OFFICE TECHNOLOGY

ONE-YEAR CERTIFICATE: OFFICE ASSISTANT – 45 CREDITS

CAREER DESCRIPTION

The Office Assistant certificate program is designed to provide basic training in office skills and business knowledge that is expected in the business world today. The curriculum prepares students for entry-level positions such as clerks, receptionists or office assistants.

Students not knowing how to keyboard, must take OA 110 their first term. If required by placement test results, students will need to take MTH 020, WR 115.

PROGRAM OUTCOMES

1. Apply professional skills to assure workplace success.
   a. Time management
   b. Work ethics
   c. Customer service
2. Communicate effectively by applying appropriate listening and speaking, and writing skills both individually and as a team member.
3. Demonstrate use of current technology and processes relevant to discipline or profession.
   a. Input data accurately and efficiently
   b. Create, format, and edit word processing documents
4. Think critically and creatively solve problems.
   a. Distinguish relevant from non-relevant information
   b. Analyze and evaluate relevant information
   c. Apply various methods of reasoning and decision making
5. Integrate life-long learning
   a. Realize the personal and professional importance of continuing education
   b. Conduct independent researchs-

APPROVED ELECTIVES

BA 101	Introduction to Business	4
BA 116	Principles of Financial Services	4
BA 214	Business Communications	3
BA 152	Practical Accounting II	3
BA 253	Social Media Marketing	3
CIS 140W	Introduction to Windows	2
OA 280A	Cooperative Work Experience: Administrative Assistant/ Office Assistant	1-4

ONE-YEAR CERTIFICATE — Office Assistant

45 Credits — Recommended Sequence for Students (Students should see an advisor to customize their educational plan.)

SEQUENCE

Fall	Practical Accounting I BA 151 4 CR	Administrative Office Professional OA 115 3 CR	Keyboarding Skill Enhancement OA 124A 3 CR	Ten-key Calculator OA 131 1 CR	Psychology of Human Relations *OR* PSY 101 3 CR Listening *OR* SP 105 3 CR Interpersonal Communication *OR* SP 218 3 CR *Small Group Discussion SP 219 3 CR	CREDITS 17
Winter	Intro to Computer Information Systems CIS 120 4 CR	Records Management OA 116 2 CR	Formatting OA 123 4 CR	Editing for Business OA 128 3	Introduction to Expository Writing **WR 115 (OR HIGHER) 4 CR	CREDITS 17
Spring	Customer Service BA 165 3 CR	Business Mathematics I BA 180 3 CR	CWE Seminar CWE 161 1 CR	General Office Procedures OA 250 3 CR	Elective *from Approved List, pp. 174* 4 CR	CREDITS 14

NOTES

Scheduling requirements may prevent all courses from being offered every term. Consultation with an advisor is critical to student's selection of courses.

Please see an advisor for a degree planning worksheet for this program.

* SP 219 is no longer offered Fall Term.

** A grade of C or better must be attained in these classes