

## 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.

Program Advisement:

*position vacant* ext. 6370

Administrative Assistant:

Christi Crosby ext. 6370

Clerical Assistant III:

Bettie Negrete ext. 6370

Department Chair:

Kathy Osburn ext. 6898

Faculty:

Kathy Osburn ext. 6898

Deborah Sullivan-Ford ext. 6175

Adjunct Faculty:

To access adjunct faculty voice mail, dial (661) 722-6300, then the 4-digit number.

	V.M.
Linda Arquieta-Herrera	2221
Kathleen Ballesterero	2718
Barbara Hargett	2295
Gail Lofdahl	2658
Zaida O'Connor	2395
Maureen Rethwisch	2197
Steven Sodergren	2091
Sharon Wilson	2058

## 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:

BUS 101, Intro. to Business	units	3
BUS 111, Business English		3
BUS 113, Business Communications		3

CA 103, Intro. to Microcomputers <b>or</b> 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	
<b>or</b> CA 121, Microcomputer Spreadsheets	3
OT 201, Administrative Office Procedures <b>or</b> OT 205, Medical Office Procedures <b>or</b> OT 207, Legal Office Procedures	3
Program Elective	3
<b>Total</b>	<b>27-28</b>

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

<b>Program Electives:</b>	<b>units</b>
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
MATH 125, Math for Business and Economics (or higher)	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.

<b>Required Courses:</b>	<b>units</b>
BUS 101, Intro. to Business	3
BUS 111, Business English	3
BUS 113, Business Communications	3
CA 103, Intro. to Microcomputers <b>or</b> 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	
<b>or</b> CA 121, Microcomputer Spreadsheets	3
OT 201, Administrative Office Procedures <b>or</b> OT 205, Medical Office Procedures <b>or</b> OT 207, Legal Office Procedures	3
Program Electives	6
<b>Total</b>	<b>34.5-35.5</b>

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

<b>Program Electives:</b>	<b>units</b>
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
MATH 125, Math for Business and Economics (or higher)	5
OT 103, Advanced Computer Keyboarding	3

**NOTE:** Substitutions, with prior permission, may be made for 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.

<b>Required Courses:</b>	<b>units</b>
BUS 111, Business English	3
CA 103, Intro. to Microcomputers	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
<b>Total</b>	<b>30</b>

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

<b>Program Electives:</b>	<b>units</b>
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.

### Locally Approved Certificate

#### Office Support Award

This award requires a minimum of 15 units. This one-semester award provides minimum skills to someone seeking a receptionist or general office support position.

<b>Required Courses:</b>	<b>units</b>
BUS 101, Intro. to Business	3
BUS 111, Business English	3

CA 103, Intro. to Microcomputers <b>or</b> CA 221, Computer Concepts and Applications in Business	3-4
OT 101, Beg. Computer Keyboarding	3
OT 201, Administrative Office Procedures <b>or</b> OT 205, Medical Office Procedures <b>or</b> OT 207, Legal Office Procedures	3
<b>Total</b>	<b>15-16</b>

## 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*

<b>First Semester</b>	<b>units</b>
BUS 111, Business English	3
CA 103, Intro. to Microcomputers <b>or</b> 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
<b>Total</b>	<b>15-16</b>

<b>Second Semester</b>	<b>units</b>
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
<b>Total</b>	<b>15</b>

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

<b>Fourth Semester</b>	<b>units</b>
OT 121, Spreadsheets for the Office <b>or</b> 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 or MGT 212 recommended)	3
Elective	3
<b>Total</b>	<b>15</b>

**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*

<b>First Semester</b>	<b>units</b>
BUS 111, Business English	3
CA 103, Intro. to Microcomputers <b>or</b> 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
<b>Total</b>	<b>15-16</b>

<b>Second Semester</b>	<b>units</b>
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
<b>Total</b>	<b>15</b>

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

<b>Fourth Semester</b>	<b>units</b>
OT 121, Spreadsheets for the Office <b>or</b> 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 or MGT 212 recommended)	3
Program Elective	3
<b>Total</b>	<b>15</b>

**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*

<b>First Semester</b>	<b>units</b>
BUS 111, Business English	3
CA 103, Intro. to Microcomputers	3
Course from GE requirement Area B	3
Course from GE requirement Area D2	3
Program Elective	3
<b>Total</b>	<b>15</b>

<b>Second Semester</b>	<b>units</b>
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
<b>Total</b>	<b>15</b>

<b>Third Semester</b>	<b>units</b>
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
<b>Total</b>	<b>15</b>

<b>Fourth Semester</b>	<b>units</b>
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 (BUS 212 or MGT 212 recommended)	3
Elective	3
<b>Total</b>	<b>15</b>

**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](http://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**

*3 units*

*5 hours weekly*

*Advisory: Eligibility for READ 099.*

This full-semester class is designed for the beginning keyboarding student with no assumption of prior keyboarding experience. The course emphasizes correct keyboarding technique and production of commonly used business documents with simple formatting. (CSU, AVC)

**OT 102 \*INTERMEDIATE COMPUTER KEYBOARDING**

*3 units*

*5 hours weekly*

*Advisory: Completion of OT 101 (30 wpm), and Eligibility for READ 099.*

This course is designed for the student with some keyboarding and document production experience at the intermediate level. Expected keying speed upon class entry is approximately 30 wpm. The class assumes basic knowledge of word processing programs and significant knowledge of keyboarding techniques. Emphasis is placed on more difficult documents and more sophisticated word processing program features. (CSU, AVC)

**OT 103 \*ADVANCED COMPUTER KEYBOARDING**

*3 units*

*5 hours weekly*

*Advisory: Completion of OT 102 (40 wpm), and Eligibility for READ 099.*

This course is designed for the experienced keyboarding student at an advanced level. Expected keying speed upon class entry is approximately 40 wpm. Emphasis is placed on document production for specific occupations and sophisticated use of word processing software. (CSU, AVC)

## OT 105 BEGINNING KEYBOARDING TECHNIQUE

1 unit

30 hours total

**Advisory:** Eligibility for READ 099.

This short-term course is designed for the inexperienced keyboarding student seeking an introduction to keyboarding technique and fingering skills. Only the basic alphabetic, numeric, and symbol keys are introduced. This course is not designed to develop vocational keyboarding skill and is not recommended for office technology majors. **NOTE:** No grade will be given for this class; student will receive “pass” or “no pass” only. (AVC)

## OT 113 \*ADVANCED MICROSOFT WORD

3 units

4 hours weekly

**Prerequisite:** Completion of CA 111.

**Advisory:** Completion of BUS 111 or BUS 113, and Eligibility for ENGL 099 and READ 099.

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, and Eligibility for ENGL 099, READ 099 and MATH 070.

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, and Eligibility for ENGL 099 and READ 099.

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

**Advisory:** Eligibility for ENGL 099, READ 099 and MATH 070.

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 students' 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. (CSU, AVC) (R3)

## **OT 201 \*ADMINISTRATIVE OFFICE PROCEDURES**

*3 units*

*3 hours weekly*

**Advisory:** *Completion of OT 101 (30 wpm), and Eligibility for College Level Reading and ENGL 099.*

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), and Eligibility for ENGL 099, READ 099, and BUS 105 or MATH 065.*

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), and Eligibility for College Level Reading and ENGL 099.*

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)