Definition

Office Technology is the study of a wide range of subjects related to careers in the modern office of today. This program provides the training necessary to perform successfully in the many and varied clerical, secretarial, and office administrative positions.

Staff

To access faculty and staff, dial (661) 722-6300, then the 4-digit extension.

Dean:
Dr. Maria Clinton   ext. 6327

Administrative Assistant:
Mari-Ali Baiza   ext. 6817

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Leyla Recinos   ext. 6775

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	V.M.
Gail Lofdahl	2658
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Program Description

The Office Technology program offers a three-step progression from a one-semester entry-level Office Support Award, to a two-semester Office Specialist certificate, and finally the three-semester Administrative Assistant certificate. These progressive levels of expertise are designed to enable students to gain employment at the entry-level clerk/receptionist position through the highly skilled administrative assistant level. Students can also specialize in the medical or legal fields. Students may earn their associate degree in Office Technology/Office Specialist or Office Technology/Administrative Assistant.

Students must receive a minimum grade of "C" or better in all required core courses and the specific courses listed as program electives in order to qualify for the degree or certificate.

Distinctive Features

The Office Technology program offers up-to-date electronic equipment and curriculum which reflect today's modern office and prepares students to enter the world of work as easily and confidently as possible. The variety, as well as the flexibility of course offerings, allows students to update skills or acquire new job skills as needed.

Career Options

Administrative Assistant/Secretary
Clerk Typist
Executive Secretary
File Clerk
General Clerk
Legal Secretary
Medical Secretary
Receptionist

Program Learning Outcomes

Office Specialist
1. Students will be able to prepare common business documents.
2. Students will meet or exceed current speed and accuracy requirements for employability in industry.

Administrative Assistant
1. Students will be able to prepare common business documents.
2. Students will be able to demonstrate business communication skills.
3. Students will be able to utilize appropriate office technology.
4. Students will meet or exceed current speed and accuracy requirements for employability in industry.

Administrative Medical Assistant
1. Students will be able to prepare common medical office documents.
2. Students will be able to demonstrate understanding of medical terminology and coding procedures commonly used in medical practice.
3. Students will be able to utilize appropriate office technology.
4. Students will meet or exceed current speed and accuracy requirements for employability in industry.

Certificate Programs

Office Specialist

This certificate builds on the Office Support Award and requires a minimum of 27 units. This certificate provides entry-level skills to someone entering or currently employed in office occupations. The emphasis is on developing well-rounded office skills, which includes keyboarding at the rate of 55 wpm.

A maximum of 6 pass/no pass units will be accepted for either of these certificates.

Required Courses:	units
BUS 101, Intro. to Business	3
BUS 111, Business English	3
BUS 113, Business Communications	3
CA 103, Intro. to Computers and Dig. Tech. **or** CA 221, Computer Concepts and Applications in Business	3-4
OT 102, Intermediate Computer Keyboarding	3

CA 111, Word Processing–Microsoft Word	3
OT 121, Spreadsheets for the Office	
or CA 121, Microcomputer Spreadsheets	3
OT 201, Administrative Office Procedures or OT 205, Medical Office Procedures or OT 207, Legal Office Procedures	3
Program Elective	3
Total 27-28	

For a recommended plan of study for the certificate, please refer to the Associate Degree plan minus the general education requirements.

Program Electives:	**units**
ACCT 111, Bookkeeping	3
ACCT 113, Bookkeeping II	3
ACCT 201, Financial Accounting	4
BUS 105, Business Mathematics	3
CA 131, Relational Database Management and Design	3
CA 141, Developing PowerPoint Presentations	1.5
OT 113, Advanced Microsoft Word	3

NOTE: Substitutions, with prior permission, may be made for certain courses that may not be offered in the two-year period.

Administrative Assistant

This certificate builds on the Office Specialist certificate and requires a minimum of 34.5 units. This certificate provides advanced-level skills to someone entering or currently employed in an office profession. The emphasis is on developing advanced skills, which includes keyboarding at the rate of 55 wpm.

A maximum of 6 pass/no pass units will be accepted for either of these certificates.

Required Courses:	**units**
BUS 101, Intro. to Business	3
BUS 111, Business English	3
BUS 113, Business Communications	3
CA 103, Intro. to Computers and Dig. Tech. or CA 221, Computer Concepts and Applications in Business	3-4
CA 141, Developing PowerPoint Presentations	1.5
OT 102, Intermediate Computer Keyboarding	3
CA 111, Word Processing–Microsoft Word	3
OT 113, Advanced Microsoft Word	3
OT 121, Spreadsheets for the Office	
or CA 121, Microcomputer Spreadsheets	3
OT 201, Administrative Office Procedures or OT 205, Medical Office Procedures or OT 207, Legal Office Procedures	3
Program Electives	6
Total 34.5-35.5	

For a recommended plan of study for the certificate, please refer to the Associate Degree plan minus the general education requirements.

