

**Program Number 10-106-6  
Associate Degree • Four Terms**
**ABOUT THE PROGRAM**

Businesses depend on high-quality, accurate information. If you value organization, care about details, and understand the importance of clear communication and current technology skills, developing those talents as an administrative professional may be just what you need to succeed. This program is offered in a partial Competency-Based Education (CBE) format, which allows students to work at their own pace.

**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.

**CAREER AND EDUCATION ADVANCEMENT OPPORTUNITIES**

Lakeshore credits transfer to over 30 universities. For more information visit [lakeshore.edu/future-students/transfer](https://lakeshore.edu/future-students/transfer).

**ADMISSIONS AND FIRST SEMESTER ENROLLMENT STEPS**

- Submit online application.
- Complete the online Student Success Questionnaire.
- Complete Get Started at Lakeshore appointment:
  - Application Check-in
  - College Orientation Overview
  - 1st Time Program Registration

*\*Submit high school transcripts, college transcripts, and test scores (optional, highly recommended). Official transcripts will be needed for transferring college credit(s) and for financial aid purposes.*

**ACADEMIC PREPAREDNESS/FUTURE SEMESTER ENROLLMENT STEPS**

If applicable, complete program-specific academic preparedness requirements and enrollment steps prior to enrolling in occupational or core courses. Students will be notified if there is a program waitlist. View the college's program webpage for details: <https://lakeshore.edu/programs-and-courses/career-areas/business-management-administration/administrative-professional>.

**APPROXIMATE COSTS**

\$152.85 per credit tuition (WI resident) plus \$9.17 per credit student activity fee. Material fee varies depending on course. Other fees vary by program. Visit [lakeshore.edu/Financial-Aid/tuition-and-fees](https://lakeshore.edu/Financial-Aid/tuition-and-fees) for details.

**FINANCIAL AID**

This program is eligible for financial aid. Visit [lakeshore.edu/Financial-Aid](https://lakeshore.edu/Financial-Aid) for more information.

**SPECIAL NOTE**

Learn when you want. Progress at your own pace. Receive personalized coaching and support. The full CBE definition may be found at [lakeshore.edu/cbe](https://lakeshore.edu/cbe).

**CONTACT**

Lakeshore College Recruiter  
920.693.1366 • [Recruitment@lakeshore.edu](mailto:Recruitment@lakeshore.edu)

Catalog No.	Class Title	Credit(s)
<b>Term 1</b>		
10801136	English Composition 1	3
10103191	Word - Level 1*	1
10103192	Word - Level 2*	1
10106101	Document Formatting*	1
10106132	Keyboard Speedbuilding*	1
10103161	PowerPoint - Level 1*	1
10106202	Computers and the Internet*	1
10103121	Excel - Level 1*	1
10103122	Excel - Level 2*	1
10106200	Intro to Filing Systems*	1
10106201	Applying Filing Systems*	1
10106203	Basic Office Equipment*	1
		<b>14</b>

<b>Term 2</b>		
10804189	Introductory Statistics	3
10801198	Speech 10801196 OR Oral/Interpersonal Communication	3
10106204	Professionalism and Work Skills*	1
10106205	Interacting with Others in the Workplace*	1
10106207	Web 2.0 for Business*	1
10106209	Introduction to Business Writing*	1
10106206	Leadership and Ethics*	1
10106208	HTML, CSS, and Web Design*	1
10106210	Intermediate Business Writing	1
10103101	Access - Level 1*	1
10116109	Career Planning and Networking*	1
10106211	Business Writing Applications*	1
		<b>16</b>

<b>Term 3</b>		
10809198	Introduction to Psychology	3
10102110	Introduction to Business*	3
10106212	Business Documents and Forms*	1
10106213	Business Web Applications*	1
10106167	Microsoft Office Integration*	3
10106172	MS Project*	2
10106174	Desktop Publishing*	2
		<b>15</b>

<b>Term 4</b>		
10809143	Microeconomics	3
10101150	Office Accounting*	3
10106192	Training Techniques*	2
10106223	Administrative Office Management*	3
10106222	Virtual Assistant Fundamentals*	1
10106135	Event Planning and Coordination	2
10106160	Internship - Administrative Professional	1
		<b>15</b>

**TOTAL 60**

\*CBE delivery only

*Curriculum and program acceptance requirements are subject to change. Program start dates vary; check with your academic counselor for details. The tuition and fees are approximate based on 2025-2026 rates and are subject to change prior to the start of the academic year.*

**ACCESS - LEVEL 1**...introduces students to the process of creating a database, building and populating a table, establishing table relationships, and creating queries, forms, and reports.

