ADMINISTRATIVE MANAGEMENT A.A.S.

Cheryl Galipeau, Director

Administrative professionals enjoy variety, project management, meaningful work, task autonomy, and leadership responsibility. The curriculum advances career proficiencies in Customer Relations (first year of program) with second-year coursework geared toward meeting the administrative needs of organizations by learning to:

- Craft effective online and print publications using strong visual composition techniques
- Coordinate and manage projects, resources and technology needs
- Assume leadership, organizational and communication roles

Graduates are ready to actively contribute and become vital members of an executive team. Emphasis in computers, project management, and communications across industries. You also have the opportunity to earn industry standard Microsoft Office Specialist certifications. Graduates enjoy opportunities for employment in a wide 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: 2018-2019

Note: See Program Director for advising regarding scope and sequence, course prerequisites, and math and writing placement assessments. Completion of the requirements for a Certificate of Applied Science in Customer Relations is embedded within the completion of the Administrative Management courses.

Summary

Code	Title	Hours
	Administrative Management Required Courses	54
	Writing Requirements	3
	Math Requirements	3
	Accounting Requirements	4
	Total Hours	64

Administrative Management Required Courses

Code	Title	Hours
Complete all of the following courses:		
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	Introduction 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-

Writing Requirements

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

Code	Title	Hours
Complete one of the following courses:		
WRIT 101	College Writing I	3
or WRIT 121	Intro to Technical Writing	
Total Hours		3

Minimum Required Grade: C-

Math Requirements

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

Code	Title	Hours
Complete one of the following courses:		
M 105	Contemporary Mathematics	3
or M 115	Probability and Linear Mathematics	
Total Hours		3

Required Grade: C-

Accounting Requirements

Code	Title	Hours
Complete one of the following courses:		
ACTG 100	Essentials of Accounting	4
or ACTG 101	Accounting Procedures I	
Total Hours		4

Minimum Required Grade: C-