



# OFFICE SUPPORT SPECIALIST

## Technical Diploma Program Code: 31-106-8 Total Credits: 32

Mid-State's Office Support Specialist program develops students into key members of an office team. The program emphasizes document preparation and the effective use of personal interactions and ever-changing technology to support your role as the central communications link in an office. Through a variety of activities, you will learn to handle multiple projects and deadlines, manage time, solve problems, and be helpful in nature—all skills in high demand by employers.

**Estimated tuition and fees:** [mstc.edu/programcosts](http://mstc.edu/programcosts)

### ACADEMIC ADVISOR

To schedule an appointment with an academic advisor, call 715.422.5300. Academic advisors will travel to other campuses as necessary to accommodate student needs. For more information about advising, visit [mstc.edu/advising](http://mstc.edu/advising).

### CHECKLIST:

This section will be completed when meeting with your academic advisor.

- FAFSA ([www.fafsa.gov](http://www.fafsa.gov))
- Financial Aid Form(s)  
Form(s): \_\_\_\_\_
- Follow-Up Appointment:  
Where: \_\_\_\_\_  
When: \_\_\_\_\_  
With: \_\_\_\_\_
- Official Transcripts  
Mid-State Technical College  
Student Services Assistant  
1001 Centerpoint Drive  
Stevens Point, WI 54481
- Other: \_\_\_\_\_  
\_\_\_\_\_



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**ADAMS CAMPUS**  
401 North Main  
Adams, WI 53910

**MARSHFIELD CAMPUS**  
2600 West 5th Street  
Marshfield, WI 54449

**STEVENS POINT CAMPUS**  
1001 Centerpoint Drive  
Stevens Point, WI 54481

**WISCONSIN RAPIDS CAMPUS**  
500 32nd Street North  
Wisconsin Rapids, WI 54494

# CAREER PATHWAY • BEGIN AT ANY POINT

HIGH SCHOOL STUDENT

COLLEGE TRANSFER

RETURNING ADULT

## CREDIT FOR PRIOR LEARNING AND EXPERIENCE

### CREDIT FOR PRIOR LEARNING AND EXPERIENCE

- Certifications and Licenses
- High School Credit
- Military Experience
- National/Standardized Exams
- Transfer Credit
- Work and Life Experience

Learn about Credit for Prior Learning at [mstc.edu/cpl](http://mstc.edu/cpl).

## CERTIFICATE

### BUSINESS SKILLS

Certificate • 9 Credits

### FUNDAMENTALS OF BUSINESS ADMINISTRATION

Certificate • 9 Credits

### HUMAN RESOURCES FOUNDATIONS

Certificate • 9 Credits

### SMALL BUSINESS ENTREPRENEURSHIP

Certificate • 9 Credits

For more information and additional opportunities, visit [mstc.edu/career-accelerator](http://mstc.edu/career-accelerator).

## TECHNICAL DIPLOMA

### CUSTOMER RELATIONSHIP PROFESSIONAL

Technical Diploma • 12 Credits

#### Start Your Career

- Call Center Agent
- Customer Care Representative
- Customer Service Representative

### ENTREPRENEUR

Technical Diploma • 16 Credits

#### Start Your Career

- Business Owner
- Entrepreneur
- Founder/CEO

### HUMAN RESOURCES ASSISTANT

Technical Diploma • 32 Credits

#### Start Your Career

- HR Generalist
- HR Recruitment Coordinator
- Job Analyst

### OFFICE SUPPORT SPECIALIST

Technical Diploma • 32 Credits

#### Start Your Career

- Administrative Assistant
- Office Assistant
- Receptionist

## ASSOCIATE IN APPLIED SCIENCE (AAS)

### BUSINESS MANAGEMENT

Associate in Applied Science (AAS) • 64-65 Credits

#### Start Your Career

- Account Executive
- Department Supervisor
- Office Manager

## BACHELOR'S DEGREE

### BACHELOR'S DEGREE OPTIONS

Arizona State University, Bellevue University, Colorado State University Global, Concordia University, Franklin University, Grand Canyon University (GCU), Herzing University, Lakeland University, Milwaukee School of Engineering (MSOE), Mount Mary University (MMU), Northern Michigan University, University of Maryland Global, University of Phoenix, UW-Green Bay, UW-Oshkosh, UW-Stevens Point, UW-Stevens Point at Marshfield, UW-Stout, UW-Whitewater, Viterbo University, Western Governor's University, and Wisconsin Private-Nonprofit Universities/Colleges.

