Administrative Support

Certificate of Proficiency (COP)

Administrative support professionals are responsible for performing and coordinating a wide range of activities, managing information flow, providing excellent customer service, and operating and maintaining a wide variety of office equipment. Organizations in a wide variety of industries, including the health care field and medical offices, rely on skilled administrative support staff to keep operations running efficiently and effectively.

For a roadmap that identifies the preferred sequencing of courses and other specific recommendations from faculty, please see the corresponding program map(s):

- Administrative Support Certificate of Proficiency (COP) (lowercolumbia.edu/program-maps/business/COP-Administrative-Support)

Certificate Requirements

Total credits required to earn this certificate: 49-53

LCC students must meet distribution requirements for bachelor degrees, associate degrees, and specific certificates. See Diversity and Distribution Lists (lowercolumbia.edu/publications/catalog/distribution-lists/) for more information.

General Education Requirements

- **Communications:**
  5 credits - ENGL& 101 English Composition I ***OR***
  BUS 119 Business Communications.
- **Quantitative Skills:**
  5 credits – BUS 104 Business Math Applications ***OR***
  MATH 88/98 Pre-College Math II/III OR 5 credits of a higher level math course.
- **Human Relations/Social Science:**
  5 credits – BUS 144 Management of Human Relations: DIV recommended.

Program Requirements

Course Code	Course Title	Number of Credits
BUS 100	Foundations of Business Success	3
BUS 294	Career Success	2
BTEC 104	Into to Business Technology	5
BTEC 111	Word Processing I	5
BTEC 112	Word Processing II	5
BTEC 131	Intro to Spreadsheets	5
BTEC 148	Intro to Outlook	2

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Course Code	Course Title	Number of Credits
BTEC 230	Electronic Calculators II	2
IT 111	Intro to Windows	4
Electives	ACCT, BTEC, BUS, BTEC, CS, IT or distribution list	1-5

Program Outcomes

Students completing this program should acquire the following skills and abilities:

- Communicate professionally in writing and speaking as appropriate to a business-or business-related work environment (GS Communication)
- Apply objective, valid methods of inquiry and problem solving to draw rational, ethical, and coherent conclusions (GS Critical Thinking)
- Apply mathematical information to perform tasks in business and information technology to work environments (GS Quantitative Literacy)
- Interact effectively with individuals and groups (GS Teamwork)
- Demonstrate proficiency in the use of business equipment, computer software, and technology
- Create and manage business documents, spreadsheets, and databases
- Demonstrate competency in records management
- Demonstrate proficiency in organizational skills and assigning priority
- Demonstrate ethical decision-making

Notes

Revised December 2021 (effective Summer 2022)

Program planning is based on information available at the time of preparation. It is the student's responsibility to meet with their LCC advisor. Consult the LCC catalog for LCC graduation requirements.

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