

**Administrative Office Technology –Client Support Specialist
Certificate Available Completely Online
Maysville Community & Technical College**

Program Coordinator: Missy Bishop
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Prerequisite Information:

Academic Plan Code: 5204023169 **Academic Program Code:** 5204027039
Name: _____ **ID:** _____

Requirements		Credit Hours	Semester Taken
ENG 101	Writing I	3	
COM 252	Introduction to Interpersonal Communication	3	
BAS 201	Customer Service Improvement Skills	3	
OST 105	Introduction to Information Systems	3	
OST 110	Word Processing Applications	3	
OST 215	Office Procedures	3	
OST 235	Business Communications	3	
	Total	21	

Total Technical/General Education Credit Hours 21

Notes: Required minimum ACT or COMPASS scores

	Math	Reading	Writing
ACT	18	20	18
COMPASS	31 (Algebra)	85	74
KYOTE	18-21	--	--
TABE	--	12.2-12.9	12.8-12.9

Student Scores	Math	Reading	Writing

Client Support Specialist

Upon completion of this certificate, the student can:

1. Use a computer system to produce accurate documents in a specified amount of time. (OST 110)
2. Use current software including operating systems, database, spreadsheet, word processing, and presentation. (OST 105)
3. Demonstrate spelling, grammar, punctuation, word usage, and proofreading skills. (OST 235)
4. Communicate effectively using standard written English. (ENG 101)
5. Exhibit effective human relations skills, initiative, and a professional attitude.(OST 215)
6. Intellectual and practical skills, including written and oral communication (COM 252)
7. Develop cognitive processes and behavioral skills needed to improve personal and work group effectiveness (BAS 201)