

Business Office Administration-General Concentration (52.0401)

Overview

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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					
CPTR 1002	Computer Literacy & Applications	3	0	3	45
KYBD 1010	Introduction to Keyboarding	3	0	3	45
BUSE 1030	Business English	2	1	3	45
CORE COURSES for all Concentration Areas					
ORNT 1000	Freshman Seminar	1	0	1	15
CSRV 1000	Customer Service	3	0	3	45
BUSM 1050	Business Math	2	1	3	45
ISYS 1440	Word Processing	1	2	3	45
BUSI 1030	Introduction to Business	3	0	3	45
BUSO 1100	Records and Information Management	3	0	3	45
CTS – CUSTOMER SERVICE SPECIALIST				16	240
ACCT 1100	Principles of Accounting	2	1	3	45
ACCT 1500	Computerized Accounting	2	1	3	45
ISYS 1540	Advanced Word Processing	1	2	3	45
BUSE 1045	Business Communications	3	0	3	45
CPTR 1320	Spreadsheets	1	2	3	45
CTS – ADMINISTRATIVE ASSISTANT				31	465
OSYS 2530	Office Procedures	2	1	3	45
CPTR 1420	Advanced Spreadsheets	1	2	3	45
	Approved Business Elective	2	1	3	45

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JOBS 2450	Job Seeking Skills	2	0	2	30
TD – BUSINESS OFFICE TECHNOLOGY (General Office Concentration)				45	675
GENERAL EDUCATION COURSES					
ENGL 1010	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 Concentration				60	900
CTC - CUSTOMER SERVICE REPRESENTATIVE					
CPTR 1002 or BUSI 1030	Computer Literacy & Applications (<i>IBC-IC3 Certification</i>) or (Introduction to Business)	3	0	3	45
CSRV 1000	Customer Service (<i>National Retail Foundation Certification</i>)	3	0	3	45
				6	90
CTC - SOFTWARE APPLICATIONS					
ISYS 1440	Word Processing (<i>IBC-MOS Certification – Microsoft Word</i>)	1	2	3	45
CPTR 1320	Spreadsheets (<i>IBC-MOS Certification – Microsoft Excel</i>)	1	2	3	45
CPTR 1310	Database Management	2	1	3	45
				9	135

Fall 2020 rev Feb 2023.jb