NICOLET COLLEGE

Office Assistant

Technical Diploma

The Office Assistant program prepares students for a variety of administrative tasks in today's rapidly changing workplace. Students learn basic office procedures and essential software skills including word processing, spreadsheets, databases, and desktop publishing. Students learn records management, human relations and communication skills working individually and in a team environment. Office assistants help with routine tasks necessary to keep an office functioning.

Program Outline

TERM 1

Course #	Course Title	Credits
1010210600	Business Essentials 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	Written Communication 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	Human Resources Roles and Laws 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	Customer Service 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	MS Word Beginning This course will cover creating a flyer, research paper, and business letter using Microsoft Word.	1.00
1010312500	MS Outlook This course will cover creating and managing email messages, calendars, contacts, and tasks using Microsoft Outlook.	1.00
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

Course #	Course Title	Credits
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.	2.00
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
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
1080412300	Math with Business Applications Covers real numbers, basic operations, linear equations, proportions with one variable, percent, simple interest, compound interest, annuity, applying math concepts to the purchasing/buying/selling processes, and basic statistics with business and consumer applications. Prerequisite: Accuplacer Algebra score >=35 or ACT Mathematics score >=18.	3.00
1010311700	MS Word Intermediate 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).	1.00
1010312700	MS Excel Intermediate 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).	1.00

Course #	Course Title	Credits
1010611600	Document Processing This course will cover basic and advanced document formatting techniques in administrative and specialized occupational areas while enhancing keyboarding speed and accuracy.	3.00
1010617100	Administrative Procedures Basics This course will introduce and review basic administrative concepts such as professionalism, ethics, communications, teamwork, customer service, and leadership.	2.00
1010110200	Introduction to Accounting Students learn to apply debit/credit theory in preparing basic journal entries. Also includes financial statement ratios, bank reconciliations, and payroll.	1.00

Total Credits: 31.00

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

Next Academic Start Dates

11
JAN

Spring 2027 Term Starts

15
MAR

Additional Spring 2027 Start for Select Courses

VIEW FULL CALENDAR

Program Tuition*

$5,190

Books & Supplies*

$425

*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**

What You'll Learn

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

Your Potential Careers

- Office Assistant
- Receptionist
- Typist
- General Office Clerk

Median Annual Salary

$35,767	$37,075	$26,446
Local	State	National

Lightcast 2023.1

Get Started

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

APPLY NOW