



BUSINESS OFFICE TECHNOLOGY (52.0401)

DIVISION: Business

DEPARTMENT: Business Office Administration

AWARD

TD - BUSINESS OFFICE TECHNOLOGY

EXIT POINTS

CTS - CUSTOMER SERVICE SPECIALIST

CTS - ADMINISTRATIVE ASSISTANT

CTC - CUSTOMER SERVICE REPRESENTATIVE

CTC - SOFTWARE APPLICATIONS

| 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 | 60 |
| 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 | 60 |
| ISYS 1440 | Word Processing | 1 | 2 | 3 | 75 |
| BUSI 1030 | Introduction to Business | 3 | 0 | 3 | 45 |
| BUSO 1100 | Records and Information Management | 3 | 0 | 3 | 45 |
| CTS – CUSTOMER SERVICE SPECIALIST | | | | 16 | 285 |
| ACCT 1100 | Principles of Accounting | 2 | 1 | 3 | 75 |
| ACCT 1500 | Computerized Accounting | 2 | 1 | 3 | 60 |
| ISYS 1540 | Advanced Word Processing | 1 | 2 | 3 | 75 |
| BUSE 1045 | Business Communications | 3 | 0 | 3 | 60 |
| CPTR 1320 | Spreadsheets | 1 | 2 | 3 | 75 |

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|---------------------------------|----------------------------|---|---|----|-----|
| CTS – ADMINISTRATIVE ASSISTANT | | | | 31 | 630 |
| OSYS 2530 | Office Procedures | 2 | 1 | 3 | 75 |
| CPTR 1420 | Advanced Spreadsheets | 1 | 2 | 3 | 75 |
| | Approved Business Elective | 2 | 1 | 3 | 60 |
| | Approved Elective | 3 | 0 | 3 | 45 |
| JOBS 2450 | Job Seeking Skills | 2 | 0 | 2 | 30 |
| TD – BUSINESS OFFICE TECHNOLOGY | | | | 45 | 915 |

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| 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 |

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| CTC - SOFTWARE APPLICATIONS | | | | | |
| ISYS 1440 | Word Processing (<i>IBC-MOS Certification – Microsoft Word</i>) | 1 | 2 | 3 | 75 |
| CPTR 1320 | Spreadsheets (<i>IBC-MOS Certification – Microsoft Excel</i>) | 1 | 2 | 3 | 75 |
| CPTR 1310 | Database Management | 2 | 1 | 3 | 60 |
| | | | | 9 | 210 |