Business Office Technology

Description

The purpose of this program is to prepare individuals to perform tasks related to the management of marketable skills and career advancement in various areas of business, industry, and health offices. Students will receive training in office technology, software and hardware skills, customer service, and strong work-place skills required for success in the workplace.

Program Learning Objectives
1. Demonstrate competence in a core set of skills including customer service, keyboarding and formatting, computer literacy, English, mathematics, and general office skills.
2. Compose and produce appropriate business documents and written communications.
3. Demonstrate a working knowledge of word processing, spreadsheet computer applications, and other business machinery.
4. Demonstrate working knowledge of business and medical terminology as well as various office procedures including insurance billing and coding.
5. Demonstrate knowledge of and apply specific accounting principles as appropriate.
6. Demonstrate a general understanding of a business model and entrepreneurship spirit in a capitalistic economy.

Curriculum

Course #	Course Title	Lecture/ Lab Hours	Credit Hours	Clock Hours
Required Core Courses				
CPTR 1002	Computer Literacy & Applications	2/2	3	90
KYBD 1010	Introduction to Keyboarding	2/2	3	90
CPTR 1103	Business Computer Applications	2/2	3	90
CPTR 1320	Spreadsheets	2/2	3	90
CSRV 1000	Customer Service	2/2	3	90
BUSI 1013	Introduction to Management	2/2	3	90
BADM 1050	General Business Administration	2/2	3	90
BUSF 1023	Entrepreneurship	2/2	3	90
BUSE 1100	Business English	2/2	3	90
BUSM 1050	Business Math	2/2	3	90
HIST 1010 HIST 1020 HIST 2010 HIST 2020	Western Civilization I *Or* - Western Civilization II *Or* - American History I *Or* - American History II	3/0	3	45
Required Courses Total			**33**	**945**
Area of Concentration (Choose Only One)				
Accounting Office Specialist				
ACCT 1100	Principles of Accounting, Part I	2/2	3	90
ACCT 1200	Principles of Accounting, Part II	2/2	3	90
ACCT 1300	Principles of Accounting, Part III	2/2	3	90
ACCT 1250	Payroll Accounting	2/2	3	90
ACCT 1500	Computerized Accounting	2/2	3	90
Accounting Office Specialist Total			**15**	**450**
Internet Business Specialist				
INTE 1200	Operating Systems	2/2	3	90
INTE 1210	Introduction to Programming	2/2	3	90
INTE 1300	Internet Applications	2/2	3	90
INCT 1900	Web Page Design	2/2	3	90
INTE 2261	Desktop Support	2/2	3	90
Internet Business Specialist Total			**15**	**450**
Medical Office Specialist				
BOTH 1300	Medical Office Terminology	2/2	3	90
BOTH 1120	General Body Structure	2/2	3	90
BOTH 1210	Administrative Procedures for Medical Offices	2/2	3	90
BOTH 1230	Insurance Billing	2/2	3	90
BOTH 1240	Coding	2/2	3	90
Medical Office Specialist Total			**15**	**450**
The Required Core Courses PLUS the Chosen Area of Concentration Comprise the Technical Diploma in Business Office Technology **TD – Business Office Technology**			**48**	**1443**