Program Electives:	**units**
ACCT 111, Bookkeeping	3
ACCT 113, Bookkeeping II	3

ACCT 201, Financial Accounting	4
BUS 105, Business Mathematics	3
CA 131, Relational Database Management and Design	3
OT 103, Advanced Computer Keyboarding	3
MATH 115, Statistics. or MATH 148, Calculus for Business & Economics	4

NOTE: Substitutions, with prior permission, may be made or certain courses that may not be offered in the two-year period.

Administrative Medical Assistant

This certificate requires a minimum of 30 units. This program provides entry-level course instruction and "hands-on" training for the skills needed as an Administrative Medical Assistant.

A maximum of 6 pass/no pass units will be accepted for either of these certificates.

Required Courses:	**units**
BUS 111, Business English	3
CA 103, Intro. to Computers and Dig. Tech.	3
MOA 101, Beginning Medical Terminology	3
OT 102, Intermediate Computer Keyboarding	3
CA 111, Word Processing–Microsoft Word	3
OT 121, Spreadsheets for the Office	3
OT 150, Basic Principles of Coding for the Medical Office	3
OT 152, Beg. Medical Insurance	3
OT 205, Medical Office Procedures	3
Program Elective	3
Total 30	

For a recommended plan of study for the certificate, please refer to the Associate Degree plan minus the general education requirements.

Program Electives:	**units**
ACCT 111, Bookkeeping	3
ACCT 115, Payroll Bookkeeping	2
BUS 101, Introduction to Business	3
BUS 105, Business Mathematics	3
BUS 113, Business Communications	3
MOA 102, Advanced Medical Terminology	3

NOTE: Substitutions, with prior permission, may be made for certain courses that may not be offered in the two-year period.

Associate Degrees

Office Specialist

The requirements for an associate degree in Office Specialist may be satisfied by completing either the Office Specialist or Administrative Assistant certificate program in addition to the associate degree requirements. (See Graduation/Associate Degree Requirements.)

Except in cases of a prerequisite requirement, it is not required that courses be taken in exactly this sequence; they are

recommended in this order to facilitate success.

Recommended Plan of Study

First Semester	units
BUS 111, Business English	3
CA 103, Intro. to Computers and Dig. Tech. **or** CA 221, Computer Concepts and Applications in Business	3-4
OT 102, Intermediate Computer Keyboarding	3
Course from GE requirement Area B	3
Elective	3
Total 15-16	

Second Semester	units
BUS 101, Intro. to Business	3
CA 111, Word Processing–Microsoft Word	3
Course from GE requirement Area D1	3
Course from GE requirement Area D2	3
Elective	3
Total 15	

Third Semester	units
BUS 113, Business Communications	3
OT 201, Administrative Office Procedures **or** OT 205, Medical Office Procedures **or** OT 207, Legal Office Procedures	3
Course from GE requirement Area C	3
Program Elective	3
Elective	3
Total 15	

Fourth Semester	units
OT 121, Spreadsheets for the Office **or** CA 121, Microcomputer Spreadsheets	3
Course from GE requirement Area A	3
Course from GE requirement Area E	3
Course from GE requirement Area F (BUS 212 recommended)	3
Elective	3
Total 15	

Degree Total 60-61

Program Electives:
Please refer to the Program Electives listed under the certificate program.

Administrative Assistant
The requirements for an associate degree in Administrative Assistant may be satisfied by completing either the Office Specialist or Administrative Assistant certificate program in addition to the associate degree requirements. (See Graduation/Associate Degree Requirements.)

Except in cases of a prerequisite requirement, it is not required that courses be taken in exactly this sequence; they are recommended in this order to facilitate success.

Recommended Plan of Study

First Semester	units
BUS 111, Business English	3

	units
CA 103, Intro. to Computers and Dig. Tech. **or** CA 221, Computer Concepts and Applications in Business	3-4
OT 102, Intermediate Computer Keyboarding	3
Course from GE requirement Area B	3
Elective	3
Total 15-16	

Second Semester	units
BUS 101, Intro. to Business	3
CA 111, Word Processing–Microsoft Word	3
Course from GE requirement Area D1	3
Course from GE requirement Area D2	3
Elective	3
Total 15	

Third Semester	units
BUS 113, Business Communications	3
CA 141, Developing PowerPoint Presentations	1.5
OT 113, Advanced Microsoft Word	3
OT 201, Administrative Office Procedures **or** OT 205, Medical Office Procedures **or** OT 207, Legal Office Procedures	3
Course from GE requirement Area C	3
Program Elective	3
Total 16.5	

Fourth Semester	units
OT 121, Spreadsheets for the Office **or** CA 121, Microcomputer Spreadsheets	3
Course from GE requirement Area A	3
Course from GE requirement Area E	3
Course from GE requirement Area F (BUS 212 recommended)	3
Program Elective	3
Total 15	

Degree Total 61.5-62.5

Program Electives:
Please refer to the Program Electives listed under the certificate program.

