

OFFICE SUPPORT SPECIALIST

Technical Diploma Program Code: 31-106-8 Total Credits: 33

Mid-State's Office Support Specialist program develops students into key members of an office team. The program emphasizes document preparation and the effective use of personal interactions and ever-changing technology to support your role as the central communications link in an office. Through a variety of activities, you will learn to handle multiple projects and deadlines, manage time, solve problems, and be helpful in nature—all skills in high demand by employers.

To learn more about this program, visit mstc.edu/programs.

ACADEMIC ADVISOR

To schedule an appointment with an academic advisor, call 715-422-5300. Academic advisors will travel to other campuses as necessary to accommodate student needs. For more information about advising, visit mstc.edu/advising.

NEW STUDENT CHECKLIST

Complete the following steps to prepare for your New Student Advising appointment with your academic advisor:

- Submit a Mid-State application at mstc.edu/apply.
- Send official transcripts to:
Mid-State Technical College
Student Services
500 32nd Street North
Wisconsin Rapids, WI 54494
- Complete the Free Application for Federal Student Aid (FAFSA) at fafsa.gov. Mid-State's Financial Aid team is available to assist with your FAFSA application and to answer your financial aid questions. Contact Financial Aid or schedule an appointment at mstc.edu/financial-aid.
- Set up student MyCampus account at mstc.edu/mycampus-assistance.
- Schedule a New Student Advising appointment at mstc.edu/advising.

mstc.edu • 888-575-6782 • TTY: 711



Adams Campus • Marshfield Campus • Stevens Point Downtown Campus • Wisconsin Rapids Campus • Virtual Campus • AMETA® Center

Mid-State does not discriminate on the basis of race, color, national origin, sex, disability, or age in its program, activity, or employment. The following person has been designated to handle inquiries regarding the nondiscrimination policies: Vice President – Human Resources; 500 32nd Street North, Wisconsin Rapids, WI 54494; 715-422-5325 • AAEO@mstc.edu. 3/2026-AC

CAREER PATHWAY



Career pathways help you build your education step by step. Each stage offers one or more credentials that are recognized by employers and lead to real jobs—and you can keep building toward your career goals as you go.

Begin at any point.

Prior Learning

Credit for Prior Learning

- Certifications and Licenses
- Military Experience
- National/Standardized Exams
- Transfer Credit
- Work and Life Experience

Learn about Credit for Prior Learning at mstc.edu/cpl.

High School Credit

- High School Dual Credit
- Mid-State Fast Track

Learn about High School Credit at mstc.edu/dc.

Certificate

- Business Communications Foundations (9 Credits)
- Business Legal Foundations (6 Credits)
- Business Office Foundations (6 Credits)
- Foundations of Business Administration (9 Credits)
- Human Resources Foundations (6 Credits)
- Leadership Foundations (6 Credits)

Technical Diploma

- Customer Relationship Professional (13 Credits)
Start Your Career: Account Representative, Call Center Agent, Client Services Specialist, Customer Service Representative
- Entrepreneur (17 Credits)
Start Your Career: Business Owner, Entrepreneur, Founder/CEO
- Human Resources Assistant (33 Credits)
Start Your Career: HR Generalist, HR Recruitment Coordinator, Job Analyst
- Office Support Specialist (33 Credits)
Start Your Career: Administrative Assistant, Office Assistant, Office Support Specialist, Program Assistant, Secretary

Associate Degree

- Business Management (65-66 Credits)
Start Your Career: Account Executive, Department Supervisor, Office Manager, Production Supervisor, Store Leader

Bachelor's Degree

For those interested in continuing their education, Mid-State offers transfer guides with various four-year colleges and universities. For more information, visit mstc.edu/transfer.

Other Options

Related Programs: Human Resources, Project Management, Leadership Development

OUTCOMES

Employers will expect you, as an Office Support Specialist graduate, to be able to:

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

TECHNICAL SKILLS ATTAINMENT

The Wisconsin Technical College System (WTCS) has implemented a requirement that all technical colleges measure outcomes attained by students. This requirement is called Technical Skills Attainment (TSA). The main objective of TSA is to ensure graduates have the technical skills needed by employers. Faculty will let students know when and how the TSA is being assessed in the program.

