

Program Number 10-106-9
Associate Degree of Applied Science • Four Terms

ABOUT THE PROGRAM

This two-year program prepares students for professional office careers through a comprehensive blend of business communication, digital tools, and administrative skills. Coursework includes training in Microsoft Office applications, business writing, social media strategy, and project coordination. Students gain experience in event planning, accounting, human resource management, and payroll systems, with a focus on professionalism and workplace readiness. Graduates are equipped to pursue roles such as administrative assistant, office coordinator, or executive support specialist in a variety of business settings.

PROGRAM OUTCOMES

- Communicate effectively and professionally to customers.
- Manage staff, projects, and business processes.
- Perform financial-related tasks.
- Use technology to manage projects and processes.
- Organize operations and procedures.

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.

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 Assistant Technical Diploma
- Office Technology Certificate

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 OR 10801198 Speech	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
Term 3		
10101111	Accounting 1*	4
10102110	Introduction to Business*	3
10809198	Introduction to Psychology	3
10104125	Social Media Strategy*	3
10106226	Leadership Essentials*	2
		15
Term 4		
10809143	Microeconomics	3
10106192	Training Techniques*	2
10106227	Administrative Office Management*	2
10196193	Human Resource Management*	3
10101106	Payroll Applications*	2
10196188	Project Management*	3
		15
		TOTAL 60

*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.

ACCOUNTING 1...provides the learner with the skills to understand and apply accounting principles and procedures useful in any business. Includes the accounting cycle for a service enterprise and a merchandising enterprise, chart of accounts, ledgers, accruals and deferrals, inventories, and internal controls.

ADMINISTRATIVE OFFICE MANAGEMENT...equips students with skills for working in an office environment. Will learn to effectively construct internal and external correspondence, develop impactful advertising materials, and design engaging seminar presentations. Covers budget management, managing records, and inventory data. Students will cultivate exemplary customer service practices, strengthen interpersonal and leadership abilities, and enhance time management skills to improve productivity and organizational efficiency. **PREREQUISITES:** 10103192 Word - Level 2, 10103122 Excel - Level 2, 10103101 Access - Level 1, and 10106224 Business Writing

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.

HUMAN RESOURCE MANAGEMENT...applies the skills/tools necessary to effectively value and apply employees' abilities and needs to organization goals. Learners will demonstrate the application of the supervisor's role in contemporary human resources management, impacts of EEOC, writing job descriptions, recruitment, selection, conducting job interviews, orientation, developing policies/procedures, training, performance management, employee counseling/development, and effective use of compensation and benefit strategies.

INTRO TO PSYCHOLOGY...introduces students to a survey of the multiple aspects of human behavior. It involves a survey of the theoretical foundations of human functioning in such areas as learning, motivation, emotions, personality, deviance and pathology, physiological factors, and social influences. It directs the student to an insightful understanding of the complexities of human relationships in personal, social, and vocational settings. Discuss reading academic course support with your Counselor.

INTRODUCTION TO BUSINESS...provides an introduction to the world of business from both the organizational and managerial viewpoint. It examines areas of business including the business environment, business formation, planning, operations, accounting, marketing, human resource management, and building effective teams.

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.

LEADERSHIP ESSENTIALS...introduces students to leadership skills needed to excel in organizations. Students will explore core leadership principles, including effective communication, team building, and conflict resolution, while developing critical skills such as decision-making, strategic planning, and performance management. Topics include fostering collaboration, managing change, promoting inclusivity, and cultivating emotional intelligence to inspire and empower others in the workplace.

MICROECONOMICS...examines the behavior of individual decision makers, primarily consumers and firms. Topics include choices of how much to consume and to produce, the functioning of perfectly and imperfectly competitive markets, the conditions under which markets may fail, and arguments for and against government intervention. The student applies the fundamental tools of economics to real world problems. Discuss reading academic course support with your Counselor.

OFFICE PROFESSIONALISM...prepares 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.

PAYROLL APPLICATIONS...introduces students to federal and state payroll laws; calculations for gross and net income; prepare payroll deductions; and maintain payroll records.

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.

PROJECT MANAGEMENT...equips learners with essential tools, techniques, and strategies to plan, execute, and manage projects across industries. Through hands-on activities and real-world examples, students explore topics like work breakdown structures, project scheduling, resource allocation, risk management, and progress monitoring. The course emphasizes critical thinking, communication, inclusivity, and professionalism, ensuring students are prepared for dynamic workplace environments.

SOCIAL MEDIA STRATEGY...explores current and up-and-coming online platforms, applications, and tracking methods for social media and determine how they are revolutionizing the marketing landscape. You will set up social media accounts, learn basic terminology, and incorporate best practices into marketing strategies. You will learn which platforms fit best with an organization's strategic goals, how to integrate content across them, interpret the analytics, and tailor them to maximize results. **PREREQUISITE:** 10104102 Principles of Marketing or Office Management req met

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.

TRAINING TECHNIQUES...develops skills necessary to present and provide support for training sessions, including organization of materials, procedures, and techniques.

WORD-LEVEL 1...introduces 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. **COREQ:** 10103191 Word - Level 1