Administrative Medical Assistant
The requirements for an associate degree in Administrative Medical Assistant may be satisfied by completing the certificate program in addition to the associate degree requirements. (See Graduation/Associate Degree Requirements.)

Except in cases of a prerequisite requirement, it is not required that courses be taken in exactly this sequence; they are recommended in this order to facilitate success.

Recommended Plan of Study

First Semester	units
BUS 111, Business English	3
CA 103, Intro. to Computers and Dig. Tech.	3
Course from GE requirement Area B	3
Course from GE requirement Area D2	3
Program Elective	3
Total 15	

Second Semester	units
MOA 101, Beginning Medical Terminology	3
OT 102, Intermediate Computer Keyboarding	3
CA 111, Word Processing–Microsoft Word	3
Course from GE requirement Area D1	3
Elective	3
Total	**15**

Third Semester	units
OT 121, Spreadsheets for the Office	3
OT 150, Basic Principles of Coding for the Medical Office	3
Course in GE requirement Area A	3
Course in GE requirement Area C	3
Elective	3
Total	**15**

Fourth Semester	units
OT 152, Beg. Medical Insurance	3
OT 205, Medical Office Procedures	3
Course in GE requirement Area E	3
Course in GE requirement Area F	3
(BUS 212 recommended)	
Elective	3
Total	**15**

Degree Total 60

Program Electives:
Please refer to the Program Electives listed under the certificate program.

Transfer

Students planning to transfer to a four-year college or university after AVC are strongly advised to follow the Business Administration degree and should visit the Transfer Resource Center and consult with a counselor as soon as possible. Additional information on official transfer articulation agreements from AVC to many CSU/UC campuses can be found at the following Web site: *www.assist.org*

Prerequisite Completion

If a course is listed as a prerequisite for another course, that prerequisite course must be completed with a satisfactory grade in order to enroll in the next course. According to Title 5, Section 55200(d), a satisfactory grade is a grade of "A," "B," "C" or "P". Classes in which the Pass/No Pass option is available are indicated with an asterisk **(*)** before the course title. See "Pass/No Pass Option" in the catalog for full explanation.

Office Technology Courses

OT 101 *BEGINNING COMPUTER KEYBOARDING
1 units
3 hours weekly
This class is designed for the beginning keyboarding student with no assumption of prior keyboarding experience. The course emphasizes correct keyboarding technique and development of typing speed. (CSU, AVC)

OT 102 *KEYBOARDING II
3 units
5 hours weekly
Advisory: *Completion of OT 101 (20 wpm).*
This is an intermediate level course that builds on a basic keyboarding foundation with correct touch-typing techniques, including alphabetic, numeric, and symbol keyboarding as well as 10-Key numeric keypad. Skill-building includes introductory formatting of documents using Microsoft Word. Successful completion of this class results in minimum keyboarding speed of 30 net words per minute on a three-minute timed writing. (CSU, AVC)

OT 103 *KEYBOARDING III
3 units
5 hours weekly
Advisory: *Completion of OT 102 (30 wpm).*
Thisis an advanced level keyboarding course that builds on an intermediate keyboarding foundation with correct touch-typing techniques, including alphabetic, numeric, and symbol keyboarding as well as 10-Key numeric keypad. Skill-building includes document production with advanced formatting using MS Word, and individualized remedial drills. Successful completion of this class results in minimum net keyboarding speed of 45 words per minute (wpm) net or better on a five-minute timed writing. (AVC, CSU)

OT 113 *ADVANCED MICROSOFT WORD
3 units
4 hours weekly
Prerequisite: *Completion of CA 111.*
Advisory: *Completion of BUS 111 or BUS 113.*
This course is designed for students who wish to develop advanced skills in creating and editing business documents using Microsoft Word. Topics include advanced formatting with templates and macros, tables, charts, outlines, columns, graphics, styles, merging, sorting and selecting, fill-in forms, tables, and indexes. This vocationally-oriented course will serve students seeking a certificate, associate degree, or desiring to transfer to a four-year institution. **BEFORE ENROLLING,** students should have used Microsoft Word to create, format, and edit documents. An understanding of file management, cutting and pasting, creating headers and footers, using footnotes and endnotes, and standard letter and punctuation styles is important. (CSU, AVC)

