



Program Planning Guide

Office Administration

Associate in Applied Science Degree (91-97 credits)

Office Assistant Certificate of Completion (58 credits; 660 contact hours)

Clerk/Receptionist (Customer Service Specialist) Certificate of Proficiency
(36 credits; 427 contact hours)

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PROGRAM DESCRIPTIONS: The Associate in Applied Science Degree in Office Administration is designed for persons interested in working in an office or administrative support position in the private or public sector. The Office Administration Program equips the student with a variety of skills used in large or small businesses through the study of keyboarding, formatting, communications, human relations, management, word processing, spreadsheets, databases and other related courses. In addition to completing core requirements, students may choose courses from one of three specialty areas: Administrative, Legal, and Medical.

The Office Assistant performs a wide range of clerical tasks and other staff services to facilitate the operation of the office. This program prepares the student to be able to create business correspondence, reports, and forms; to follow verbal and written instructions; to work with and to develop decision-making skills. Office administration techniques and accurate document preparation are emphasized.

The Clerk/Receptionist Certificate prepares the student to perform basic tasks in computer applications; in assisting clients/customers with procedures, appointments, or inquiries; and in handling documents. Full-time students typically complete this program in four quarters, if basic skills are complete.

CAREER OPPORTUNITIES: Graduates may work with state, county, or other municipal agencies as well as private industry. Typical duties may include formatting documents, composing business correspondence, filing, and performing receptionist functions. With experience graduates of the Office Administration program may advance to leadership positions within their organizations. Technical skills and the ability to adapt to new situations will be important to career advancement.

PROGRAM OUTCOMES: South Puget Sound Community College believes that all students need to develop a broad range of abilities that will not only make them more effective in their professional pursuits but will enhance their capacity to relate well to others in their daily lives. Therefore students who complete a Certificate of Proficiency for Clerk/Receptionist will:

- Demonstrate the following skill standards:
 - Efficiently use the computer to prepare and edit documents, to schedule appointments, and to locate information.
 - Actively listen, follow directions, provide assistance, communicate, and convey ideas effectively in dealing with customers and co-workers in an office setting.
 - Recognize and adapt to varying client/customer communication/behavioral styles.
- Communicate effectively.
- Understand ethical responsibilities and consequences.

In addition to the outcomes above, students who complete a Certificate of Completion for Office Assistant will:

- Demonstrate the following skill standards:
 - Edit documents for readability, grammar, and usage.
 - Accurately and efficiently produce properly formatted business documents.
 - File and retrieve information using multiple types of file management systems.
 - Record business transactions and prepare financial statements, setup and use spreadsheets.
 - Navigate the internet in order to gather information to complete tasks.
- Communicate effectively.
- Think logically and critically.
- Evaluate and process quantitative and symbolic data.
- Understand themselves in relation to others in a multicultural world.
- Understand ethical responsibilities and consequences.

In addition to the outcomes for the Clerk/Receptionist and Office Assistant Certificates, students who complete an AAS in Office Administration will:

- Demonstrate the following skill standard:

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Effective Catalog Year 2009-2010, Revised June 8, 2009

- Perform specific tasks using a combination of computer applications, many of which require technical knowledge, communication skills, and organized work procedures.

PROGRAM REQUIREMENTS: An Associate in Applied Science Degree will be awarded upon successful completion of a minimum of 90 credits in courses numbered 100 or above. All core and general education list requirements must be completed. In addition, the courses from the chosen specialty area must be completed. Basic skills deficiencies must be completed prior to graduation.

Based on placement testing, basic skills and/or pre-college English, Reading, or Math may be required (ENGL 097, READ 097 & MATH 090). Deficiencies must be completed prior to graduation; however, students are strongly encouraged to enroll at the beginning of their education. If basic skills courses are required, the credits will be in addition to the credit hours required for program completion.

CERTIFICATES: A Clerk Receptionist Certificate of Proficiency or an Office Assistant Certificate of Completion will be awarded upon successful completion of all required courses. Courses used to complete the certificates apply directly to the Office Administration AAS degree.

SPECIAL PROGRAM NOTE: Students should take enough keyboarding classes (CIS 101, 102, 103 and 104) to achieve a minimum typing speed for their certificate program: Office Assistant Certificate – 40 words per minute. Students who can keyboard by touch at least 25 words per minute can substitute CIS 102 and CIS 103 for CIS 101 and CIS 102.

COOPERATIVE WORK EXPERIENCE/INTERNSHIPS: Cooperative Work Experience is the internship program at South Puget Sound Community College and offers students an opportunity to receive college credit for paid or unpaid work experience related to their educational goals. This program gives students an opportunity to apply their skills while still in college.

The Cooperative Work Experience/Internship Office number is (360) 596-5359. Please call for an appointment. For more information, contact the Cooperative Work Experience/Internship office at (360) 596-5359 (Bldg 22-204) or at <http://www.spscc.ctc.edu/internship/>

DIVERSITY REQUIREMENT: South Puget Sound Community College requires all new students seeking an Associate Degree to complete a “diversity” course which meets the college criteria for listing as a diversity course and has been approved for such listing by the college Instructional Council prior to the student enrolling in the class.

