

OFFICE TECHNOLOGY

Office Assistant Certificate

PROGRAM MISSION

The Office Assistant Certificate prepares students by creating an entry-level foundation of knowledge and skills in the office environment.

PROGRAM DESCRIPTION

The Office Assistant Certificate is designed to prepare students for an entry-level career performing office functions such as office reception, communication, documentation, accounting, managing documents, and other office functions.

PROGRAM OUTCOMES

Students who successfully complete the Office Assistant Certificate will:

1. Demonstrate professional skills that lead to success within the office workplace
2. Demonstrate effective oral and written communication skills
3. Apply critical thinking and decision-making skills
4. Distinguish the importance of an ethical work environment
5. Apply information and technology tools relevant to the profession

CAREER CONSIDERATIONS

Business office entry-level positions such as clerks, receptionists, office assistants, and other office assistant focused careers.

PROGRAM COURSE REQUIREMENTS

Year One

| | | |
|---------------------|--|---|
| BA 151 | Practical Accounting I | 4 |
| BA 165 | Customer Service | 3 |
| BA 180 | Business Math I | 3 |
| CIS 120 | Intro to Computer Information Systems | 4 |
| CWE 161 | CWE Seminar I | 1 |
| OA 115 | Administrative Office Professional | 3 |
| OA 116 | Records Management | 2 |
| OA 123 | Formatting | 4 |
| OA 124A | Keyboarding Skill Enhancement | 3 |
| OA 128 | Editing for Business | 3 |
| OA 131 | Ten-Key Calculator | 1 |
| OA 250 | General Office Procedures | 3 |
| WR 115 | English Composition: Intro to Expository Writing* (or higher) | 4 |
| **Approved Elective | | 4 |

Choose One:

| | | |
|---------|-------------------------------|---|
| PSY 101 | Psychology of Human Relations | 3 |
| SP 105 | Listening | 3 |
| SP 218 | Interpersonal Communication | 3 |
| SP 219 | Small Group Discussion | 3 |

Total Credits 45

*A grade of C or better must be attained in the courses indicated.

**Please see an academic advisor or program website for the full list of approved electives.

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

PROGRAM ENTRANCE REQUIREMENTS

Academic Entrance Requirement

Recommended:

- Although there is not a formal application or acceptance process for this program, students should be advised that many businesses do thorough background checks and drug screens prior to employment, including cooperative work experience placements. If starting the program outside of the fall term, students should work closely with the advisor when planning their schedule.