

Business Software Applications Specialist

Program Number: 31-106-9

One-Year Technical Diploma

Business Technology Program Cluster

Center for 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: all Microsoft Office courses use the 2007 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

		Credits	Hrs/week Lec-Lab
First Semester			
10-103-135	Windows XP (Qtr 1) <i>OR</i>	1	0.75-2.25
10-103-124	Windows Vista	(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 (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 Assistant 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. Prerequisites: Keyboarding Introduction (10-106-101) or touch keyboarding skills, Word-Beginning (10-103-137) AND Word-Intermediate (10-103-136).

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. Prerequisite: Keyboarding Introduction (10-106-101) or touch keyboarding experience.

10-106-164 Customer Contact Skills 1 credit

Examines what is the foundation of good customer service, identifies internal/external customers, examines questioning techniques, explores listening skills, and examines customer service representative in today's business world.

10-106-172 Administrative Office Management 2 credits

Emphasizes technology and procedures for office management. Includes practical experience in information processing, telecommunications, written communications, records management, presentations, teamwork, ethics, stress and time management, customer service, travel arrangements and meeting planning.

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 used on the Internet, computer security concerns, and computer ethics. Prerequisite: Access to the Internet.

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: conflict resolution, business and dining etiquette, sexual harassment, ethics, career goals, and performance appraisal. Explore personality types via the Internet. Prerequisite: Student should be in last semester of program.

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

More detailed and updated information on this program may be available at: matcmadison.edu. 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.