

# OFFICE SYSTEMS/ TECHNOLOGY (106)

## 106-101 - Customer Service Essentials

Examines customer service and skills for success through strategies in building and maintaining customer relationships in today's global technology based world. (Prerequisite: Completion of or concurrent enrollment in 103-159 Computer Literacy - Microsoft Office)

3 Credit hours

54 Lecture hours

## 106-108 - Administrative Assistant Essentials

Explores the administrative and virtual assistant industry to assist those wanting to utilize their administrative assistant skills while working in a traditional environment from a home office or an off-site office. Examines various roles and environments, employment vs contract work, and options to work in different industries (such as virtual assistant, administrative, paralegal, medical). Also introduces client relationships, privacy, and ethical values.

1 Credit hours

18 Lecture hours

## 106-111 - Business Communications

Analyze business situations, determine the specific communication strategies required, the audience, and the purpose as you prepare the most effective business communication format to address the situation. Applies concepts to team collaboration, various types of business correspondence, report writing and business presentations. Proofreading skills, word processing skills and keyboarding skills are strongly recommended. Students are required to create an audio recording and should have access to a computer microphone or other audio recording device with the ability to submit the recording to the instructor. (Prerequisite: 801-136 English Composition 1) Credit for Prior Learning Available

3 Credit hours

54 Lecture hours

## 106-113 - Business Publications

Prepares students to design newsletters, brochures, flyers, forms and more for business publication. Applies basics of design for layout and typography to publications. Uses a variety of design software packages in addition to Adobe Acrobat. Explores options for both print and digital distribution. (Prerequisite: 103-159 Computer Literacy – Microsoft Office)

3 Credit hours

36 Lecture hours

36 Lab hours

## 106-120 - Document Formatting

Introduces basic formatting of business letters, one- and two-page reports, tables and memorandums using Windows word processing software. Skill building is provided to enable students to improve their typing speed and accuracy. Credit for Prior Learning Available

1 Credit hours

36 Lab hours

## 106-121 - Advanced Document Formatting

Develops job-ready production skills while preparing business documents such as correspondence, tables, office publications, and executive business documents. Includes hands-on, office-oriented applications. Skill building is provided to enable students to increase speed and accuracy. (Prerequisite: 106-120 Document Formatting) Credit for Prior Learning Available

1 Credit hours

36 Lab hours

## 106-135 - Business Media Management

Apply technology to business applications for communication and collaboration. Focus on communication and content among social media platforms, blogs, podcasts, videos, webinars, etc. Evaluate and troubleshoot technology options for web technologies and mobile apps. Online students should have a smartphone or tablet with mobile apps. (Prerequisite: Completion of or concurrent enrollment in 103-159 Computer Literacy - Microsoft Office)

3 Credit hours

54 Lecture hours

## 106-142 - Business Meeting and Event Planning

Focuses on coordinating business meetings and planning successful business events. Students develop skills in meeting logistics including scheduling, preparing, organizing, managing and participating in business meetings. Students engage in all aspects of the event management process including goal setting and objectives, establishing event themes, planning event logistics, financial management, promotion and event evaluation. (Prerequisite: Completion of or concurrent enrollment in 196-188 Project Management)

3 Credit hours

36 Lecture hours

36 Lab hours

## 106-164 - Business Applications for Microsoft Office

Apply various Microsoft Office business applications using numerous features in Word, Excel, and PowerPoint. Applications include integration concepts such as importing/exporting, linking/embedding, multimedia concepts, and templates. (Prerequisite: 103-159 Computer Literacy – Microsoft Office)

3 Credit hours

36 Lecture hours

36 Lab hours

## 106-167 - Legal Processes and Systems

Explores the history, components and processes of today's laws and court systems. Specific areas of the law that are addressed include civil and criminal litigation, family law, real estate, small claims, estate planning and administration. Students view actual court sessions.

3 Credit hours

54 Lecture hours

## 106-175 - Legal Documents Production 1

Focuses on the preparation of litigation documents for court filing in civil, criminal and small claims cases. Students apply legal concepts to actual court and non-court documents, utilize legal terminology in document preparation and transcribe legal dictation in court and non-court format. (Prerequisite: 106-120 Document Formatting or Keyboarding Pretest - 30 wpm with 3 or fewer errors)

2 Credit hours

18 Lecture hours

36 Lab hours

**106-176 - Legal Documents Production 2**

Focuses on the preparation of legal documents for real estate, contracts, family law, estate planning and administration (probate and nonprobate), corporate law, bankruptcy and foreclosures. Emphasis is on speed and accuracy in applying legal terminology in document preparation.

(Prerequisite: 106-175 Legal Documents Production 1)

2 Credit hours

18 Lecture hours

36 Lab hours

**106-178 - Legal Office Professional**

Introduces the student to the role of the legal professional. Develops professionalism, receptionist and client conferencing skills, telephone techniques in a legal setting, law office ethics, confidentiality, and legal office accounting skills.

3 Credit hours

54 Lecture hours

**106-182 - Information Management**

Manages the document life cycle for business records. Incorporates principles and practices of effective document management through simulated practice. Applies word processing features including tables, mail merge, and templates in business documents to enhance workflow.

(Prerequisite: Completion of or concurrent enrollment in 103-159

Computer Literacy - Microsoft Office)

3 Credit hours

36 Lecture hours

36 Lab hours