OT 121 *SPREADSHEETS FOR THE OFFICE
3 units
4 hours weekly
Advisory: *Completion of CA 103 or CA 221.*

This course involves the study of concepts and skills of spreadsheet software for office technology purposes, from introductory through intermediate levels using business math concepts. Efficient and effective solutions to quantitative problems will be developed using spreadsheets, integrated with other applications. Students will be able to enter data, develop formulas, use functions, create charts, design and document spreadsheet files, import/export/manipulate data, including various output and reporting options, and integrate between applications. **BEFORE ENROLLING,** students should have used spreadsheet software to enter labels and numbers, save and retrieve files, create charts, and print. Familiarity and experience using PC software and hardware is important. Business administration and computer majors see CA 121. (CSU, AVC)

OT 150 *BASIC PRINCIPLES OF CODING FOR THE MEDICAL OFFICE
3 unit
3 hours weekly
Advisory: *Completion of MOA 101.*

This is an introductory course in the basic principles of coding for the medical office using American Medical Association (AMA) standardized coding procedures and methodology. (AVC)

OT 152 *BEGINNING MEDICAL INSURANCE
3 units
3 hours weekly

This course provides a comprehensive and concise overview of medical insurance terms and physician billing procedures. It also provides beginning instruction in current ICD CM and CPT coding systems, medical terminology, and an overview of confidentiality issues and legal terms related to medical billing. Students will complete medical insurance forms for group and private insurances, Blue Cross/Blue Shield, HMOs, Medicare, Medi-Cal, and the TRICARE/CHAMPUS Programs. Also covered will be insurance and related forms for Unemployment Insurance, State Disability Insurance, and Workers' Compensation. An overview of hospital billing procedures will be included. (AVC)

OT 199 *OCCUPATIONAL WORK EXPERIENCE
1–8 units
hours vary
Prerequisite: *To participate in work experience, students must have a job or internship which is either paid or voluntary and have the approval of the supervisor and instructor supervising work experience in the specific subject area. PRIOR TO ENROLLING, students must attend a scheduled orientation or meet individually with the supervising instructor for an individual orientation.*

Occupational Work Experience Education is supervised employment designed to provide students a realistic learning experience through work. The ultimate goal is to teach students those skills and attitudes that will equip them to function and adapt as an employee in a variety of situations and jobs. Occupational Work Experience Education is supervised employment extending classroom-based occupational learning at an on-the-job learning station related to the student's educational major or occupational goal. Credit may be accrued at the rate of one to eight units per semester. For the satisfactory completion of all types of Cooperative Work Experience Education (WE 197 and WE 199), students may earn up to a total of sixteen semester credit hours. (AVC) **(R3)**

OT 201 *ADMINISTRATIVE OFFICE PROCEDURES
3 units
3 hours weekly
Advisory: *Completion of OT 101 (30 wpm).*

This course is designed to focus on preparing administrative professionals for the general office environment. Through this course, students will acquire the knowledge, skills, and qualities that allow them to gain employment in various industries. Students will be introduced to technology used in offices and asked to apply technology- and knowledge-based decision making to business situations encountered in daily office operations. (CSU, AVC)

OT 205 *MEDICAL OFFICE PROCEDURES

3 units
3 hours weekly
Advisory: *Completion of OT 101 (30 wpm).*
Designed to provide a thorough understanding and offer practical application of the skills needed as a medical administrative assistant. Topics include professional conduct, receptionist duties, telephone techniques, appointment scheduling, organizing and maintaining records, composing medical business correspondence, office maintenance and management, financial responsibilities including the billing process and collections, computer and information processing in the medical office, and preparation for a position as a medical administrative assistant. Continuation of basic knowledge of medical terminology is included. Issues of confidentiality, medical law, and medical ethics will be emphasized. Students will use medical office management software to simulate the administrative office environment. (CSU, AVC)

OT 207 *LEGAL OFFICE PROCEDURES

3 units
3 hours weekly
Advisory: *Completion of OT 101 (30 wpm).*
This course is designed to provide a thorough understanding and offer practical application of the skills needed as a legal assistant. The course will cover law office management and duties; office systems and technology; court structure for the state judicial system; research; calendaring; legal terminology; records management; litigation and non-litigation; responsibilities and preparation for employment; and the preparation of court forms through the use of software programs. (CSU, AVC)