

ADMINISTRATIVE AND OFFICE SUPPORT

Scott Community College



**SCOTT COMMUNITY
COLLEGE CAMPUS**

Administrative and Office Support Department Instructors

Tina Solheim

(563) 336-5224

tsolheim@eicc.edu

www.eicc.edu/businesscareers

www.eicc.edu

1888-336-3907

Toll-free

Our Web Links:

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*Tuition and fees subject to change
by the EICCD Board of Trustees.*

Program Description

The Administrative and Office Support curriculum is unique in that it is built upon a "ladder" concept. This has made it possible for students to exit the program at basically three different points. For example, students can exit the program after completing 24 semester hours and receive a certificate, or they can apply those 24 credits to another program option and continue working toward the next step of a diploma or degree.

The program provides state-of-the-art computer training on the following topics: operating systems, word processing, E-mail, Internet, graphics, spreadsheets, presentation software, databases, and facsimile machines. Along with strong technical skills, the program develops outstanding oral and written communication skills. To ensure that students receive a broad overview of the profession, students are also exposed to units on international trade, cultural differences, and travel.

The curriculum is also designed to include the "soft skills" that are so necessary for successful employment in today's highly competitive office environment. Students are trained in negotiation, conflict resolution, time management, business etiquette, problem-solving techniques, customer service, and project management.

Award Options

Associate in Applied Science Degree - Administrative Assistant

Diploma - Microcomputer Software Applications Specialist

Certificate - Office Support

Job Outlook

Employment of secretaries and administrative assistants is expected to increase by 11 percent, which is about as fast as the average for all occupations, between 2008 and 2018. Projected employment varies by occupational specialty. Opportunities should be best for applicants with extensive knowledge of computer software applications. Median annual wages were \$29,050 in May 2010. The middle 50 percent earned between \$23,160 and \$36,020. The lowest 10 percent earned less than \$18,440, and the highest 10 percent earned more than \$43,240.

For details, please visit this link <http://www.bls.gov/oco/>



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COMMUNITY COLLEGES
EASTERN IOWA COMMUNITY COLLEGE DISTRICT

Since the colleges of EICCD are continually reviewing programs, information in the course catalog may change. Please visit www.eicc.edu/catalog for any program updates which have occurred since the most recent edition of the catalog.

ADMINISTRATIVE AND OFFICE SUPPORT

Clinton Community College

1000 Lincoln Boulevard,
Clinton, IA 52732
(563) 244-7001
1-800-638-0559
www.facebook.com/
clintoncommunitycollegeia

Admissions Officer

Heather Mohler
hmohler@eicc.edu
(563) 244-7007
FAX (563) 244-7107

Muscatine Community College

152 Colorado Street,
Muscatine, IA 52761
(563) 288-6001
1-800-351-4669
www.facebook.com/
muscatinecommunitycollegeia

Admissions Officer

Katie Watson
klwatson@eicc.edu
(563) 288-6012
FAX (563)288-6014

Scott Community College

500 Belmont Road,
Bettendorf, IA 52722
(563) 441-4001
1-800-895-0811
www.facebook.com/
scottcommunitycollegeia

Admissions Officer

LaDrina Wilson
lnwilson@eicc.edu
(563) 441-4007
FAX (563) 441-4101

www.eicc.edu

The Eastern Iowa Community College District endorses the principle of equal educational opportunities for all people regardless of race, color, creed, marital status, national origin, sex, sexual orientation, religion, ancestry, age, or non-job related handicap or disability in the educational programs or activities it operates. Persons having inquiries concerning the district's accommodation for or compliance with Title VI, Title IX, Section 504, the Americans with Disabilities Act and the Age Discrimination Act may contact: Affirmative Action Officer, 306 West River Drive, Davenport, IA 52801-1221 or call (563) 336-3300.

Program requirements subject to change. Please check with your advisor.

A.A.S. DEGREE

FIRST SEMESTER

		HOURS
ADM:122	Document Formatting	2
ADM:171	Records Management	2
ADM: 157	Business English	3
BCA:732	Getting Organized with Outlook	1
BCA:118	Introduction to the PC	1
BCA:106	Windows Operating Systems	1
MKT:181	Customer Service Strategies	2
ADM:102	Telephone and Mailing Techniques	1
BCA:722	Introduction to the Internet	1
BCA:711	Intoduction to Microsoft PowerPoint	1
BUS:161	Human Relations	3
		18

SECOND SEMESTER

BCA:134	Word Processing Applications	3
BCA:146	Basic Spreadsheets	1
BCA:164	Basic Database	1
BCA:149	Spreadsheet II	1
BCA:160	Intermediate Database	1
BCA:153	Spreadsheet III	1
BCA:169	Advanced Database	1
BUS:110	Business Math and Calculators	3
HUM:110	Changes and Choices	3
		15

THIRD SEMESTER

ADM:125	Document Formatting II	2
BCA:250	Desktop Publishing	3
BUS:106	Employment Strategy	2
ADM:148	Transcription	2
BCA:220	Integrated Business Applications	2
SPC:170	Professional Communications	3
	Business or Management Elective	3
		17

FOURTH SEMESTER

ACC:121	Principles of Accounting	3
MGT:151	Management Communication	3
ADM:360	Administrative Project Management	3
MGT:130	Principles of Supervisory Management	3
	Business or Management Elective	3
		15

A.A.S. TOTAL

65

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MICROCOMPUTER SOFTWARE APPLICATION SPECIALIST

DIPLOMA

FIRST SEMESTER

ADM:122	Document Formatting	2
ADM:171	Records Management	2
ADM: 157	Business English	3
BCA:732	Getting Organized with Outlook	1
BCA:118	Introduction to the PC	1
BCA:106	Windows Operating Systems	1
ADM:102	Telephone and Mailing Techniques	1
BCA:722	Introduction to the Internet	1
BCA:711	Intoduction to Microsoft PowerPoint	1
		13

SECOND SEMESTER

BCA:134	Word Processing Applications	3
BCA:146	Basic Spreadsheets	1
BCA:164	Basic Database	1
BCA:149	Spreadsheet II	1
BCA:160	Intermediate Database	1
BCA:153	Spreadsheet III	1
BCA:169	Advanced Database	1
MKT:181	Customer Service Strategies	2
BUS:110	Business Math and Calculators	3
		14

THIRD SEMESTER

ADM:125	Document Formatting II	2
BCA:250	Desktop Publishing	3
BUS:106	Employment Strategy	2
BCA:220	Integrated Business Applications	2
BUS:161	Human Relations	3
		12
		39

DIPLOMA TOTAL

OFFICE SUPPORT

CERTIFICATE

FIRST SEMESTER

ADM:122	Document Formatting	2
ADM:171	Records Management	2
ADM: 157	Business English	3
BCA:732	Getting Organized with Outlook	1
BCA:118	Introduction to the PC	1
BCA:106	Windows Operating Systems	1
ADM:102	Telephone and Mailing Techniques	1
BCA:722	Introduction to the Internet	1
		12

SECOND SEMESTER

BCA:134	Word Processing Applications	3
BUS:106	Employment Strategy	2
MKT:181	Customer Service Strategies	2
BUS:161	Human Relations	3
BCA:146	Basic Spreadsheets	1
BCA:164	Basic Database	1
		12
		24

CERTIFICATE TOTAL