Degree Description

This certificate builds on the Office Technology Specialist Certificate, emphasizing advanced computing skills in word processing,spreadsheets, databases, information management, and business correspondence. Students will also learn and apply advanced office procedures in preparation for a mid-level administrative position.

Marketable Skills

1. Communication Skills- Apply basic rules of grammar; utilize terminology applicable to business writing, speaking, and presentations. 2. Teamwork- Work as a team to complete group projects and reach goals by considering different points of view and working with others. 3. Time Management- Develop skills needed to complete tasks and meet deadlines. 4. Critical Thinking- Make decisions and apply ethical standards using creative thinking, innovation, inquiry, and analysis of information. 5. Software Integration- Produce documents, spreadsheets, databases, and presentations using Microsoft Office software. 6. Desktop Publishing- Use publishing software to create finished documents and forms. 7. Records Management- Use database software to create and maintain electronic records as well as apply records management theories to hard copy records. 8. Customer Service- Apply principles and processes of customer service, including assessing customer needs, quality standards, and customer satisfaction.

Semester I	**Hours**
POFT 1393 Special Topics: Introduction to Keyboarding [1]	3 hours
POFT 1309 Administrative Office Procedures I	3 hours
BCIS 1305 Business Computer Applications	3 hours
POFT 1321 Business Math	3 hours
POFT 1301 Business English [2] *or* ENGL 1301 Composition I	3 hours
	15 hours

Semester II	**Hours**
ITSW 1301 Introduction to Word Processing	3 hours
ITSC 1309 Integrated Software Applications I	3 hours
POFT 1349 Administrative Office Procdures II	3 hours
POFT 2312 Business Correspondence & Communication *or* ENGL 1302 Composition II	3 hours
	12 hours

Semester III	**Hours**
POFI 2340 Advanced Word Processing	3 hours
POFT 1319 Records & Information Management I	3 hours
	6 hours

	Total hours:	**33 hours**

[1] May be waived if the student has taken a keyboarding course (touch method) or if the student can keyboard at least 30 words per minute. Keyboarding test is required.

[2] May be eligible for articulation through the statewide ATC program. See your high school counselor.

Course Descriptions

POFT 1393 Special Topics: Introduction to Keyboarding

Topics address recently identified current events, skills, knowledges, and/or attitudes and behaviors pertinent to the technology or occupation and relevant to the professional development of the student. This course was designed to be repeated multiple times to improve student proficiency. Semester Hours 3 (3 lec)

POFT 1309 Administrative Office Procedures I

Studies current office procedures, duties, and responsibilities applicable to an office environment including telephone skills, time management, travel and meeting arrangements, mail processing, human relations and interview skills. Semester Hours 3 (3 lec)

BCIS 1305 Business Computer Applications

Introduces and develops foundational skills in applying essential and emerging business productivity information technology tools. The focus of this course is on business productivity software applications, including word processing, spreadsheets, databases, presentation graphics, data analytics, and business-oriented utilization of the internet. (BCIS 1305 is included in the Business Field of Study.) Semester Hours 3 (2 lec/2 lab)

POFT 1321 Business Math

Instructs the fundamentals of business mathematics including analytical and problem-solving skills for critical thinking in business applications. Applies problem solving skills utilizing electronic calculators. Enables the student to use mathematical approaches in computing percents and their applications in business discounts, interest, taxes, payroll, markups, consumer and business credit investments, and other business applications. Semester Hours 3 (3 lec)

POFT 1301 Business English

Introduces the practical application of basic language usage skills with emphasis on fundamentals of writing and editing for business. Students will apply the basic rules of grammar, spelling, capitalization, number usage, and punctuation; utilize terminology applicable to technical and business writing; develop proofreading and editing skills; and teaches how to write effective sentences and paragraphs for business applications. Semester Hours 3 (3 lec)

ENGL 1301 Composition I

Intensive study of and practice in writing processes, from invention and researching to drafting, revising, and editing, both individually and collaboratively. Emphasis is on effective rhetorical choices, including audience, purpose, arrangement, and style. Focus is on writing the academic essay as a vehicle for learning, communication, and critical analysis. Prerequisite: TSI complete in Writing or the equivalent. Semester Hours 3 (3 lec)

ITSW 1301 Introduction to Word Processing

Presents an overview of the production of documents, tables, and graphics. Identifies word processing terminology and concepts; creates technical documents; formats and edits documents; uses simple tools and utilities, and prints documents. Presents pagination, merge and storage of documents. Prerequisite: POFT 1393 with a grade of C or better or a keyboarding skill of 30 words a minute using touch method. Semester Hours 3 (2 lec/2 lab)

ITSC 1309 Integrated Software Applications I

Introduces business productivity software suites using word processing, spreadsheets, databases, and/or presentation software. Semester Hours 3 (2 lec/2 lab)

POFT 1349 Administrative Office Procdures II

Provides an in-depth coverage of office procedures with emphasis on decision-making, goal setting, management theories, and critical thinking. Prerequisite: POFT 1309, Administrative Office Procedures I. Semester Hours 3 (3 lec)

POFT 2312 Business Correspondence & Communication

Presents the development of writing skills and presentation skills to produce effective business documents. Offered only in spring semester. Prerequisite: POFT 1301 with a grade of C or better. Semester Hours 3 (3 lec)

ENGL 1302 Composition II

Intensive study of and practice in the strategies and techniques for developing research-based expository and persuasive texts. Emphasis is on effective and ethical rhetorical inquiry, including primary and secondary research methods; critical reading of verbal, visual and multimedia texts; systematic evaluation, synthesis, and documentation of information sources; and critical thinking about evidence and conclusions. Prerequisite: ENGL 1301 or its equivalent with a grade of C or better or consent of division chair. Semester Hours 3 (3 lec)

POFI 2340 Advanced Word Processing

Presents advanced word processing techniques using merging, macros, graphics, and desktop publishing. Includes extensive formatting for technical documents. Emphasis is on business applications. Students will design and create macros, use advanced formatting features, import data, and use graphic and special functions to enhance documents. Emphasizes advanced printing techniques. This course is designed to be repeated multiple times to improve student proficiency. Offered only in fall semester. Prerequisite: ITSW 1301 with a grade of C or better or consent of the program director. Semester Hours 3 (2 lec/2 lab)

POFT 1319 Records & Information Management I

Introduces basic records information management systems including manual and electronic filing. Prerequisites: take ITSC 1309 Integrated Software Applications with minimum grade of C or better. Semester Hours: 3 (3 lec)