



**Office Administration Credential:
Office Administration Diploma
D25370**

The Office Administration 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 Administration 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
	Communications Elective	3-0-3
	Social/Behavioral Science Elective	3-0-3
Communications Elective (Select 3 SHC)		
ENG 115	Oral Communication	3-0-3
COM 110	Introduction to Communication	3-0-3
COM 120	Intro Interpersonal Communication	3-0-3
COM 140	Intro Intercultural Communication	3-0-3
COM 231	Public Speaking	3-0-3
B. Required Major Core Courses (14-15 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	2-2-3
OST 289	Administrative Office Management	2-2-3
C. Other Major Hours Required for Graduation (16 SHC)		
BUS 260	Business Communications	3-0-3
CTS 130	Spreadsheets	2-2-3
OST 131	Keyboarding	1-2-2
OST 132	Keyboard Skill Building	1-2-2
OST 136	Word Processing	2-2-3

OST 236 Advanced Word/Information Processing 2-2-3

Total Semester Hours Credit Required for Graduation: 40/41

Semester Curriculum for Office Administration 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
	Communication Elective	3-0-3
OST 131	Keyboarding	1-2-2
OST 184	Records Management	<u>2-2-3</u>
		11-8-15
2nd Semester (Spring)		
BUS 260	Business Communications	3-0-3
CTS 130	Spreadsheets	2-2-3
OST 132	Keyboard Skill Building	1-2-2
OST 134	Text Entry and Formatting	2-2-3
OST 136	Word Processing	2-2-3
OST 164	Text Editing Applications	<u>3-0-3</u>
		13-8-17
3rd Semester (Summer)		
OST 236	Advanced Word/Information Processing	2-2-3
OST 289	Administrative Office Management	2-2-3
	Social/Behavioral Science Elective	<u>3-0-3</u>
		7-4-9
Total Semester Hours Credit: 40/41		

*Students may substitute CIS 111 (nontransferable).

COURSE DESCRIPTIONS

BUS 260 Business Communication 3-0-3
 Prerequisites: ENG 111
 This course is designed to develop skills in writing business communications. Emphasis is placed on business reports, correspondence, and professional presentations. Upon completion, students should be able to communicate effectively in the work place. *This course is also available through the Virtual Learning Community (VLC).*

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).*

COM 110 Introduction to Communication 3-0-3
 This course provides an overview of the basic concepts of communication and the skills necessary to communicate in various contexts. Emphasis is placed on communication theories and techniques used in interpersonal group, public, intercultural, and mass communication situations. Upon completion, students should be able to explain and illustrate the forms and purposes of human communication in a variety of contexts. *This course has been approved to satisfy the Comprehensive Articulation Agreement general education core requirement in humanities/fine arts*

(substitute). This course is also available through the Virtual Learning Community (VLC).

COM 120 Intro Interpersonal Com 3-0-3

This course introduces the practices and principles of interpersonal communication in both dyadic and group settings. Emphasis is placed on the communication process, perception, listening, self-disclosure, speech apprehension, ethics, nonverbal communication, conflict, power, and dysfunctional communication relationships. Upon completion, students should be able to demonstrate interpersonal communication skills, apply basic principles of group discussion, and manage conflict in interpersonal communication situations. *This course has been approved to satisfy the Comprehensive Articulation Agreement general education core requirement in humanities/fine arts (substitute). This course is also available through the Virtual Learning Community (VLC).*

COM 140 Intro Intercultural Com 3-0-3

This course introduces techniques of cultural research, definitions, functions, characteristics, and impacts of cultural differences in public address. Emphasis is placed on how diverse backgrounds influence the communication act and how cultural perceptions and experiences determine how one sends and receives messages. Upon completion, students should be able to demonstrate an understanding of the principles and skills needed to become effective in communicating outside one's primary culture. *This course has been approved to satisfy the Comprehensive Articulation Agreement for transferability as a premajor and/or elective course requirement.*

COM 231 Public Speaking 3-0-3

This course provides instruction and experience in preparation and delivery of speeches within a public setting and group discussion. Emphasis is placed on research, preparation, delivery, and evaluation of informative, persuasive, and special occasion public speaking. Upon completion, students should be able to prepare and deliver well-organized speeches and participate in group discussion with appropriate audiovisual support. *This course has been approved to satisfy the Comprehensive Articulation Agreement general education core requirement in humanities/fine arts (substitute). This course is also available through the Virtual Learning Community (VLC).*

CTS 130 Spreadsheet 2-2-3

Prerequisites: CIS 110 or CIS 111 or OST 137

This course introduces basic spreadsheet design and development. Topics include writing formulas, using functions, enhancing spreadsheets, creating charts, and printing. Upon completion, students should be able to design and print basic spreadsheets and charts.

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 2-2-3

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 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 184 Records Management 2-2-3

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 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 Administrative Office Mgmt. 2-2-3

Prerequisites: OST 164 and either OST 134 or OST 136

This course is designed to be a capstone course for the office professional and provides a working knowledge of modern office procedures. Emphasis is placed on scheduling, telephone procedures, travel arrangements, event planning, office design, and ergonomics.

Upon completion, students should be able to adapt in an office environment.