

# Office Management

## Associates of Applied Science

We are all familiar with the one person in the office that handles everything from hiring to leading to paying bills. That person is the Office Manager! You can gain the skills you need to be the Office Manager here!

The Office Management associate degree program at Nicolet College provides the tools you need to oversee the smooth operation of a business office. You will learn how to:

- Hire and supervise office workers
- Perform office accounting duties
- Interface with vendors
- Leverage office systems and technology to gain efficiencies
- Manage administrative projects from start to finish

## Program Outline

TERM 1		
Course #	Course Title	Credits
1010210600	<b>Business Essentials</b> This class helps new Nicolet students make a successful transition to the College. The course is a chance for students to learn College resources, practice pacing and time management, grit and the learning management system. Students also receive an introduction and have opportunities to practice professional business communication.	1.00
1080119500	<b>Written Communication</b> Develops writing skills which include prewriting, drafting, revising, and editing. A variety of writing assignments is 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.	3.00
1010211300	<b>Human Resources Roles and Laws</b> This class reviews the role and importance of Human Resources in organizations. Current challenges Human Resources contends with are covered. Students will learn about major employment laws and how to ensure that company programs, practices and policies align with those laws.	1.00
1010212100	<b>Customer Service</b> This course is intended to teach students ways to take care of their customers and add value to customer interactions. They will identify the difference between internal and external customers, and develop verbal, nonverbal, and listening communication skills. Students will develop problem-solving techniques and the ability to lead and expand the customer service process, learn how to deal with customers, and build skills for analyzing and prioritizing customer needs. Students will learn to use the phone, email and other communications methods effectively and efficiently in the world of work.	1.00
1010311500	<b>MS Word Beginning</b> This course will cover creating a flyer, research paper, and business letter using Microsoft Word.	1.00
1010312500	<b>MS Outlook</b> This course will cover creating and managing email messages, calendars, contacts, and tasks using Microsoft Outlook.	1.00

Course #	Course Title	Credits
1010312600	MS Excel Beginning This course will cover creating a worksheet and chart; application of formulas, functions, and formatting; and working with large worksheets, charting, and what-if analysis using Microsoft Excel.	1.00
1010314100	MS Powerpoint Beginning This course will cover creating and editing presentations with pictures; enhancing presentations with shapes and SmartArt; and inserting WordArt, charts, and tables using Microsoft PowerPoint.	1.00
1010611400	Records Management This course explores the comprehensive field of records management by applying basic principles and procedures for storing and retrieving information and maintaining an efficient manual and/or computerized filing system using the simplified filing rules developed by the Association of Records Managers and Administrators, Inc. (ARMA). The following methods of storing records are studied: alphabetic, subject, numeric, and geographic. Basic terminology of records management is taught throughout the course. Records retention, disaster planning, control measurements, information security, and disposition are discussed.	2.00
1010613300	Business Office Technologies This course will cover operation of popular physical and virtual technologies used in a business office including products and applications used for telephony, office application suites, meetings, and surveys.	1.00
1019617000	Leadership Organizational Culture This class will cover what the leader's role is in creating the optimal workplace. Students will learn the components of a great workplace and how to improve corporate culture. Students have the opportunity to assess their workplace and provide recommendations for strengthening.	1.00
1015110500	Digital Literacy with Cyber Security This course will cover identifying and differentiating between major computer components, Microsoft Windows operating system and application operations, computing environment issue troubleshooting, making connections between office network devices, file management, and basic cybersecurity threats and best practices.	1.00

## TERM 2

Course #	Course Title	Credits
1010211600	Human Resources Recruitment This class will cover how to develop job descriptions and competitive salary packages for open positions. Students will create effective recruiting and interview programs so the best candidates will be selected.	1.00
1080413400	Mathematical Reasoning An activity based approach is used to explore numerical relationships, graphs, proportional relationships, algebraic reasoning, and problem solving using linear, exponential and other mathematical models. Students will develop conceptual and procedural tools that support the use of key mathematical concepts in a variety of contexts. This course is not designed for Science, Technology, Engineering, or Math (STEM) students and/or others who require calculus. Prerequisite: 7785478000 Principles of College Math (C or better) or Accuplacer Algebra score $\geq 35$ or UW Math Placement Basic Math Skills score $\geq 250$ or ACT Mathematics score $\geq 18$ or Tailwind Math College Math Fund score $\geq 16$ .	3.00
1080119600	Oral Interpersonal Communication Focuses upon developing speaking, verbal and nonverbal communications, and listening skills through individual presentations, groups activities, and other projects.	3.00

