The Office Software Specialist certificate program at Anoka Technical College prepares students to use advanced software skills to find employment in virtually any industry. Support professionals who can effectively use the features of Microsoft Word, Excel, PowerPoint, and Access-- and know how these software programs integrate to streamline and perform more efficient business applications-- are more productive and contribute to the organization and productivity of an office. Microsoft Office skills are one of the top three job requirements listed in recruitment ads for office support professionals (Microsoft Office Specialist Productivity Study, Certiport, 2012).

Upon graduation, students will be prepared for employment in this position through completion of advanced coursework in each of the Microsoft Office programs: Word, Excel, Access, and PowerPoint. Coursework in QuickBooks, the leading software used for bookkeeping applications in business, is included to prepare students for bookkeeping-related positions in accounts receivable, accounts payable, insurance or other accounting-related support positions.

### Program Learning Outcomes

The Office Software Specialist graduate will achieve the following learning outcomes.

1. Exhibits effective interpersonal skills and professional attitudes by demonstrating the ability to communicate with authority figures and peers; follow work rules and expectations appropriately; maintain confidentiality; and recognize an appropriate business appearance.
2. Demonstrate the use of critical thinking skills to analyze and solve business problems by demonstrating the ability to define problems, find relevant information, synthesize and evaluate information, and implement decisions.
3. Exhibit technical competency in keyboarding by demonstrating keyboarding skill proficiency of 45 wpm for degrees and diplomas and knowledge of correct document formatting.
4. Demonstrate technical competency by utilizing a wide range of software applications necessary for business office operations; demonstrates initiative in learning to use new technology, and applies new technology accurately in office settings.
5. Demonstrate knowledge of roles and functions of various professionals; collaborate and problem-solve as part of the office team.
6. Demonstrate ability to set priorities, organize work, and sequence tasks appropriately, and consistently complete projects on a schedule.
7. Demonstrate the ability to perform mathematical calculations necessary in business applications including accounting, by working with percentages; decimals and fractions; understanding accounting principles as they are applied to business office bookkeeping; and using formulas for creating spreadsheets and databases.
8. Develop and evaluate customer service skills by ascertaining the characteristics of a customer service organization and using customer service skills in servicing customers professionally.

### Course Prerequisites

Some courses may require appropriate test score or completion of basic math, basic English, and/or reading courses with a “C” or better.

### Transfer Opportunities

To see how credits from this program may transfer into other Anoka Technical College programs or into a program at another college, visit:

- Minnesota Transfer: (www.mntransfer.org/students/plan/s_agreements.php?numResults=25&archive=1&from_inst=70&from_prog=&to_inst=1&Search=Search)
- Anoka Technical College transfer student: (www.anokatech.edu/BecomeStudent/Transfers.aspx)

### Industry Information

In this information-intensive economy, support professionals with advanced software skills are highly sought after by employers in a wide variety of industries. Most job applicants have some familiarity with Microsoft Word; however, individuals who can carry out mail merges, format documents expertly, and execute other complex functions will stand out above the rest. Business is data-driven, and office professionals who possess the know-how to integrate Microsoft Outlook, Word, Excel, and Access to organize and manipulate information are in particularly high demand. Having the ability to create dynamic presentations for bosses and colleagues in PowerPoint is essential. QuickBooks is used in business for accounting, payroll, invoicing, reporting and more. If you’re seeking a job in a bookkeeping administrative role, a working knowledge of QuickBooks is definitely an asset.

### Wage/Outlook/Advancement

Wage information is available from the Minnesota Department of Employment and Economic Development (https://mn.gov/deed/job-seekers/job-outlook/).

### Gainful Employment

Follow this link for Gainful Employment Report.

### Technical Credits: 22 Credits

- ADSC 1003 Introduction to Keyboarding and Speedbuilding: 2
- ADSC 1054 Office Bookkeeping: 4
- ADSC 1142 Intergrated Software Applications: 4
- ADSC 1162 Microsoft PowerPoint: 2
- ADSC 1171 Microsoft Excel: 2
- ADSC 1181 Microsoft Access: 2
- ADSC 1197 Microsoft Word: 4
- COMP 1002 Computer Technologies for Communication: 2
2019-2020
Office Software Specialist
Certificate

General Education/MnTC Requirements: 3 Credits
☐ INTS 1000 Critical Thinking Application for College...........3
Also see: Administrative Office Specialist AAS, Administrative Office Specialist Diploma, and Office Software Specialist certificate

Start Dates
Fall Semester.................................................................August
Spring Semester.............................................................January

Faculty Contact
Darla Cullen.................................................................763-576-4018
Deb Catlett.................................................................763-576-4025
For information on how to apply, to schedule a tour, or for service during summer hours, contact Enrollment Services at 763-576-7710 or EnrollmentServices@anokatech.edu

Sample Program Sequence
Full Time

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<thead>
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<th>1st YEAR</th>
<th>2nd Semester</th>
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<tbody>
<tr>
<td><strong>First Semester</strong></td>
<td><strong>Second Semester</strong></td>
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<tr>
<td>ADSC 1003 .................................2</td>
<td>ADSC 1142 .........................4</td>
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