

### Program Information

The Anoka Technical College Office Communications Specialist certificate program is designed to assist students in developing and preparing for an office position focusing on business communications. Written and verbal communications skills are polished with classes designed to develop grammar, proofreading, editing.

This program at Anoka Technical College provides students the opportunity to develop the grammar, punctuation, usage, and writing skills necessary to create, proofread, and edit polished business messages and oral presentations.

These skills can be used in any job that requires the office professional to proof, edit, or write proposals, newsletters, website content, blogs, press releases, social media posts, presentations, promotional materials, and various other types of publications based on industry specifics.

Students are prepared to work in this position through completion of courses in Business English and Written Business Communications which provide students with advanced instruction and practice in grammar, usage, punctuation, and business writing concepts. Administrative Office Procedures provides students the opportunity to learn and practice positive team behaviors and to polish their individual written and verbal communications skills.

### Program Learning Outcomes

1. Define and recognize business etiquette and professionalism in the workplace and exhibit these skills in class interactions and communications such as e-mail and the discussion board.
2. Show basic keyboarding competency.
3. Utilize software applications necessary for efficient office operations including file management, e-mail, calendaring, search engines, word processing, spreadsheet, and presentation software.
4. Employ intermediate to advanced Microsoft Word skills to create and edit flyers, letters, and reports while utilizing templates, mail merge, and building blocks.
5. Recognize and use correct mechanics, grammar, punctuation, and usage appropriate for professional business communications.
6. Express thoughts clearly, concisely, and appropriately in verbal and written format by consistently using correct formatting and message approach (direct, indirect).
7. Demonstrate knowledge of roles and functions of various professionals; collaborate and problem-solve as part of the office team.

### Industry and Career Outlook

Office Communications Specialists use their writing and verbal communications skills to represent their company across various media platforms. Office communications specialists may perform a full range of office tasks in addition to communications task. They create, record, edit, and store correspondence including reports, tables, and forms.

Communications specialists help businesses by managing internal and external communications of a company and represent the company to the outside world. They may draft media statements, answer media inquiries, compile publications, plan events and press conferences. Their general responsibility is to handle information output, such as press releases and media requests, social media and/or advertising efforts.

Wage information is available from the [Minnesota Department of Employment and Economic Development](#).

### Program Start Dates

Fall Semester.....August  
Spring Semester ..... January

### Course Prerequisites

Some courses in this program may require a prerequisite. Please see [course descriptions](#) for more details.

### Program Sequence

|  |           |
|--|-----------|
| <b>Fall Semester</b> .....   | <b>8</b>  |
| <input type="checkbox"/> ADSC 1003 Introduction to Keyboarding & Speedbuilding ... | 2         |
| <input type="checkbox"/> ADSC 1045 Administrative Office Procedures.....           | 4         |
| <input type="checkbox"/> COMP 1002 Computer Technologies for Communication.....    | 2         |
| <b>Spring Semester</b> .....   | <b>10</b> |
| <input type="checkbox"/> ADSC 1010 Keyboarding I.....                              | 3         |
| <input type="checkbox"/> ADSC 1031 Business English.....                           | 3         |
| <input type="checkbox"/> ADSC 1206 Written Business Communications .....           | 4         |

### Graduation Requirements

Students must earn a cumulative 2.0 GPA or higher to be eligible for graduation from this program.

### Faculty Contact

[Darla Cullen](#) .....763-576-4018  
[Deb Catlett](#).....763-576-4025

For information on how to apply, to schedule a tour, or for service during summer hours, contact Enrollment Services at 763-576-7710 or [EnrollmentServices@anokatech.edu](mailto:EnrollmentServices@anokatech.edu)

*Also see: Administrative Office Specialist AAS, Administrative Office Specialist Diploma, Administrative Office Specialist certificate, and Office Software Specialist certificate*



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