



**Office Systems Technology Credential:
Office Systems Technology Diploma
D2536000**

The Office Systems Technology Curriculum prepares individuals for positions in administrative support careers. It equips office professionals to respond to the demands of a dynamic computerized workplace. Students will complete courses designed to develop proficiency in the use of integrated software, oral and written communication, analysis and coordination of office duties and systems, and other support topics. Emphasis is placed on non-technical as well as technical skills.

Graduates should qualify for employment in a variety of entry-level positions in business, government and industry. Credits earned in this program may be transferred toward an Associate in Applied Science Degree in Office Systems Technology, and Associate in Applied Science Degree in Medical Office Administration provided the student meets the entrance requirements for the degree program.

Program Length: 3 semesters

Career Pathway Options: Associate in Applied Science Degree in Office Systems Technology, Associate in Applied Science Degree in Medical Office Administration, Office Systems Technology Diploma.

Program Sites: Lee and Harnett Campus - Day Program, Selected Distance Courses

Course Requirements for Office Systems Technology Diploma

A. General Education Courses (10 SHC)		C-L-SHC
ENG 111	Expository Writing	3-0-3
ENG 111A	Expository Writing Lab	0-2-1
ENG 115	Oral Communication	3-0-3
*PSY 150	General Psychology	3-0-3

B. Required Major Core Courses (13-14 SHC)		
**CIS 110	Introduction to Computers	2-2-3
OST 134	Text Entry and Formatting	2-2-3
OST 164	Text Editing Applications	3-0-3
OST 184	Records Management	1-2-2
OST 289	Office Systems Management	2-2-3

C. Other Major Hours Required for Graduation (19 SHC)		
OST 131	Keyboarding	1-2-2
OST 132	Keyboard Skill Building	1-2-2
OST 136	Word Processing	1-2-2
OST 137	Office Software Applications	1-2-2
OST 162	Executive Terminology	3-0-3
OST 181	Introduction to Office Systems	2-2-3
OST 223	Machine Transcription I	1-2-2
OST 236	Advanced Word/Information Processing	2-2-3

Total Semester Hours Credit Required for Graduation: 42

Semester Curriculum for Office Systems Technology Diploma

1st Semester (Fall)		C-L-SHC
**CIS 110	Introduction to Computers	2-2-3
ENG 111	Expository Writing	3-0-3
ENG 111A	Expository Writing Lab	0-2-1
ENG 115	Oral Communication	3-0-3
*PSY 150	General Psychology	3-0-3
OST 131	Keyboarding	1-2-2
OST 162	Executive Terminology	<u>3-0-3</u>
		15-6-18

2nd Semester (Spring)		
OST 132	Keyboard Skill Building	1-2-2
OST 134	Text Entry and Formatting	2-2-3
OST 136	Word Processing	1-2-2
OST 137	Office Software Applications	1-2-2
OST 164	Text Editing Applications	3-0-3
OST 181	Introduction to Office Systems	2-2-3
OST 184	Records Management	<u>1-2-2</u>
		11-12-17

3rd Semester (Summer)		
OST 223	Machine Transcription I	1-2-2
OST 236	Advanced Word/Information Processing	2-2-3
OST 289	Office Systems Management	<u>2-2-3</u>
		5-6-8

Total Semester Hours Credit: 42/43

*Students may substitute any approved Social/Behavioral Science course.

**Students may substitute CIS 111 (nontransferable).

CIS 110 Introduction to Computers 2-2-3
 This course introduces computer concepts, including fundamental functions and operations of the computer. Topics include identification of hardware components, basic computer operations, security issues, and use of software applications. Upon completion, students should be able to demonstrate an understanding of the role and function of computers and use the computer to solve problems. *This course has been approved to satisfy the Comprehensive Articulation Agreement general education core requirement in natural science/mathematics (Quantitative Option).*

ENG 111 Expository Writing 3-0-3
Prerequisites: RED 090 and ENG 090 or appropriate placement test scores
Corequisites: ENG 111A
 This course is the required first course in a series of two designed to develop the ability to produce clear expository prose. Emphasis is placed on the writing process including audience analysis, topic selection, thesis support and development, editing, and revision. Upon completion, students should be able to produce unified, coherent, well-developed essays using standard written English. *This course has been approved to satisfy the Comprehensive Articulation Agreement general education core requirement in English composition.*

ENG 111A Expository Writing Lab 0-2-1

Prerequisites: RED 090 and ENG 090 or appropriate placement test scores

Corequisites: ENG 111

This writing laboratory is designed to apply the skills introduced in ENG 111. Emphasis is placed on the editing and revision components of the writing process. Upon completion, students should be able to apply those skills in the production of final drafts in ENG 111. The computer is used as a writing and design tool for this course.

