RCTC PROGRAM PLAN

ADMINISTRATIVE OFFICE PROFESSIONAL
Diploma

**I. MINNESOTA TRANSFER CURRICULUM (MnTC)/
GENERAL EDUCATION REQUIREMENTS...3 CREDITS**
ENGL 1109, Introduction to Professional and Technical Communication, 3 cr (MnTC Goal 1)
ENGL 1630, English Grammar for Careers, 3 cr
ENGL 1117, Reading and Writing Critically I, 4 cr (MnTC Goal 1)

II. PROGRAM CORE REQUIREMENTS..25 CREDITS
AOP 1101, Microsoft Windows and Office Fundamentals, 3 cr
AOP 1030, Keyboarding II, 3 cr
AOP 1320, Microsoft Word, 3 cr
AOP 1360, Microsoft Excel, 3 cr
AOP 2614, Customer Relations Management, 3 cr
AOP 2617, Microsoft Outlook and Meeting Planning, 3 cr
AOP 2220, Business Communications, 3 cr
AOP 2622, Multimedia and Collaborative Technology, 3 cr
AOP 2870, Employment Strategies, 1 cr

III. ELECTIVES... 3 CREDITS

TOTAL ....31 CREDITS

PROGRAM OUTCOMES:
Upon completion of the Administrative Office Professional at RCTC, students will achieve the following outcomes:
- Key at a speed rate of 45 GWPM with minimal errors.
- Exhibit professionalism and effective customer relations skills in writing and verbal communication with all stakeholder.
- Identify, analyze, and resolve current workplace issues and future needs by utilizing critical thinking skills, current software applications, and emerging technology.
- Create, format, and proofread business documents using correct business Englis

ADDITIONAL NOTES:
PURPOSE: This program will prepare students for employment as Administrative Office Professionals. Students will develop technology and critical thinking skills crucial to ensuring organization success. They will learn to provide critical support to organization leaders such as administrators, executives, and managers by keeping current on the 3 T's: Terminology, Trends, and Technology. Students in this program will be trained to manage multiple calendars and schedules, provide professional service to all internal and external stakeholders, and research innovative and emerging technologies to maintain an efficient office environment.

ROCHESTER COMMUNITY AND TECHNICAL COLLEGE

MINNESOTA STATE

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PROGRAM ENTRANCE REQUIREMENTS:

Students entering this program must be proficient in keyboarding skills at a minimum of 35 gross words per minute (GWPM). Students not meeting this requirement should enroll in AOP1020 Keyboarding I as an elective course. Your wpm will be assessed within the first week of enrollment in AOP 1030, Keyboarding II.

Revised: 10/10/2023
Implementation: Fall 2024

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