Course #	Course Title	Credits
1010311700	<p>MS Word Intermediate</p> <p>This course will cover creating a multipage document, creating a resume and sharing documents, using mail merge, and creating a newsletter using Microsoft Word. Prerequisite: 1010311500 MS Word Beginning (C or better) (concurrent enrollment allowed).</p>	1.00
1010312700	<p>MS Excel Intermediate</p> <p>This course will cover working with financial functions, data tables, amortization schedules, multiple worksheets, and workbooks; creating, sorting, and querying a table; and creating templates; importing data; and working with SmartArt, images, and screenshots using Microsoft Excel. Prerequisite: 1010312600 MS Excel Beginning (C or better) (concurrent enrollment allowed).</p>	1.00
1010611600	<p>Document Processing</p> <p>This course will cover basic and advanced document formatting techniques in administrative and specialized occupational areas while enhancing keyboarding speed and accuracy.</p>	3.00
1010617100	<p>Administrative Procedures Basics</p> <p>This course will introduce and review basic administrative concepts such as professionalism, ethics, communications, teamwork, customer service, and leadership.</p>	2.00
<b>TERM 3</b>		
Course #	Course Title	Credits
1080919500	<p>Economics</p> <p>With a focus on contemporary issues, this introductory course covers cost-benefit analysis, economics systems of the world, globalization, supply and demand, market structures, the labor market, economic growth, unemployment, inflation, business cycles, money, and government economic policy. The course strives to help students improve their individual and household decision-making, understand business decision-making, comprehend the current national and international economic issues and policies, and critically evaluate government response to economic concerns.</p>	3.00
1080919900	<p>Psychology of Human Relations</p> <p>Focuses on improving personal and job-related relationships through understanding and applying sound psychological principles. Topics include self-concept, motivation, emotions, stress management, conflict resolution, and human relation processes.</p>	3.00
1010110200	<p>Introduction to Accounting</p> <p>Students learn to apply debit/credit theory in preparing basic journal entries. Also includes financial statement ratios, bank reconciliations, and payroll.</p>	1.00
1010315500	<p>QuickBooks Basics</p> <p>Students will process routine accounting transactions including company setup.</p>	1.00
1010316900	<p>MS Publisher Beginning</p> <p>This course will cover creating a flyer, publishing a trifold brochure, and designing a newsletter using Microsoft Publisher.</p>	1.00
1010612600	<p>Editing Business Applications</p> <p>This course will cover proofreading, editing, transcription and composition skills from the Business English standard to create and process business documents.</p>	3.00
1019617500	<p>Leadership Change Management</p> <p>This class covers best practices in effecting change in organizations. Students will learn why people resist change and strategies to make change happen effectively. Students will apply an eight-step change model to a situation at work or in their lives.</p>	1.00
1019618000	<p>Leadership Team Development</p> <p>Team development is critical to success. This class will cover setting expectations for your team, motivating them, providing feedback and resolving conflict.</p>	1.00

Course #	Course Title	Credits
1010210900	Operations Management Business Operations This course introduces how to manage processes within organizations including supply chain management and quality assurance. Students will also learn how to manage discrete projects and the basic tenets of project management.	1.00
<b>TERM 4</b>		
Course #	Course Title	Credits
1080119700	Technical Reporting Teaches preparation and presentation of written, oral, and multi-media technical reports. Prerequisite: 1080119500 Written Communication (C or better) or 2080121900 English Composition I (C or better).	3.00
1010222000	Strategic Management Vision and Innovation This course introduces the concept of strategic management through case analyses and considers the basic direction and goals of an organization including vision and mission statements. Students will learn the importance of applying strategy throughout the organization to mitigate and solve problems.	1.00
1010224500	Business Finance Personal Finance Personal Finance is a course designed to help students understand the impact of individual choices on financial goals. Topics covered will include income, money management, spending and credit, as well as saving and investing. This course will provide a foundational understanding for making informed personal financial decisions. Students will create personal finance goals and action plans. Prerequisite: 1010110200 Introduction to Accounting (C or better).	1.00
1010219200	Business Internship Internships are off-campus experiential learning activities designed for students to earn academic credit by connecting the job experience with the concepts, theories, and ideas learned through their program. Internships are powerful resume builders, offer application of concepts, and expand employable skills.	2.00
1089010300	Professional Career Management This course will cover identification of individual interests and the occupations they align with, finding employment, creating a resume and cover letter, participating in an interview, and best practices for maintaining professional employment.	1.00
1010614000	Meeting Planning This course will cover how to plan for and successfully execute a business meeting through the use of agendas, rules of conduct, and minutes.	1.00
1010614200	Event Planning This course will cover how to plan for and successfully execute a variety of business events.	1.00
1010614400	Travel Planning This course will cover how to plan for domestic and international travel and successfully execute a business trip.	1.00
1010617200	Administrative Procedures Advanced Designed as a capstone course to demonstrate competencies and provide students with a complete portfolio to obtain employment. Student will create event and travel planning portfolios and both digital and print media concepts for business correspondence.	2.00
Elective	Elective	3.00

**Total Credits: 60.00**

Talk with a Success Coach about the program outline. Together, you will determine if credits you've already earned satisfy any requirements, discuss possible alternative courses, and choose the best classes if you're thinking of transferring.

## At A Glance

### How You'll Learn

### 2024 Start Dates

January 8	June 3
February 5	July 1
March 4	August 26
May 6	October 21

[VIEW FULL ACADEMIC CALENDAR](#)

### Program Tuition\*

**\$12,193**

### Books & Supplies\*

**\$83**

\*Total cost for degree completion is estimated by current course requirements, books, and supplies. Tuition and fees are set by the Wisconsin Technical College System and subject to change.

Financial Aid Eligible

► [Potential Indirect Costs](#)

### Your Potential Careers

- Office Manager
- Administrative Manager
- Records and Information Manager
- Event Planner

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## Transfer Opportunities

Take a look at our transfer agreements to seamlessly transfer your degree to a 4-year university.

[LEARN MORE ABOUT TRANSFERRING](#)

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## What You'll Learn

- Communicate professionally and effectively with customers
  - Manage staff, projects and business processes
  - Perform financial tasks
  - Leverage technology to manage products and processes
  - Organize operations and procedures
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## Median Annual Salary

\$59,641	\$65,419	\$63,182
Local	State	National

Lightcast 2023

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## Get Started

Your application can be submitted online, it takes just a few minutes to complete.

[APPLY NOW](#)