NICOLET COLLEGE

Receptionist

Technical Diploma

The Receptionist diploma prepares a student for an entry-level office position such as receptionist or office clerk. The program allows for flexibility and for the student to continue to the Office Assistant Technical Diploma and the Office Management Associate's Degree.

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

Total Credits: 16.00

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*

$2,736

Books & Supplies*

$156

*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.

Not Eligible for Financial Aid

▸ Potential Indirect Costs

What You'll Learn

- Perform entry-level administrative procedures
- Create internal and external relationships

Your Potential Careers

- Receptionist
- Office Clerk
- Customer Service Representative

Median Annual Salary

$35,754	$35,938	$34,944
Local	State	National

Lightcast 2023.1

Get Started

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

APPLY NOW