For more information and additional opportunities, visit [mstc.edu/transfer](http://mstc.edu/transfer).

## OTHER OPTIONS

### RELATED PROGRAMS

- Human Resources
- Project Management
- Leadership Development



## SAMPLE FULL-TIME CURRICULUM OPTION

Term		16 credits
10102101	Introduction to Business	3
10102138	Organizational Behavior	3
10102231	Business Networking	1
10106106	Quality Customer Service	3
10801195	Written Communication	3
10801198	Speech	3

Term		16 credits
10101140	Accounting 1	3
10102230	Business Communities	1
10103106	Microsoft Office-Introduction	3
10104102	Marketing Principles	3
10106190	Professional Business Skills	3
10196189	Team Building & Problem Solving	3

**Total credits 32**

This course has options available to receive credit for prior learning (CPL) or work experience. Visit the website at [mstc.edu/cpl](http://mstc.edu/cpl) or contact your advisor for details.

Please Note:

- **This program can be completed entirely online.**
- Students complete a full-time course load over a 16-week term. This term may include a combination of classes taken in an 8-week session and classes taken over the full 16-week term.
- This curriculum sequence is only for student planning. Actual student schedules will vary depending on course availability.
- Program completion time may vary based on student scheduling and course availability. For details, go to [mstc.edu/schedule](http://mstc.edu/schedule).

## SAMPLE PART-TIME CURRICULUM OPTION

Term		7 credits
10102101	Introduction to Business	3
10102231	Business Networking	1
10801198	Speech	3

Term		9 credits
10102138	Organizational Behavior	3
10106106	Quality Customer Service	3
10801195	Written Communication	3

Term		7 credits
10101140	Accounting 1	3
10102230	Business Communities	1
10196189	Team Building & Problem Solving	3

Term		9 credits
10103106	Microsoft Office-Introduction	3
10104102	Marketing Principles	3
10106190	Professional Business Skills	3

**Total credits 32**

### MULTIPLE MEASURES

**Multiple Measures Writing (MMW):** High school GPA of 2.6 and successful completion of 2.0 credits of high school writing courses with a "C" or better

**Multiple Measures Reading (MMR):** High school GPA of 2.6 and successful completion of 2.0 credits of high school literature courses with a "C" or better

**Multiple Measures Math 1 (MMM\_1):** High school GPA of 2.6 and successful completion of 1.0 credits of high school math (Algebra 1 or equivalent) with a "C" or better

**Multiple Measures Math 2 (MMM\_2):** High school GPA of 2.6 and successful completion of 2.0 credits of high school math including Algebra 1 and Algebra 2 with a "C" or better

**Multiple Measures Science 1 (MMS\_1):** High school GPA of 2.6 and successful completion of 1.0 credits of high school lab science course with a "C" or better

**Multiple Measures Science 2 (MMS\_2):** High school GPA of 2.6 and successful completion of 1.0 credits of high school chemistry with a "C" or better

*Past high school and college transcripts are used in making course placement decisions.*

# COURSE DESCRIPTIONS

## Accounting 1

**10101140.....3 credits**

A beginning course designed especially for majors or those who need a strong foundation in accounting principles. Develops the accounting cycle of journaling, posting, adjusting, closing, and reporting. Also emphasizes service and merchandising sole proprietorships in developing the accounting cycle. Explores issues for accounting for cash, accounts and notes receivable, inventories, and fixed assets.