ENG 115 Oral Communication 3-0-3

This course introduces the basic principles of oral communication in both small group and public settings. Emphasis is placed on the components of the communication process, group decision-making, and public address. Upon completion, students should be able to demonstrate the principles of effective oral communication in small group and public settings.

OST 131 Keyboarding 1-2-2

This course covers basic keyboarding skills. Emphasis is placed on the touch system, correct techniques, and development of speed and accuracy. Upon completion, students should be able to key at an acceptable speed and accuracy level using the touch system.

OST 132 Keyboard Skill Building 1-2-2

Prerequisites: OST 131 or equivalent

This course provides accuracy- and speed-building drills. Emphasis is placed on diagnostic tests to identify accuracy and speed deficiencies followed by corrective drills. Upon completion, students should be able to keyboard rhythmically with greater accuracy and speed.

OST 134 Text Entry and Formatting 2-2-3

Prerequisites: OST 131 or equivalent

This course is designed to provide the skills needed to increase speed, improve accuracy, and format documents. Topics include letters, memos, tables, and business reports. Upon completion, students should be able to produce mailable documents and key timed writings at speeds commensurate with employability.

OST 136 Word Processing 1-2-2

This course introduces word processing concepts and applications. Topics include preparation of a variety of documents and mastery of specialized software functions. Upon completion, students should be able to work effectively in a computerized word processing environment.

OST 137 Office Software Applications 1-2-2

Prerequisites: OST 131 or equivalent

This course introduces the concepts and functions of software that meets the changing needs of the community. Emphasis is placed on the terminology and use of software through a hands on approach. Upon completion, students should be able to use software in a business environment.

OST 162 Executive Terminology 3-0-3

This course is designed to increase and improve proficiency in word usage. Topics include root words, prefixes, suffixes, homonyms, synonyms, and specialized vocabularies. Upon completion, students should be able to use acquired vocabulary skills in the global workplace.

OST 164 Text Editing Applications 3-0-3

This course provides a comprehensive study of editing skills needed in the workplace. Emphasis is placed on grammar, punctuation, sentence structure, proofreading, and editing. Upon completion, students should be able to use reference materials to compose and edit text.

OST 181 Introduction to Office Systems 2-2-3

This course introduces the skills and abilities needed in today's office. Topics include effectively interacting with co-workers and the public, processing simple financial and informational documents, and performing functions typical of today's offices. Upon completion, students should be able to display skills and decision-making abilities essential for functioning in the total office context.

OST 184 Records Management 1-2-2

This course includes the creation, maintenance, protection, security, and disposition of records stored in a variety of media forms. Topics include alphabetic, geographic, subject, and numeric filing methods. Upon completion, students should be able to set up and maintain a records management system.

OST 223 Machine Transcription I 1-2-2

Prerequisites: OST 134, OST 136, and OST 164

This course covers the use of transcribing machines to produce mailable documents. Emphasis is placed on appropriate formatting, advanced text editing skills, and transcription techniques. Upon completion, students should be able to transcribe documents into mailable copy.

OST 236 Adv Word/Information Proc 2-2-3

Prerequisites: OST 135 or OST 136

This course develops proficiency in the utilization of advanced word/information processing functions. Topics include tables, graphics, macros, sorting, document assembly, merging, and newspaper and brochure columns. Upon completion, students should be able to produce a variety of complex business documents.

OST 289 Office Systems Mgmt. 2-2-3

Prerequisites: OST 164 and either OST 134 or OST 136

This course provides a capstone course for the office professional. Topics include administrative office procedures, imaging, communication techniques, ergonomics, and equipment utilization. Upon completion, students should be able to function proficiently in a changing office environment.

PSY 150 General Psychology 3-0-3

This course provides an overview of the scientific study of human behavior. Topics include history, methodology, biopsychology, sensation, perception, learning, motivation, cognition, abnormal behavior, personality theory, social psychology, and other relevant topics. Upon completion, students should be able to demonstrate a basic knowledge of the science of psychology. *This course has been approved to satisfy the Comprehensive Articulation Agreement general education core requirement in social/behavioral sciences.*