



**Office Systems Technology  
 Credential: Associate in Applied Science Degree  
 in Office Systems Technology  
 A2536000**

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 positions in business, government and industry. Job classifications range from entry-level to supervisor to middle management.

Program Length: 5 semesters

Career Pathway Options: Associate in Applied Science Degree in Office Systems Technology

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

**Course Requirements for Office Systems Technology Degree**

A. General Education Courses (16 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
*HUM 115	Critical Thinking	3-0-3
**MAT 115	Mathematical Models	2-2-3
***PSY150	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 (40 SHC)**

ACC 115	College Accounting	3-2-4
BUS 115	Business Law I	3-0-3
COE 111	Co-op Work Experience I	0-10-1
OST 131	Keyboarding	1-2-2
OST 132	Keyboard Skill Building	1-2-2
OST 135	Advanced Text Entry and Format	3-2-4
OST 136	Word Processing	1-2-2
OST 137	Office Software Applications	1-2-2
OST 138	Advanced Software Application	2-2-3
OST 141	Medical Terms I-Medical Office	3-0-3
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 233	Office Publications Design	2-2-3
OST 236	Advanced Word/Information Processing	2-2-3

Total Semester Hours Credit Required for Graduation: 69/70

**Semester Curriculum for Office Systems Technology Degree**

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
OST 131	Keyboarding	1-2-2
OST 162	Executive Terminology	3-0-3
***PSY150	General Psychology	<u>3-0-3</u>
		15-6-18

**2nd Semester (Spring)**

OST 181	Introduction to Office Systems	2-2-3
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 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

**4th Semester (Fall)**

ACC 115	College Accounting	3-2-4
OST 135	Advanced Text Entry and Format	3-2-4
OST 141	Medical Terms I-Medical Office	3-0-3
OST 233	Office Publications Design	<u>2-2-3</u>
		11-6-14

**5th Semester (Spring)**

BUS 115	Business Law	3-0-3
COE 111	Co-op Work Experience I	0-10-1
*HUM 115	Critical Thinking	3-0-3
**MAT 115	Mathematical Models	2-2-3
OST 138	Advanced Software Applications	<u>2-2-3</u>
		10-14-13

Total Semester Hours Credit: 69/70

\*Students may substitute any approved humanities course.

\*\*Students may substitute MAT 140.

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

\*\*\*\*Students may substitute CIS 111 (nontransferable).

**COURSE DESCRIPTIONS**

**ACC 115 College Accounting 3-2-4**

This course introduces basic accounting principles for a business. Topics include the complete accounting cycle with end-of-period statements, bank reconciliation, payrolls, and petty cash. Upon completion, students should be able to demonstrate an understanding of accounting principles and apply those skills to a business organization.

**BUS 115 Business Law I** 3-0-3

This course introduces the ethics and legal framework of business. Emphasis is placed on contracts, negotiable instruments, Uniform Commercial Code, and the working of the court systems. Upon completion, students should be able to apply ethical issues and laws covered to selected business decision-making situations. *This course has been approved to satisfy the Comprehensive Articulation Agreement for transferability as a premajor and/or elective course requirement.*

**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).*

**COE 111 Co-op Work Experience I** 0-10-1

Prerequisite: Approval of Instructor or Department Chairperson  
This course provides work experience with a college-approved employer in an area related to the student's program of study. Emphasis is placed on integrating classroom learning with related work experience. Upon completion, students should be able to evaluate career selection, demonstrate employability skills, and satisfactorily perform work-related competencies.

**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.

**HUM 115 Critical Thinking** 3-0-3

Prerequisites: ENG 095 or RED 090 and ENG 090

This course introduces the use of critical thinking skills in the context of human conflict. Emphasis is placed on evaluating information, problem solving, approaching cross-cultural perspectives, and resolving controversies and dilemmas. Upon completion, students should be able to demonstrate orally and in writing the use of critical thinking skills in the analysis of appropriate texts. *This course has been approved to satisfy the Comprehensive Articulation Agreement general education core requirement in humanities/fine arts. This course may meet the SACS humanities requirement for AAS degree programs.*

**MAT 140 Survey of Mathematics** 3-0-3

Prerequisites: MAT 070, MAT 080, MAT 120, MAT 121, MAT 161, MAT 171, or MAT 175 or appropriate placement test scores

This course provides an introduction in a non-technical setting to selected topics in mathematics. Topics may include, but are not limited to, sets, logic, probability, statistics, matrices, mathematical systems, geometry, topology, mathematics of finance, and modeling. Upon completion, students should be able to understand a variety of mathematical applications, think logically, and be able to work collaboratively and independently. *This course has been approved to satisfy the Comprehensive Articulation Agreement general education core requirement in natural sciences/mathematics.*

**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 135 Adv Text Entry and 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 the production of letters, manuscripts, business forms, tabulation, legal documents, and newsletters. Upon completion, students should be able to make independent decisions regarding planning, style, and method of presentation.

**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 138 Advanced Software Appl** 2-2-3  
*Prerequisite: OST 137*  
 This course develops proficiency in the utilization of software applications used in business offices through a hands-on approach. Emphasis is placed on in-depth usage of software to create a variety of documents applicable to current business environments. Upon completion, students should be able to master the skills required to design documents that can be customized using the latest software applications.
- OST 141 Med Terms I-Med Office** 3-0-3  
 This course uses a language-structure approach to present the terminology and vocabulary that will be encountered in medical office settings. Topics include word parts that relate to systemic components, conditions, pathology, and disorder remediation in approximately one-half of the systems of the human body. Upon completion, students should be able to relate words to systems, pluralize, define, pronounce, and construct sentences with the included terms.
- 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 233 Office Publications Design** 2-2-3  
*Prerequisite: OST 136*  
 This course provides entry-level skills in using software with desktop publishing capabilities. Topics include principles of page layout, desktop publishing terminology and applications, and legal and ethical considerations of software use. Upon completion, students should be able to design and produce professional business documents and publications.
- 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.*
- SPA 111 Elementary Spanish I** 3-0-3  
 This course introduces the fundamental elements of the Spanish language within a cultural context. Emphasis is placed on the development of basic listening, speaking, reading, and writing skills. Upon completion, students should be able to comprehend and respond with grammatical accuracy to spoken and written Spanish and demonstrate cultural awareness. *This course has been approved to satisfy the Comprehensive Articulation Agreement general education core requirement in humanities/fine arts.*