

**Program Number 31-106-1
Technical Diploma • Two Terms**
ABOUT THE PROGRAM

Today's businesses realize it takes efficiency and effectiveness on the part of the office staff to be successful. If your ideal work environment includes using high-tech equipment, working well with people, being organized and attentive to detail, and handling a variety of different tasks, a career as an office assistant may be a satisfying choice.

PROGRAM OUTCOMES

- Perform accurate workplace communications.
- Use technology skills for business tasks.
- Perform routine office procedures.
- Demonstrate professionalism and effective workplace relationships.

CAREER AND EDUCATION ADVANCEMENT OPPORTUNITIES

Lakeshore credits transfer to over 30 universities. For more information visit lakeshore.edu/future-students/transfer.

ADMISSIONS AND FIRST SEMESTER ENROLLMENT STEPS

- Submit online application.
- Complete the online Student Success Questionnaire.
- Complete Get Started at Lakeshore appointment.

**Submit high school transcripts, college transcripts, and test scores (optional, highly recommended). Official transcripts will be needed for transferring college credit(s) and for financial aid purposes.*

ACADEMIC PREPAREDNESS/FUTURE SEMESTER ENROLLMENT STEPS

If applicable, complete program-specific academic preparedness requirements and enrollment steps prior to enrolling in occupational or core courses. Students will be notified if there is a program waitlist. View the college's program webpage for details: <https://lakeshore.edu/programs-and-courses/career-areas/business-management-administration/office-assistant>.

APPROXIMATE COSTS

\$157.45 per credit tuition (WI resident) plus \$9.45 per credit student activity fee. Material fee varies depending on course. Other fees vary by program. Visit <https://lakeshore.edu/paying-for-college/tuition-and-fees> for details.

FINANCIAL AID

This program is eligible for financial aid. Visit lakeshore.edu/Financial-Aid or talk with your College Recruiter about how to apply for aid.

SPECIAL NOTE

Accelerate your learning, earn credit for what you know, and get personalized support to reach your goals. The full CBE definition may be found at lakeshore.edu/CBE.

RELATED PROGRAMS

Office Management Associate Degree

CONTACT

Lakeshore College Recruiter
920.693.1366 • Recruitment@lakeshore.edu

Catalog No.	Class Title	Credit(s)
Term 1		
10801136	English Composition 1	3
10103191	Word - Level 1*	1
10103192	Word - Level 2*	1
10106224	Business Writing*	2
10103161	Powerpoint - Level 1*	1
10103121	Excel - Level 1*	1
10103122	Excel - Level 2*	1
10103101	Access - Level 1*	1
10196189	Teambuilding & Problem Solving*	3
10106225	Digital Essentials for Office Management*	1
		15

Term 2		
10804189	Introductory Statistics	3
10801196	Oral/Interpersonal Communication	3
10106130	Office Professionalism*	3
10106135	Event Planning and Coordination	2
10116109	Career Planning and Networking*	1
10106208	HTML, CSS, and Web Design*	1
10106213	Business Web Applications*	1
10106212	Business Documents and Forms*	1
		15

TOTAL 30

*CBE delivery only

Curriculum and program acceptance requirements are subject to change. Program start dates vary; check with your Academic Counselor for details. The tuition and fees are approximate based on 2026-2027 rates and are subject to change prior to the start of the academic year.

ACCESS - LEVEL 1...introduces students to the process of creating a database, building and populating a table, establishing table relationships, and creating queries, forms, and reports.

BUSINESS DOCUMENTS AND FORMS...introduces the learner to creating documents and forms using Microsoft, Google, and Adobe products.

BUSINESS WEB APPLICATIONS...provides the learner with skills to navigate Google and Microsoft collaboration tools including Google Meet, MS Teams, Google Extensions, Gmail, and Outlook.

