

## **Business Office Administration-General Concentration (52.0401)**

### **Overview**

**Program Coordinator:** John Broderick – johnbroderick@cltcc.edu

### **Program Description**

This program prepares individuals to perform the duties of special assistants for business executives and top management. It includes instruction in business communications, public relations, scheduling and travel management, conference and meeting recording, report preparation, office equipment and procedures, office supervisory skills, professional standards, and legal requirements.

### **Student Learning Outcomes**

1. Demonstrate ability to use a computer and have proficiency in the use of Microsoft Word and Microsoft Excel.
2. Demonstrate use of appropriate customer service skills.
3. Demonstrate the ability to understand and apply accounting principles in a business office environment.

### **Degree**

AAS – Business Office Administration – General Concentration

### **Exit Points**

TD - Business Administration (General Office Concentration)

CTC – Customer Service Representative

CTS – Administrative Assistant

CTS – Customer Service Specialist

CTC - Software Applications

### **Program Curriculum**

#### **Curriculum**

Course No.	Course Title	Lecture	Lab	Total Credit Hours	Total Clock Hours
Pre-Requisite Courses					
<a href="#">CPTR 1002</a>	Computer Literacy & Applications	3	0	3	45
<a href="#">KYBD 1010</a>	Introduction to Keyboarding	3	0	3	45
<a href="#">BUSE 1030</a>	Business English	2	1	3	45
CORE COURSES for all Concentration Areas					
<a href="#">ORNT 1000</a>	Freshman Seminar	1	0	1	15
<a href="#">CSRV 1000</a>	Customer Service	3	0	3	45
<a href="#">BUSM 1050</a>	Business Math	2	1	3	45
<a href="#">ISYS 1440</a>	Word Processing	1	2	3	45
<a href="#">BUSI 1030</a>	Introduction to Business	3	0	3	45
<a href="#">BUSO 1100</a>	Records and Information Management	3	0	3	45
CTS – CUSTOMER SERVICE SPECIALIST				16	240
<a href="#">ACCT 1100</a>	Principles of Accounting	2	1	3	45
<a href="#">ACCT 1500</a>	Computerized Accounting	2	1	3	45
<a href="#">ISYS 1540</a>	Advanced Word Processing	1	2	3	45
<a href="#">BUSE 1045</a>	Business Communications	3	0	3	45
<a href="#">CPTR 1320</a>	Spreadsheets	1	2	3	45
CTS – ADMINISTRATIVE ASSISTANT				31	465
<a href="#">OSYS 2530</a>	Office Procedures	2	1	3	45
<a href="#">CPTR 1420</a>	Advanced Spreadsheets	1	2	3	45
	Approved Business Elective	2	1	3	45

	Approved Elective	3	0	3	45
<a href="#">JOBS 2450</a>	Job Seeking Skills	2	0	2	30
TD – BUSINESS OFFICE TECHNOLOGY (General Office Concentration)			45	675	
GENERAL EDUCATION COURSES					
<a href="#">ENGL 1010</a>	English Composition I	3	0	3	45
	Math Elective	3	0	3	45
	Behavioral/Social Science Elective	3	0	3	45
	Natural Science Elective	3	0	3	45
	Humanities Elective	3	0	3	45
AAS – BUSINESS OFFICE ADMINISTRATION - General Office Concentratio		n		60	900
CTC - CUSTOMER SERVICE REPRESENTATIVE					
<a href="#">CPTR 1002</a> or <a href="#">(BUSI 1030)</a>	Computer Literacy & Applications ( <i>IBC-IC3 Certification</i> ) or (Introduction to Business)	3	0	3	45
<a href="#">CSRV 1000</a>	Customer Service ( <i>National Retail Foundation Certification</i> )	3	0	3	45
				6	90
CTC - SOFTWARE APPLICATIONS					
<a href="#">ISYS 1440</a>	Word Processing ( <i>IBC-MOS Certification – Microsoft Word</i> )	1	2	3	45
<a href="#">CPTR 1320</a>	Spreadsheets ( <i>IBC-MOS Certification – Microsoft Excel</i> )	1	2	3	45
<a href="#">CPTR 1310</a>	Database Management	2	1	3	45
				9	135

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