Other Credentials Available				
CPTR 1002	Computer Literacy & Applications	2/2	3	90
KYBD 1010	Introduction to Keyboarding	2/2	3	90
CPTR 1103	Business Computer Applications	2/2	3	90
CPTR 1320	Spreadsheets	2/2	3	90
CTC – Office Computer Specialist			**12**	**360**
CPTR 1002	Computer Literacy & Applications	2/2	3	90
CSRV 1000	Customer Service	2/2	3	90
CTC – Customer Service Specialist			**6**	**180**
CPTR 1002	Computer Literacy & Applications	2/2	3	90
KYBD 1010	Introduction to Keyboarding	2/2	3	90
CPTR 1103	Business Computer Applications	2/2	3	90
CPTR 1320	Spreadsheets	2/2	3	90
CSRV 1000	Customer Service	2/2	3	90
ACCT 1100	Principles of Accounting, Part I	2/2	3	90
ACCT 1200	Principles of Accounting, Part II	2/2	3	90
ACCT 1300	Principles of Accounting, Part III	2/2	3	90
ACCT 1250	Payroll Accounting	2/2	3	90
ACCT 1500	Computerized Accounting	2/2	3	90
CTS – Accounting Office Specialist			**30**	**900**
CPTR 1002	Computer Literacy & Applications	2/2	3	90
KYBD 1010	Introduction to Keyboarding	2/2	3	90
CPTR 1103	Business Computer Applications	2/2	3	90
CPTR 1320	Spreadsheets	2/2	3	90
CSRV 1000	Customer Service	2/2	3	90
INTE 1200	Operating Systems	2/2	3	90
INTE 1210	Introduction to Programming	2/2	3	90
INTE 1300	Internet Applications	2/2	3	90
INCT 1900	Web Page Design	2/2	3	90
INTE 2261	Desktop Support	2/2	3	90
CTS – Internet Business Specialist			**30**	**900**
CPTR 1002	Computer Literacy & Applications	2/2	3	90
KYBD 1010	Introduction to Keyboarding	2/2	3	90
CPTR 1103	Business Computer Applications	2/2	3	90
CPTR 1320	Spreadsheets	2/2	3	90
CSRV 1000	Customer Service	2/2	3	90
BOTH 1300	Medical Office Terminology	2/2	3	90
BOTH 1120	General Body Structure	2/2	3	90
BOTH 1210	Administrative Procedures for Medical Offices	2/2	3	90
BOTH 1230	Insurance Billing	2/2	3	90
BOTH 1240	Coding	2/2	3	90
CTS – Medical Office Specialist			**30**	**900**

Course Descriptions

ACCT 1100   Principles of Accounting, Part I
This course is designed to teach fundamental accounting principles for a service business. It is intended to provide a foundational knowledge of accounting as opposed to advanced understanding. Upon successful completion of both Principle of Accounting Courses, students will be adequately prepared for entry level bookkeeping positions.

ACCT 1200   Principles of Accounting, Part II
This course is designed to be a continuation of ACCT 1100 expanding upon fundamental accounting principles specific to accounting for Cash and Payroll and accounting for a Merchandising Business. It is intended to provide a foundational knowledge of accounting as opposed to advanced understanding. Upon successful completion of both Principle of Accounting Courses, students will be adequately prepared for entry level bookkeeping positions.

ACCT 1250   Payroll Accounting
This course is designed to introduce students to payroll accounting in today's complex environments and focuses on applicable laws, technology advancements in the administration of payroll functions, and with tax withholding responsibilities.

ACCT 1500   Computerized Accounting
This course provides an integration of accounting principles and methods with modern computer software. Simulation emphasizes a hands-on approach to setting up an accounting system, completing an accounting cycle, accounting for payroll, and analyzing financial statements.

BADM 1050   General Business Administration
A survey of business, introducing the major operations of a business, including production, marketing, finance, and management. The course also examines the economic, social, and political environment of business and prepares the student for further collegiate education in business.

BOTH 1120   General Body Structure
Identification of the organs and basic functions of the human body and disorders as it relates to each system with medical terminology integrated with each body system. Analyzing and combining prefixes, root words, and suffixes to spell, use and pronounce medical terminology correctly and recognize medical terms is included in the course. Medical abbreviations are also included.

BOTH 1210   Administrative Procedures for Medical Office
This course is a discussion of the components of effective client/staff communication, both verbal and nonverbal. Beginning front office activities in a medical office such as scheduling, insurance, billing, using, and maintaining office equipment, legal and ethical issues in the medical office, maintaining patient records, and patient/client education methods are covered. Practical application activities are integrated throughout this course.

BOTH 1230   Insurance Billing

This course covers discussion of the types of health insurance, insurance claims procedures and instruction in the application of the current version of the International Classification of Diseases, 2001, Revision, Clinical Modification (ICD-9-CM) Classification System and Current Procedural Terminology (CPT). Students may participate in selected clinical sites as part of this course, if available.

BOTH 1240   Coding

This course covers the importance of accurate coding for the success of any healthcare facility or provider's office because correct coding determines proper processing of claims for reimbursement.

BOTH 1300   Medical Office Terminology

This course introduces the vocabulary, abbreviations, and symbols used in the language of medicine. Emphasis is placed on building medical terms using prefixes, suffixes, and word roots. Upon completion, students should be able to pronounce, spell, and define accepted medical terms.