## Business Communities

**10102230 ..... 1 credit**

This course provides students with a comprehensive understanding of how different business communities operate, how they contribute to economic ecosystems, and how learners can participate effectively. This course will explore the dynamics, structures, and strategies involved in various professional associations, including local, global, industry-specific, and online communities.

## Business Networking

**10102231..... 1 credit**

This course will equip students with the knowledge, strategies, and practical techniques to build, nurture, and leverage professional relationships for personal and organizational success. Through a combination of classroom instruction, interactive exercises, and simulated practice, this course will empower students to enhance their networking abilities, expand their professional circles, and create valuable connections.

## Introduction to Business

**10102101.....3 credits**

An introduction to what a business is, how it operates, and how it is managed. Students identify forms of ownership and the processes used in production and marketing, finance, personnel, and management in business operations.

## Marketing Principles

**10104102.....3 credits**

This course serves as an introduction to the fundamental marketing concepts used to apply marketing strategies to product development, distribution, pricing, and promotion of goods and services.

## Microsoft Office-Introduction

**10103106.....3 credits**

Develops introductory skills in the Microsoft Office Suite (Word, Excel, Access, PowerPoint, and Outlook) while reinforcing the students' knowledge of computer concepts, Windows Explorer, and web usage. This course prepares students for the Associate level MOS Certification exams for Word, Excel, PowerPoint, and Outlook. Students should possess basic keyboarding, mouse, and Windows 11 skills. Students may develop these skills in the Academic Learning Center while concurrently enrolled in this course.

## Organizational Behavior

**10102138.....3 credits**

This course assists the learner in becoming a more effective co-worker, team member and organizational citizen through an understanding of the key principles of how people behave within organizations and in turn, predict and influence future behavior. As a result, the learner will analyze organizational structures, assess organizational culture, analyze leadership types and styles, apply conflict resolution strategies, explore power relationships, implement change management techniques, demonstrate effective team management and describe the ingredients of diversity as these aspects are related to people's behavior in organizations.

## Professional Business Skills

**10106190.....3 credits**

This course introduces critical technology and organizational skills for the modern workplace. Participants will learn calendar management and meeting scheduling, virtual and in-person meeting hosting, document formatting and filing, and presentation layout and design using industry-standard cloud-based applications. This course emphasizes practical applications to ensure participants can immediately apply their acquired skills in real-world scenarios.

## Quality Customer Service

**10106106.....3 credits**

Addresses sensitivity in communicating with customers and co-workers. Includes international communications, teamwork, working relationships, and telephone skills.

## Speech

**10801198.....3 credits**

Explores the fundamentals of effective oral presentation to small and large groups. Topic selection, audience analysis, methods of organization, research, structuring evidence and support, delivery techniques, and other essential elements of speaking successfully, including the listening process, form the basis of this course. Includes informative, persuasive, and occasion speech presentations.

*Prerequisite: High School GPA of 2.6 and MMR and MMW or Accuplacer Reading Skills of 253 and Writing of 262 or ACT of 21 Reading/19 English or completion of College Reading and Writing 1 10831104 with a "C" or better*

## Team Building & Problem Solving

**10196189.....3 credits**

Applies skills and tools necessary to facilitate problem solving in a team environment. Each learner assumes the roles and responsibilities of team leadership in the stages of team development, uses a systematic problem-solving process, and employs consensus-building and conflict-management strategies.

## Written Communication

**10801195.....3 credits**

Develops writing skills which include prewriting, drafting, revising, and editing. A variety of writing assignments are designed to help the learner analyze audience and purpose, research and organize ideas, and format and design documents based on subject matter and content. Also develops critical reading and thinking skills through the analysis of a variety of written documents.

*Prerequisite: High School GPA of 2.6 and MMW or Accuplacer Writing of 262 or ACT English score of 20 or completion of College Reading and Writing 1 10831104 with a "C" or better*