**ADMINISTRATIVE OFFICE MANAGEMENT**...prepares students to work with the advanced features of the Microsoft Office suite, as well as act as an employee in an office simulation environment. Students will build teams, study conflict resolution concepts, develop leadership skills, perform employee reviews, manage budgets, and explore lean culture concepts. Decision-making, professionalism, and work ethic are emphasized throughout the course.

**APPLYING FILING SYSTEMS**...applies the rules for paper and electronic filing systems; charge-out procedures, retention schedules, and transfer methods.

**BASIC OFFICE EQUIPMENT**...prepares the learner to work in office setting. The learner will be exposed to typical hardware found and software used in the office environment and gain the skills needed to be efficient on the job.

**BUSINESS DOCUMENTS AND FORMS**...introduces the learner to creating documents and forms using Microsoft, Google, and Adobe products.

**BUSINESS WEB APPLICATIONS**...provides the learner with skills to navigate Google and Microsoft collaboration tools including Google Meet, MS Teams, Google Extensions, Gmail, and Outlook.

**BUSINESS WRITING APPLICATION**...develop transcription and composition skills to create and process business documents.

**CAREER PLANNING & NETWORKING**...focuses on process of researching and pursuing professional career opportunities. Students will develop resume and cover letter documentation to accurately reflect personal, academic, and professional accomplishments and the connection that these elements have to various positions with employers. Interviewing skills will be a significant aspect of this experience with a focus on interviews for potential internship opportunities.

**COMPUTERS AND THE INTERNET**...provides the learner with introductory knowledge and skills related to operating a computer on a network and computer storage and processing, digital security, privacy, and threats; computer components; storage; and procedures that prepare you to work alongside administrative leaders via real-world business scenarios. The learner will also evaluate internet service providers.

**DESKTOP PUBLISHING**...prepares the learner with the basic skills to use page layout software to create professional publications.

**DOCUMENT FORMATTING**...prepares the learner to keyboard and format business memorandums, letters and reports, and other business documents. Emphasis will be placed on proofreading and editing skills.

**ENGLISH COMPOSITION 1**...is designed for learners to develop knowledge and skills in all aspects of the writing process. Planning, organizing, writing, editing and revising are applied through a variety of activities. Students will analyze audience and purpose, use elements of research, and format documents using standard guidelines. Individuals will develop critical reading skills through analysis of various written documents. Discuss reading and writing academic course support with your Counselor.

**EVENT PLANNING & COORDINATION**...prepares learner to manage preplanning activities for an event, coordinate equipment & facility setup, communicate with outside vendors/suppliers, and conduct follow-up activities. Each student required to participate in planning a real-life event and/or assisting an organization through a service learning experience.

**EXCEL - LEVEL 1**...introduces the student to spreadsheet features such as creating, saving, editing, navigating, formatting worksheets; entering formulas and functions; working with charts; and developing multiple-sheet workbooks.

**EXCEL - LEVEL 2**...will explore Excel tables and charts, working with multiple worksheets and workbooks at once, creating applications and rules, protecting worksheets and workbooks and learning about macros and comments. COREQUISITE: 10103121 Excel – Level 1

**HTML, CSS, AND WEB DESIGN**...prepares the learner to write and modify code to create a simple business website and custom HTML emails.

**INTERACTING WITH OTHERS**...prepares the learner to identify different communication styles and strategies while working in a diverse environment. Learners will examine exemplary customer service skills.

**INTERMEDIATE BUSINESS WRITING**...refine and apply writing skills within the professional workplace. Proofread and edit business documents for appropriate content and clarity.

**INTERNSHIP-ADMINISTRATIVE PROFESSIONAL**...enhances the student's ability to apply technical skills, to work productively, to communicate effectively, and to demonstrate appropriate ethics and behavior in a professional workplace environment. PREREQUISITE: Verification of eligibility by the Internship Coordinator

**INTRO TO BUSINESS WRITING**...develop writing skills with a focus on effective communication within the professional workplace. Review grammar, punctuation, and word usage skills.

