

Central Carolina Community College Program Planning Guide

Office Administration Credential: Diploma in Office Administration (D25370)

This certificate program provides the graduate with the basic keyboarding and word processing skills necessary to enter the job market as an information and word processor. Specific emphases will be placed on a variety of office software and the specific capabilities of word processing, office publications, document formatting and editing, and proofreading. Credits earned in this program may be transferred toward a diploma and/or an Associate in Applied Science Degree in Office Administration and/or an Associate in Applied Science Degree in Medical Office Administration provided the student meets the entrance requirements for the diploma/degree program.

Program Length: 2 semesters

Career Pathway Options: Associate in Applied Science Degree in Office Administration (Higher entrance standards required); Associate in Applied Science Degree in Medical Office Administration (Higher entrance standards required); Diploma in Office Administration (Higher entrance standards required); Receptionist Certificate; Information and Word Processing Certificate.

Program Sites: Distance Program

Lee and Harnett Campus - Day Program

Suggested Course Schedule:	HOURS			Grade	Semester	Notes
	Class	Lab	Credit			
1st Semester (Fall)						
CIS 110 ⁽¹⁾	Introduction to Computers	2	2	3		
ENG 111	Expository Writing	3	0	3		
ENG 111A	Expository Writing Lab	0	2	1		
See below**	Communication Elective	3	0	3		
OST 131	Keyboarding	1	2	2		
OST 184	Records Management	2	2	3		
	10/11	8	14/15			
2nd Semester (Spring)						
CTS 130	Spreadsheet	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	3	0	3		
OST 286	Professional Development	3	0	3		
	13	10	17			
3rd Semester (Summer)						
OST 236	Adv. Word/Information Processing	2	2	3		
OST 289	Administrative Office Management	2	2	3		
	4	4	6			
*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 to Intercultural Communication	3	0	3		
COM 231	Public Speaking	3	0	3		

⁽¹⁾Students may substitute CIS 111 (nontransferable)

Total Semester Hours Credit: 40/41

Central Carolina Community College Program Planning Guide

Course Descriptions Office Administration

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 for transfer under the CAA and ICAA as a premajor and/or elective course requirement.

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 for transfer under the CAA and ICAA as a general education course in Humanities/Fine Arts.

COM 120 Introduction to Interpersonal Communication 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 for transfer under the CAA and ICAA as a general education course in Humanities/Fine Arts.

COM 140 Introduction to Intercultural Communication 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 for transfer under the CAA and ICAA as a general education course in Humanities/Fine Arts (Substitute).

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 for transfer under the CAA and ICAA as a general education course in Humanities/Fine Arts.

CTS 130 Spreadsheet 2-2-3

Prerequisite: 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: Take one set: RED 090 and ENG 090, ENG 095, 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 for transfer under the CAA and ICAA as a general education course in English Composition.

ENG 111A Expository Writing Laboratory 0-2-1

Prerequisites: Take one set: RED 090 and ENG 090, ENG 095, 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.

MAT 115 Mathematical Models 2-2-3

Prerequisite: Take one set: MAT 060 and MAT 070, MAT 060 and MAT 080, MAT 060 and MAT 090, MAT 095, MAT 120, MAT 121, MAT 161, MAT 171, MAT 175, or appropriate placement test scores

This course develops the ability to utilize mathematical skills and technology to solve problems at a level found in non-mathematics intensive programs. Topics include applications to percent, ratio and proportion, formulas, statistics, function notation, linear functions and their groups, probability, sampling techniques, scatter plots, and modeling. Upon completion, students should be able to solve practical problems, reason and communicate with mathematics, and work confidently, collaboratively, and independently.

Central Carolina Community College

Program Planning Guide

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

Local Prerequisite: OST 131

This course is designed to increase speed and improve accuracy in keyboarding. 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 & Formatting 2-2-3

Local Prerequisite: OST 131

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 documents and key timed writings at speeds commensurate with employability.

OST 135 Adv Text Entry & Format 3-2-4

Prerequisite: OST 134

This course is designed to incorporate computer application skills in the generation of office documents. Emphasis is placed on advanced document production. Upon completion, students should be able to make independent decisions regarding planning, style, and method of presentation.

OST 136 Word Processing 2-2-3

This course is designed to introduce 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

Prerequisite: OST 136

This course develops proficiency in the utilization of advanced word/information processing functions. Emphasis is placed on advanced word processing features. Upon completion, students should be able to produce a variety of complex business documents.

OST 286 Professional Development 3-0-3

This course covers the personal competencies and qualities needed to project a professional image in the office. Topics include interpersonal skills, health lifestyles, appearance, attitude, personal and professional growth, multicultural awareness, and professional etiquette. Upon completion, students should be able to demonstrate these attributes in the classroom, office, and society.

OST 289 Administrative Office Mgt. 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.