BOTH 2110   Medical Office Transcription

This course covers principles of medical transcription along with practical application and usage of medical forms, reports and case studies with integrated medical terminology and medical keyboarding. Students may participate in selected clinical sites as part of this course, if available.

BUSE 1100   Business English

This course includes a concentrated and intensive study of English grammar and usage as applied to business documents and applications, a study of concepts and methods of business communication, and engaging the student with practice in the various modes of business communication (e-mails, memos, etc.).

BUSF 1023   Entrepreneurship

This course is designed to introduce the student to early development, planning, formation, and management of entrepreneurial ventures. Emphasis will focus on fundamental business concepts; start-up team issues; entrepreneurial thinking and creativity, business plan creation; life cycle of opportunity and assessment; feasibility analysis; business implementation; new product introduction; and seeking funds.

BUSF 1050   Personal Finance

Instruction in budgeting, credit, investment, insurance, real estate, and other areas of money management. A study of the methods of financing, including sources and applications of funds, net worth statement analysis, financial planning, cash flow statement analysis, stocks, bonds, mutual funds, time value of money, and basic risk analysis.

BUSI 1013   Introduction to Management

The roles, functions, and styles of managers, specifically principles and procedures for planning, organizing, leading, and controlling organizations, are addressed in this introductory course. Emphasized is the practical application of theory to reality. Students focus on the techniques, tools,

and methods of managerial decision making and employee motivation, as well as consider the effects of ethical leadership and management practices on an organization.

BUSM 1050   Business Math
A study of various business-related mathematical processes, principles, and techniques used to solve business problems on the electronic calculator.

CPTR 1002   Computer Literacy & Applications
This course is an introductory study and application of computer system components and operating system environments. Internet concepts, electronic mail, and core components of word processing, database management, spreadsheets, and presentation software will also be addressed.

CPTR 1320   Spreadsheets
This course focuses on the fundamentals of producing spreadsheets and graphs.

CSRV 1000   Customer Service
This course is intended to help participants' progress from learning about themselves, to learning how to relate to their internal customers as well as their external customers in the workplace.

INCT 1900   Web Page Design
This course allows the student to develop a working knowledge of a website programming software package. The student will plan, design, build, and publish an easy to navigate web site. Web authoring software packages like Adobe CS6 or other popular applications will be introduced to build web sites and enhance skills. Various web authoring languages for Client-side like HTML, CSS, JavaScript will be introduced.

INTE 1200   Operating Systems
This course introduces operating system basics with the intent of giving students a deeper understanding of various operating systems. Operating systems covered include Windows 7 through Windows 10 desktop operating systems, Windows Server, UNIX/Linux, and macOS. Students will learn some networking basics and information for how to create mixed environments.

INTE 1210   Introduction to Programming
This course is designed to teach students the basic and advanced topics in personal computer operating systems. It is a hands-on study of computer operating systems through skills-based, project-oriented instructions using the most popular operating systems used in business and industry. Windows 10 and Windows 7 will be the main subject of study. However, other operating systems like Linux and Apple OSX for the Mac will be discussed. The course also prepares students for industry-based certifications. The course includes but is not limited to the following subject areas; Installation, Administration, Optimization, Management and Troubleshooting aspects associated with managing Windows desktop operating systems from standalone to network environments.

KYBD 1010   Introductory Keyboarding
This course is an introduction to basic keyboarding terminology and touch typing. Emphasis is placed on speed, accuracy, and correct techniques.

KYBD 1200   Word Processing
This course covers continued development and application of introductory to intermediate keyboarding techniques combined with basic word processing techniques and functions. Emphasis is also placed on an increase in speed, accuracy, and correct keyboarding techniques.

OSYS 1100   Records Management
This course includes basic records management terminology, procedures, classification systems, electronic and manual storage, retrieval, and disposal, compliance with freedom of information laws and Privacy Act.

OSYS 2530   Office Procedures
This course focuses on understanding the role of the office professional in today's changing office environment. Students learn effective office, human relations, communication, decision-making, and critical thinking skills by completing assignments and live projects. Specific items covered in this course include interpersonal communications, professional presence and success behaviors, stress and time management, work ethics and diversity, current technology, telecommunications, mail and records management, business correspondence, teamwork, meetings and presentations, travel and conference arrangements, and career development.