

# 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)  
OR  
ENGL 1117, Reading and Writing Critically I, 4 cr (MnTC Goal 1)
- II. PROGRAM CORE REQUIREMENTS.....22 CREDITS**  
AOP 1030, Keyboarding II, 3 cr  
AOP 2220, Business Communications, 3 cr  
AOP 2270, Integrated Office Procedures, 3 cr  
AOP 2350, Microcomputer Business Applications, 3 cr  
AOP 2614, Customer Relations Management, 3 cr  
AOP 2617, Microsoft Outlook and Meeting Planning, 3 cr  
AOP 2622, Multimedia and Collaborative Technology, 3 cr  
AOP 2870, Employment Strategies, 1 cr
- III. ELECTIVES..... 6 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 service skills in writing and verbal communication with all stakeholders.
- 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 English.

### **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.

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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: 2/11/2025

Implementation: Fall 2025