INFORMATION PROCESSING SPECIALIST II, CERTIFICATE (231)

About Our Program

This program is designed to provide students with the general office background and specific technical skills required to advance in the professional office setting. The program of study is designed to make the student more technically proficient and versatile in any number of fields and industries. Many courses in this program are based in Highland's individualized Office Technology Lab. The lab is staffed with an instructor to assist students with course work. Students are able to proceed through many courses at their own pace and at times that are convenient to both the traditional student and the person wishing to train for a new field or upgrade their skills. Certain required courses may be waived or credit allowed through proficiency testing.

Nature of Work and Employment

Completers of the Information Processing Specialist II certificate will be able to work beyond the typical entry-level position and contribute in a more well-rounded, meaningful way to the workplace. They will be able to apply general computer and bookkeeping knowledge, demonstrate professional behavior and ethical conduct, apply social and communication skills, and solve problems and utilize data to assist in decision making by using technology. Students will typically perform general office work and filing while serving as an assistant for several areas. This type of position often leads to possibilities for advancement within the office setting and provides a framework for continuing education and skill development.

Special Considerations

Certain required courses may be waived or credit allowed through proficiency testing. A workplace experience is encouraged and may be made available.

Requirements

Code	Title	Hours
Required Courses		
ACCT 115	Computer Applications in Acct [1]	2
ACCT 116	Intro to Payroll Accounting	2
ACCT 220	Quickbooks Accounting	2
INFT 131	Beginning Microsoft Word [1]	1
INFT 135	PowerPoint [1]	1
INFT 140	Beginning Excel [1]	1
OFFT 151	Keyboarding/Formatting I	4
OFFT 162	Pre-Transcription Skills [1]	1
OFFT 255	Office Procedures [1]	4
Select one of the following:		3
BUSN 125	Math of Business [1]	
BUSN 221	Business Statistics [1]	
MATH 111	Technical Math [1]	
higher level math course [1]		
Select one of the following:		3
BUSN 141	Business Communications [1]	
COMM 101	Technical Communications [1]	
ENGL 121	Rhetoric and Composition I [1]	
Select one of the following:		2-3
PSY 160	Psychology of Human Relations	
PSY 161	Introduction to Psychology [1]	
Total Hours		**26-27**

[1] Course has a prerequisite. See course description.
[2] Knowledge of Microsoft Excel is recommended for this course.

Program Outcomes

Students who complete this program of study will be able to:

- Apply computing knowledge appropriate to emphasis/discipline.
- Solve problems in an information technology environment.
- Demonstrate professional behavior and ethical conduct.
- Utilize data to help in the decision-making process.
- Communicate effectively using written and oral communication channels.
- Apply basic data entry and bookkeeping skills.

Program Contacts

Call Highland at 815-235-6121 for the following program contacts:

- Dr. Matt Magee, Dean of Agriculture, Business & Technology
- Carol Engelkens, Information Systems Faculty
- Wes Bertram, Student Advisor

Last updated: 2025-09-9 14:39:00