

# ADMINISTRATIVE MANAGEMENT A.A.S.

Cheryl Galipeau, Director

The Administrative Management Program allows students to advance the career proficiencies acquired in the Customer Relations certificate program by earning an Associate of Applied Science Degree. Graduates are prepared to meet the administrative and information needs of business and industry by learning to craft online and print documents and publications, communicate positively with internal and external customers, and manage administrative resources, projects, and information. This program prepares students to become vital members of executive teams with the ability to assume supervisory, organizational, and communication roles in the coordination of administrative services. Students will have the opportunity to gain industry standard expertise by earning Microsoft Office Specialist (MOS) certifications in Microsoft Office programs. Earning a Microsoft Office Specialist certification increases job opportunities by proving technical proficiency in advanced skills to potential and current employers. An Associate of Applied Science Degree in Administrative Management opens opportunities for graduates in a variety of business settings. Academically prepared students entering autumn semester may complete the program in four semesters as outlined below. Students entering spring should meet with an advisor prior to selecting courses.

Student Outcomes:

- Formulate service policies for excellent customer service management
- Apply service-level decisions to develop staff, enhance customer loyalty, and deal with challenges and conflicts while serving both internal and external customers
- Demonstrate the workplace skills of effective communication (oral, written, nonverbal), problem-solving, managing interpersonal relationships, and collaborating with teams, thinking critically, and leadership
- Ethically use research and the tools of technology to create and organize business documents efficiently, accurately, and artfully designed
- Design and develop effective online solutions incorporating search engine strategies, attractive user-centered and accessible design for multiple platforms, mobility, and devices relevant to organizational goals and targets
- Plan for career development by creating standard employment documents and honing personal presentation skills
- Understand, appreciate, and recognize opportunities of diverse populations and cultures

Related Job Titles:

- Administrative Assistant
- Administrative Coordinator
- Administrative Manager
- Administrative Specialist
- Client Relations Manager
- Executive Assistant

- Office Assistant
- Virtual Assistant

## Associate of Applied Science - Administrative Management

### Missoula College

Degree Specific Credits: 64

Required Cumulative GPA: 2.0

### Catalog Year: 2017-2018

**Note:** See Program Director for scope and sequence advising. Please refer to online schedule for online course availability.

## Summary

AAS, Administrative Management, Course Requirements	54
Writing Requirements	3
Math Requirements	3
Accounting Requirements	4
Total Hours	64

## AAS, Administrative Management, Course Requirements

**Rule:** All courses required

**Note:** Completion of the requirements for a Certificate of Applied Science in Customer Relations, 33 credits, is embedded within the completion of the Administrative Management courses. See Program Director for CAS advising.

See Program Director for advising regarding course prerequisites, and math and writing placement assessments.

AMGT 145	Records Management	2
AMGT 240	Admin Support for the Office	3
AMGT 298	Adm Mgmt Internship	2
BGEN 105S	Introduction to Business	3
BGEN 235	Business Law	3
BMGT 212	Critical Analysis for Business	3
BMGT 216	Psych of Mgmt & Supervision	4
BMGT 245	Customer Service Management	4
CAPP 120	Introduction to Computers	3
CAPP 154	MS Word	3
CAPP 254	Advanced MS Word	3
COMX 111A	Intro to Public Speaking	3
COMX 115S	Introduction to Interpersonal Communications	3
COMX 250	Intro to Public Relations	3
CSCI 172	Intro to Computer Modeling	3
ITS 221	Project Management	3
MART 214	Digital Publishing & Design	3
MART 232	Interactive Web II	3
Total Hours		54

Minimum Required Grade: C-

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### Writing Requirements

**Rule:** Pick 1 of the 2 courses below

**Note:** See Program Director for prerequisites, placement and advising.

WRIT 101	College Writing I	3
or WRIT 121	Intro to Technical Writing	
Total Hours		3

Minimum Required Grade: C-

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### Math Requirements

**Rule:** Pick 1 of the 2 courses below

**Note:** See Program Director for prerequisites, placement and advising. Minimum

M 105	Contemporary Mathematics	3
or M 115	Probability and Linear Mathematics	
Total Hours		3

Required Grade: C-

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### Accounting Requirements

**Rule:** Pick 1 of the 2 courses below

ACTG 100	Essentials of Accounting	4
or ACTG 101	Accounting Procedures I	
Total Hours		4

Minimum Required Grade: C-