**INTRODUCTION TO BUSINESS**...provides an introduction to the world of business from both the organizational and managerial viewpoint. It examines areas of business including the business environment, business formation, planning, operations, accounting, marketing, human resource management, and building effective teams.

**INTRODUCTION TO FILING SYSTEMS**...introduces the fundamentals of managing the record and information life cycle; charge-out procedures; retention schedules; transfer methods; control measurements; imaging systems and information security.

**INTRODUCTION TO PSYCHOLOGY**...introduces students to a survey of the multiple aspects of human behavior. It involves a survey of the theoretical foundations of human functioning in such areas as learning, motivation, emotions, personality, deviance and pathology, physiological factors, and social influences. It directs the student to an insightful understanding of the complexities of human relationships in personal, social, and vocational settings. Discuss reading academic course support with your Counselor.

**INTRODUCTORY STATISTICS**...prepares students to display data with graphs, describe distributions with numbers perform correlation and regression analyses, and design experiments. Use probability and distributions to make predictions, estimate parameters, and test hypotheses. They draw inferences about relationships including ANOVA. Discuss math and reading academic course support with your Counselor.

**KEYBOARD SPEEDBUILDING**...prepares the learner with the skills to keyboard text with speed and accuracy using the "touch" method.

**LEADERSHIP AND ETHICS**...prepares learner to deal with conflict in the workplace while maintaining ethical standards. The learner will also identify leadership styles in the workplace.

**MICROECONOMICS**...examines the behavior of individual decision makers, primarily consumers and firms. Topics include choices of how much to consume and to produce, the functioning of perfectly and imperfectly competitive markets, the conditions under which markets may fail, and arguments for and against government intervention. The student applies the fundamental tools of economics to real world problems. Discuss reading academic course support with your Counselor.

**MICROSOFT OFFICE INTEGRATION**...will teach students the intermediate topics of Microsoft Office. Students will be presented with material covering the intermediate level of Microsoft Word, Microsoft Excel, Microsoft Access, and Microsoft PowerPoint. Emphasis will be on final projects using all of the software packages, especially Microsoft Access.

**MS PROJECT**...will teach students how to use the software MS Project as a tool to assist in project management. Creating tasks and a work breakdown structure, scheduling, assigning resources, tracking cost and schedule, leveling of resources, and communicating project details will be covered. In addition, standard project management phases will be covered.

**OFFICE ACCOUNTING**...introduces the learner to the principle of business and personal accounting, including journalizing, posting, year-end adjustments, report preparation and interpretation, payroll, and bank reconciliations.

**POWERPOINT - LEVEL 1**...introduces the student to the program by planning and creating a presentation, adding media and special effects, and applying advanced formatting to objects.

**PROFESSIONALISM AND WORK SKILLS**...prepares the learner to communicate effectively while developing and discussing critical work skills such as time and stress management, critical thinking, listening, and organization.

**SPEECH**...explores the fundamentals of effective oral presentation to small and large groups. Topic selection, audience analysis, methods of organization, research, structuring evidence and support, delivery techniques, and other essential elements of speaking successfully, including the listening process, form the basis of the course. Discuss reading academic course support with your Counselor.

**TRAINING TECHNIQUES**...develops the skills necessary to present and provide support for training sessions, including organization of materials, procedures, and techniques.

**VIRTUAL ASSISTANT FUNDAMENTALS**...explores the virtual assistant industry to assist those wanting to use their administrative assistant skills while working in a traditional environment from a home office or an off-site office. Examines various roles and options to work in different industries. Also introduces client relationships, privacy, and ethical values.

**WEB 2.0 FOR BUSINESS**...provides a basic understanding of the web as well as the tools used to create blogs, web videos, and social media accounts for business use. Reviews social web tools and components.

**WORD - LEVEL 1**...introduces the student to word processing features such as creating, saving, editing, navigating, and formatting the content of multi-page documents.

**WORD - LEVEL 2**...introduces the student to multi-column documents, templates, and the mail merge feature while applying WordArt, themes, styles, quick parts, and other advanced document formatting features. COREQUISITE: 10103191 Word - Level 1