BLACKHAWK Technical College

ADMINISTRATIVE SUPPORT PROFESSIONAL

One-Year Technical Diploma
31-106-3

The Administrative Support Professional program is designed to provide challenging hands-on experience for the ever-evolving environment of the office. This one-year program develops knowledge of office procedures and professionalism along with the basics of creating, formatting and editing business documents. Students will also learn how to plan and schedule meetings and appointments; organize and maintain paper and electronic files; manage projects; conduct research; and disseminate information by using the telephone, mail services, and Microsoft Office applications. The coordination of travel and guest arrangements will also be studied.

Program Outcomes

- Demonstrate effective workplace communications
- Apply technology skills to business and administrative tasks
- Perform routine administrative procedures
- Manage administrative projects
- Maintain internal and external relationships
- Model professionalism in the workplace

Graduates Have Found Employment As

- Administrative Professional
- Administrative Coordinator
- Administrative Specialist
- Customer Service Assistant
- Project Coordinator
- Support Professional

View the entire course listing (http://catalog.blackhawk.edu/courses/).

Semester 1		Credits
103-132	Intro to Adobe Illustrator	1
103-128	Introduction to Microsoft Office Suites	2
203-131	Intro to Digital Photography & Color	1
103-133	Intro to Photoshop - Designing and Editing	1
102-148	Introduction to Business and Management	3
106-144	Meeting and Event Planning	2
801-136	English Composition 1	3
104-156	Social Media Marketing	2
196-162	Team Building: Motivation Tactics	1
	Credits	**16**
Semester 2		
103-134	Intro to InDesign & Layout	1
106-142	Customer Service Essentials	1
196-193	Human Resource Management	3
101-111	Accounting I	4
106-127	Administrative Office Communications	3
196-140	Supervision: Control Process and Leadership Skills	1
	Credits	**13**
	Total Credits	**29**

General Education Courses Within Program

Code	Title	Credits
801-136	English Composition 1	3