STUDENT HANDBOOK

Visit mstc.edu/studenthandbook to view Mid-State's student handbook, which contains information about admissions, enrollment, appeals processes, services for people with disabilities, financial aid, graduation, privacy, Mid-State's Student Code of Conduct, and technology.

GRADUATION REQUIREMENT

The GPS for Student Success course is required for all Mid-State program students and is recommended to be completed before obtaining 12 credits. Some students are exempt from this requirement. Please see your academic advisor for more information.

ADDITIONAL COURSES AS NEEDED

The following courses may be recommended or required if the student does not achieve minimum placement scores.

College Reading and Writing 1

10831104

3 credits

Provides learners with opportunities to develop and expand reading and writing skills to prepare for college-level academic work. Students will employ critical reading strategies to improve comprehension, analysis, and retention of texts. Students will apply the writing process to produce well-developed, coherent, and unified written work.

Pre-Algebra

10834109

3 credits

Provides an introduction to algebra. Includes operations on real numbers, solving linear equations, percent and proportion, and an introduction to polynomials and statistics. Prepares students for elementary algebra and subsequent algebra-related courses.

MULTIPLE MEASURES

Students can place into courses using high school GPA and completed classes. Placement can be determined in the following ways:

- **Multiple Measures Writing (MMW)**
High school GPA of 2.6 & successful completion of 2.0 credits of high school writing courses with a "C" or better
- **Multiple Measures Reading (MMR)**
High school GPA of 2.6 & successful completion of 2.0 credits of high school literature courses with a "C" or better
- **Multiple Measures Math 1 (MMM_1)**
High school GPA of 2.6 & successful completion of 1.0 credit of high school math (Algebra 1 or equivalent) with a "C" or better
- **Multiple Measures Math 2 (MMM_2)**
High school GPA of 2.6 & successful completion of 2.0 credits of high school math including Algebra 1 and Algebra 2 with a "C" or better
- **Multiple Measures Science 1 (MMS_1)**
High school GPA of 2.6 & successful completion of 1.0 credit of high school lab science course with a "C" or better
- **Multiple Measures Science 2 (MMS_2)**
High school GPA of 2.6 & successful completion of 1.0 credit of high school chemistry with a "C" or better

Past high school and college transcripts are used in making course placement decisions.

SAMPLE FULL-TIME CURRICULUM OPTION

Office Support Specialist • 33 Total Credits

Term 17 Credits	Course Number	Course Name	CPL	Credits
	10102101	Introduction to Business	Yes	3
	10196190	Leadership Development	Yes	3
	10102231	Business Networking	No	1
	10106106	Quality Customer Service	Yes	3
	10801195	Written Communication	Yes	3
	10801196	Oral/Interpersonal Communication	Yes	3
	10890102	GPS for Student Success	Yes	1

Term 16 Credits	Course Number	Course Name	CPL	Credits
	10101140	Accounting 1	Yes	3
	10102230	Business Communities	No	1
	10103106	Microsoft Office-Introduction	Yes	3
	10104102	Marketing Principles	Yes	3
	10106190	Professional Business Skills	Yes	3
	10196189	Team Building & Problem Solving	No	3

Please Note

- Credit for Prior Learning (CPL) options are available for some courses. You can visit mstc.edu/cpl or contact your academic advisor for details.
- This curriculum sequence is only for student planning. Actual student schedules will vary depending on course availability.
- This program is offered online and classes are in an 8-week format.
- Program completion time may vary based on student scheduling and course availability. For details, go to mstc.edu/schedule.
- Get the latest updates online at mstc.edu.

SAMPLE PART-TIME CURRICULUM OPTION

Office Support Specialist • 33 Total Credits

Term 8 Credits	Course Number	Course Name	CPL	Credits
	10102101	Introduction to Business	Yes	3
	10102231	Business Networking	No	1
	10801196	Oral/Interpersonal Communication	Yes	3
	10890102	GPS for Student Success	Yes	1

Term 9 Credits	Course Number	Course Name	CPL	Credits
	10196190	Leadership Development	Yes	3
	10106106	Quality Customer Service	Yes	3
	10801195	Written Communication	Yes	3

Term 7 Credits	Course Number	Course Name	CPL	Credits
	10101140	Accounting 1	Yes	3
	10102230	Business Communities	No	1
	10196189	Team Building & Problem Solving	No	3

