

## Office Services Certificate Program

Students completing this certificate program will obtain a focused educational experience for office support personnel. Career opportunities include clerical workers, transcriptionists and secretaries.

### Program Learning Outcomes

- Use proper procedures to create documents, suitable for professional purposes and personal use.
- Employ communication methods effectively to proficiently connect with varying audiences.
- Demonstrate administrative skills to enhance the effective operation of the workplace.
- Exhibit professional and ethical conduct in personal and professional relationships according to office protocol.

<b>General Education Requirements</b>	<b>Credits</b>
EN102 College Composition I	3
LS103 College Success Seminar	2

  

<b>Anishinaabe Awareness</b>	<b>Credits</b>
OS110 Ojibwa Language & Culture I	4

  

<b>Business Requirements</b>	<b>Credits</b>
BS110 Introduction to Business	3
BS145 Business Communication	3
BS149 Business Administrative Procedures	4
IS107 Digital Publishing	3
IS110 Principles of Information Systems	4
IS203 Advanced Word	2
IS204 Advanced Spreadsheets	2
<b>Total Credits Required</b>	<b>30</b>

## Course Descriptions

### **BS110 Introduction to Business - 3 cr.**

Overview of business principles. Topics include the nature of competition in national and global markets, the changing business environment, the role and importance of small business to local and national economies. Course also examines how globalization impacts business.

### **BS145 Business Communication - 3 cr.**

Introduction to the theory and practice of communication in business. Emphasizes analysis of business communication situations to plan and present effective messages in spoken, written, and multimedia forms. Examines effective communication in face-to-face and work group settings. Prerequisite: EN102.

### **BS149 Business Administrative Procedures - 4 cr.**

Includes administrative and general business procedures for the office. Topics include efficient procedures for managing appointments, telephone calls, records processing and customer service.

### **IS107 Digital Publishing - 3 cr.**

Includes the use computer software and peripherals to manipulate page layouts, edit graphic images and use templates to create business forms.

### **IS110 Principles of Information Systems - 4 cr.**

This course covers the fundamental skill levels for word processing, spreadsheets, presentation graphics, and databases with emphasis on real-world situations.

### **IS203 Advanced Word - 2 cr.**

Includes advanced tasks for creating, editing, formatting and printing a variety of documents using Microsoft Word. Prerequisite: IS110.

### **IS203 Advanced Spreadsheets - 2 cr.**

Includes advanced formulas and functions, printing and displaying graphs, and other advanced principles using Microsoft Excel. Prerequisite: IS110.