours a day, seven days a week; an opportunity to choose your own study time within course guidelines; an ability to join in online discussions with professionals around the world and stay current with new business technology and trends. For more information about the online Business Software Applications Specialist degree program, contact the Business Technology office at (800) 322-6282 ext. 6800 or (608) 246-6800.

Curriculum

The courses listed below outline the requirements for graduation for students entering this program in the 2012-2013 academic year. Requirements for graduation may vary depending on the semester in which a student is admitted to their program. Current/continuing students should consult their degree progress report available through their student center account for specific graduation requirements. Program requirements are subject to change.

		Credits	Hrs/week Lec-Lab
First Semester			
10-103-123	Windows 7 (Qtr 1)	1	0.75-2.25
10-103-137	Word-Beginning (Qtr 1)	1	0.75-2.25
10-103-136	Word-Intermediate (Qtr 2)	1	0.75-2.25
10-103-143	PowerPoint-Beginning (Qtr 2)	1	0.75-2.25
10-106-103	Records Management	2	2-0
10-106-139	Keyboard Skillbuilding 1 ^a	1	0-2
10-106-182	Information Technology Concepts	3	3-0
10-801-195	Written Communication	3	3-0
10-804-123	Math with Business Applications	3	3-0
Semester Total		16	
Second Semester			
10-103-125	Access-Intermediate (Qtr 4)	1	0.75-2.25
10-103-126	Word-Advanced (Qtr 3)	1	0.75-2.25
10-103-133	Excel-Beginning (Qtr 3)	1	0.75-2.25
10-103-139	Excel-Intermediate (Qtr 4)	1	0.75-2.25
10-103-140	Publisher (Qtr 4)	1	0.75-2.25
10-103-145	Access-Beginning (Qtr 3)	1	0.75-2.25
10-103-165	Outlook	1	0.75-2.25
10-106-108	Proofreading/Editing	3	3-0
10-106-133	Word Processing Applications	2	2-0
10-106-164	Customer Contact Skills	1	1-0
10-106-172	Administrative Office Management	2	2-0
10-106-190	Professional Development (Qtr 3)	1	1-0
10-106-194	Career Management (Qtr 4)	1	1-0
Semester Total		17	

^a May receive advanced standing if able to verify keyboarding rate of 50 wpm.

All of the above credits also apply to the Administrative Professional Program.

Note: Students are assessed for correct placement in English or mathematics courses based on their scores on the COMPASS test or on completion of the appropriate prerequisite(s). Additionally, there may be courses in other subject areas that may use COMPASS scores as prerequisites when reading, writing, math, or critical thinking competencies are required.



Program Courses

10-106-103 Records Management 2 credits

Fundamentals of managing the record life cycle; alphabetic, numeric, subject, geographic filing; electronic file management; supplies and equipment; charge-out procedures; retention schedules; transfer methods; control measurements; imaging systems and security of information. Follows recommendations of the Association of Records Managers and Administrators (ARMA).

10-106-108 Proofreading/Editing 3 credits

Develop proofreading skills: punctuation, grammar, spelling and usage errors. Edit documents: appropriate content, conciseness, clarity, point of view.

10-106-133 Word Processing Applications 2 credits

Utilize word processing skills to format letters, memos, tables and reports. Develop workplace skills: proofreading and decision-making.

10-106-139 Keyboard Skillbuilding 1 1 credit

Identify keyboarding weaknesses through diagnostic tests and analyses. Refine keyboarding technique, increase speed and improve accuracy through individualized corrective practice.

10-106-164 Customer Contact Skills 1 credit

Identify internal/external customers, develop verbal, nonverbal, and listening communication skills, develop problem-solving techniques, and ways of adding value to a customer interaction. Examine how technology impacts customer service, examine the impact on service breakdowns, and examine campaigns for customer loyal.

10-106-172 Administrative Office Management 2 credits

This course emphasizes the skills necessary to succeed in a global business office environment of the 21st century. Topics include: teamwork and interpersonal skills, travel arrangements, meetings and minute taking, parliamentary procedure, management and leadership skills, cultural diversity, time, stress and anger management, and virtual assistance.

10-106-182 Information Technology Concepts 3 credits

Introduces students to computer terminology, basic functions of the computer processor, various types of computer memory, computer input/output devices, application software, system software, electronic communication devices, Internet searches, various communication methods including smart phones and social media, computer security concerns, and computer ethics.

10-106-190 Professional Development 1 credit

Using the internet and traditional methods, research the job market, develop a job search/career portfolio, explore networking, prepare for employment tests, and practice for job interviews. Create a professional image for job search. The portfolio includes but is not limited to a resume, cover letter, thank-you letter, reference sheet, job application form, and work samples.

10-106-194 Career Management 1 credit

Identification of factors associated with job success: business ethics, conflict resolution, proper etiquette, harassment, performance appraisal, employee benefits and adopting change..

Career Potential:

- Administrative Services Coordinator
- Customer Service Associate
- Office Assistant
- Program Assistant
- Receptionist-Data Entry
- Secretarial Assistant
- Word Processor

With advanced training graduates may find employment as:

- Administrative Professional
- Executive Assistant
- Executive Secretary
- Information Coordinator
- Office Manager

More detailed and updated information on this program may be available at: madisoncollege.org. The college reserves the right to make changes in the regulations and courses announced in this publication without notice.

Madison Area Technical College provides equal opportunity in education and employment.

Rev. 04/12