OFFICE OF CIVIL RIGHTS COMPLIANCE STATEMENT: South Puget Sound Community College’s equal opportunity policy prohibits discrimination in our services and in employment against any person on the basis of race or ethnicity, creed, color, national origin, sex, marital status, sexual orientation, age, religion, Vietnam-era or disabled veteran status, or the presence of any sensory, physical or mental disability except in the case of a bona fide occupation qualification. South Puget Sound Community College is an equal opportunity/affirmative action employer and complies with the Americans with Disabilities Act (ADA).

| Course | Title | Credits | THE SHADED AREA WILL BE COMPLETED WITH YOUR ADVISOR | |
|---|---|---------|---|-------------|
| Core Requirements - Associate Degree, Office Assistant Certificate, Clerk/Receptionist Certificate | | | Evaluation Notes | |
| CIS 101 | Keyboarding 1 | 2 | | NAME |
| CIS 102 | Keyboarding 2 | 2 | | |
| CIS 105 | Filing | 2 | | |
| CIS 106 | Business English | 5 | | |
| CIS 108 | Introduction to Microsoft Office | 3 | | |
| CIS 109 | Human Dimensions in the Office: Diversity | 3 | | |
| CIS 110 | Internet | 2 | | |
| CIS 115 | Outlook | 2 | | |
| CIS 136 | Word Processing I Using Microsoft Word | 4 | | |
| CIS 150 | Formatting I | 4 | | |
| CIS 171 | Office Procedures | 3 | | |
| | | 32 | | |
| Additional Requirements - Clerk/Receptionist Certificate | | | | |
| CIS 103 | Keyboarding 3 | 2 | | |
| CIS 104 | Keyboarding 4 | 2 | | |
| | | 4 | | |
| Additional Requirements - Associate Degree, Office Assistant Certificate | | | | |
| CIS 107 | Practical Accounting | 5 | | |
| CIS 141 | Excel | 3 | | |
| CIS 175 | Administrative Services | 3 | | |
| CIS 210 | Business Communications | 5 | | |
| | | 16 | | |
| <i>For the Associate Degree, in addition to the Core and GE Requirements, choose one of the specialty areas listed below:</i> | | | | |
| Associate Degree - Administrative Assistant | | | | SID |
| CIS 111 | PowerPoint | 2 | | |
| CIS 145 | Introduction to Access | 5 | | |
| CIS 236 | Word Processing II | 5 | | |
| CIS 237 | Dreamweaver | 4 | | |
| CIS 238 | Desktop Publishing | 4 | | |
| CIS 250 | Formatting II | 4 | | |
| CIS 256 | Machine Transcription | 4 | | |
| CIS 259 | Integrating Software | 5 | | |
| COOP | Cooperative Work Experience/Internships | 2-3 | | |
| | | 35-36 | | |
| Associate Degree - Legal Administrative Assistant | | | | |
| BUS 171 | Business Law | 5 | | |
| CIS 111 | PowerPoint | 2 | | |
| CIS 236 | Word Processing II | 5 | | |
| CIS 256 | Machine Transcription | 4 | | |
| CIS 259 | Integrating Software | 5 | | |
| LEGL 101 | Legal Procedures | 3 | | |
| LEGL 102 | Legal Forms | 2 | | |
| LEGL 105 | Contracts and Probate and Domestic Law | 5 | | |
| COOP | Cooperative Work Experience/Internships | 2-3 | | |
| | | 33-34 | | |
| | | | Placement | |
| | | | Math | |
| | | | English | |
| | | | Reading | |
| | | | Official Evaluation | |
| Associate Degree - Medical Administrative Assistant | | | Prepared By: | |
| | | | Transfer of Credit | |
| CIS 236 | Word Processing II | 5 | | |
| CIS 250 | Formatting II | 4 | | |
| CIS 252 | Introduction to Medical Transcription | 3 | | |
| CIS 256 | Machine Transcription | 4 | | |
| CIS 259 | Integrating Software | 5 | | |
| MED 102 | Medical Law, Ethics and Bioethics | 2 | | |
| MED 103 | Medical Terminology I | 3 | | |
| MED 110 | Medical Insurance Coding and Billing for the Medical Office | 5 | | |
| MED 112 | Medical Terminology II | 5 | | |
| COOP | Cooperative Work Experience/Internships | 2-3 | | |
| | | 38-39 | | |
| | | | College/University | |
| | | | Credit | |
| General Education Requirements - Associate Degree, Office Assistant Certificate | | | | |
| ENGL&101 | English Composition I | 5 | | |
| CIS 210 | Business Communications | | Completed in core | |
| BUS 104 | Business Math | 5 | | |
| CIS 109 | Human Dimensions in the Office: Diversity | | Completed in core | |
| | | 10 | | |
| | | | Total Credits Transferred: | |