Term 9 Credits	Course Number	Course Name	CPL	Credits
	10103106	Microsoft Office-Introduction	Yes	3
	10104102	Marketing Principles	Yes	3
	10106190	Professional Business Skills	Yes	3

COURSE DESCRIPTIONS

Accounting 1

10101140

3 credits

A beginning course designed especially for majors or those who need a strong foundation in accounting principles. Develops the accounting cycle of journaling, posting, adjusting, closing, and reporting. Also emphasizes service and merchandising sole proprietorships in developing the accounting cycle. Explores issues for accounting for cash, accounts and notes receivable, inventories, and fixed assets.

Business Communities

10102230

1 credit

This course provides students with a comprehensive understanding of how different business communities operate, how they contribute to economic ecosystems, and how learners can participate effectively. This course will explore the dynamics, structures, and strategies involved in various professional associations, including local, global, industry-specific, and online communities.

Business Networking

10102231

1 credit

This course will equip students with the knowledge, strategies, and practical techniques to build, nurture, and leverage professional relationships for personal and organizational success. Through a combination of classroom instruction, interactive exercises, and simulated practice, this course will empower students to enhance their networking abilities, expand their professional circles, and create valuable connections.

GPS for Student Success

10890102

1 credit

Integrate necessary skills for student success by developing an academic plan, identifying interpersonal attributes for success, adopting efficient and effective learning strategies, and utilizing Mid-State resources, policies, and processes. This course is recommended to be completed prior to obtaining 12 credits and is a graduation requirement unless you receive an exemption from your program advisor.

Introduction to Business

10102101

3 credits

An introduction to what a business is, how it operates, and how it is managed. Students identify forms of ownership and the processes used in production and marketing, finance, personnel, and management in business operations.

Leadership Development

10196190

3 credits

Applies skills and tools necessary to fulfill their role as a modern leader. Each learner evaluates personal leadership effectiveness, use individual and group motivation strategies, implement mission and goals, demonstrate ethical behavior, adapt personal leadership style to worker readiness, use power, facilitate employee development, coach, manage change, and resolve conflict.

Marketing Principles

10104102

3 credits

This course serves as an introduction to the fundamental marketing concepts used to apply marketing strategies to product development, distribution, pricing, and promotion of goods and services.

Microsoft Office-Introduction

10103106

3 credits

Develops introductory skills in the Microsoft Office Suite (Word, Excel, Access, PowerPoint, and Outlook) while reinforcing the students' knowledge of computer concepts, Windows Explorer, and web usage. This course prepares students for the Associate level MOS Certification exams for Word, Excel, PowerPoint, and Outlook. Students should possess basic keyboarding, mouse, and Windows 11 skills. Students may develop these skills in the Academic Learning Center while concurrently enrolled in this course.

Professional Business Skills

10106190

3 credits

This course introduces critical technology and organizational skills for the modern workplace. Participants will learn calendar management and meeting scheduling, virtual and in-person meeting hosting, document formatting and filing, and presentation layout and design using industry-standard applications. This course emphasizes practical applications to ensure participants can immediately apply their acquired skills in real-world scenarios.

Quality Customer Service

10106106

3 credits

Addresses sensitivity in communicating with customers and co-workers. Includes international communications, teamwork, working relationships, and telephone skills.

Speech

10801198

3 credits

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 this course. Includes informative, persuasive, and occasion speech presentations.

Prerequisite: High School GPA of 2.6 and MMR and MMW or Accuplacer Reading Skills of 253 and Writing of 262 or ACT of 21 Reading/19 English or completion of College Reading and Writing 1 10831104 with a "C" or better

Team Building & Problem Solving

10196189

3 credits

Applies skills and tools necessary to facilitate problem solving in a team environment. Each learner assumes the roles and responsibilities of team leadership in the stages of team development, uses a systematic problem-solving process, and employs consensus-building and conflict-management strategies.

Written Communication

10801195

3 credits

Develops writing skills which include prewriting, drafting, revising, and editing. A variety of writing assignments are 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.

Prerequisite: High School GPA of 2.6 and MMW or Accuplacer Writing of 262 or ACT English score of 20 or completion of College Reading and Writing 1 10831104 with a "C" or better