BUSINESS WRITING...develop essential writing and communication skills for the professional workplace. Students will refine grammar, punctuation, and word usage. Emphasis will be placed on proofreading and editing business documents to ensure clarity, accuracy, and professionalism. Learners will enhance transcription and composition skills to create and process various business documents, including memorandums, letters, reports, and more. COREQUISITE: 10103191 Word - Level 1

CAREER PLANNING & NETWORKING...focuses on the process of researching and pursuing professional career opportunities. Students will develop resume and cover letter documentation to accurately reflect personal, academic, and professional accomplishments and the connection that these elements have to various positions with employers. Interviewing skills will be a significant aspect of this experience with a focus on interviews for potential internship opportunities.

DIGITAL ESSENTIALS FOR OFFICE MANAGEMENT...introduces learners to foundational knowledge and skills required to excel in a technology-driven office environment. Topics include operating computers on a network, understanding computer components, storage systems, and the basics of computer processing. Learners will explore digital security, privacy, and cybersecurity fundamentals

ENGLISH COMPOSITION 1...is designed for learners to develop knowledge and skills in all aspects of the writing process. Planning, organizing, writing, editing and revising are applied through a variety of activities. Students will analyze audience and purpose, use elements of research, and format documents using standard guidelines. Individuals will develop critical reading skills through analysis of various written documents. Discuss reading and writing academic course support with your Counselor.

EVENT PLANNING & COORDINATION...prepares the learner to manage preplanning activities for an event, coordinate equipment and facility setup, communicate with outside vendors/suppliers, and conduct follow-up activities. Each student will be required to participate in planning areal-life event and/or assisting an organization through a service-learning experience. PREREQUISITES: 10103191 Word - Level 1 and 10103122 Excel - Level 1 OR 10106167 Microsoft Office Integration

EXCEL - LEVEL 1...introduces the student to spreadsheet features such as creating, saving, editing, navigating, formatting worksheets; entering formulas and functions; working with charts; and developing multiple-sheet workbooks.

EXCEL - LEVEL 2...will explore Excel tables and charts, working with multiple worksheets and workbooks at once, creating applications and rules, protecting worksheets and workbooks and learning about macros and comments. COREQUISITE: 10103121 Excel – Level 1

HTML, CSS, AND WEB DESIGN...prepares the learner to write and modify code to create a simple business website and custom HTML emails.

INTRODUCTORY STATISTICS...prepares students to display data with graphs, describe distributions with numbers perform correlation and regression analyses, and design experiments. They use probability and distributions to make predictions, estimate parameters, and test hypotheses. They draw inferences about relationships including ANOVA. Discuss math and reading academic course support with your Counselor.

OFFICE PROFESSIONALISM...prepares the learner to identify positive attitudes and personality development; develop self-awareness of elements affecting personal and work relationships. Prepares the learner to apply communication and conflict resolution skills; demonstrate effective/efficient work habits and self-management skills; apply business protocol in a culturally diverse international market. Areas of study will also include telephone and customer service techniques, ethics, etiquette and ergonomics.

ORAL/INTERPERSONAL COMMUNICATION...provides students with the skills to develop speaking, verbal and nonverbal communication, and listening skills through individual speeches, group activities, and other projects. Discuss reading academic course support with your Counselor.

POWERPOINT LEVEL 1...introduces the student to the program by planning and creating a presentation, adding media and special effects, and applying advanced formatting to objects.

TEAM BUILDING AND PROBLEM SOLVING ...applies the skills and tools necessary to facilitate problem solving in a team environment. Each learner will demonstrate the application of the benefits and challenges of group work, necessary roles in a team, stages of team development, different approaches to problem solving, consensus, a systematic process of problem definition, data acquisition, analysis, developing alternative solutions, solution implementation, and evaluation.

WORD - LEVEL 1...introduces the student to word processing features such as creating, saving, editing, navigating, and formatting the content of multi-page documents.

WORD - LEVEL 2...introduces the student to multi-column documents, templates, and the mail merge feature while applying WordArt, themes, styles, quick parts, and other advanced document formatting features. COREQUISITE: 10103191 Word - Level 1