

# ADMINISTRATIVE OFFICE PROFESSIONAL

The Administrative Office Professional: Certificate of Completion Clerical prepares students to fulfill a wide variety of entry-level office support positions in any industry. The coursework combines computer skills, filing, word processing, office procedures, and basic bookkeeping. Students will also gain specialized skills in payroll processing, accounts payable/receivable, or desktop publishing.

Credits earned in this program can be applied to the Associate of Applied Science Administrative Office Professional.

## PROGRAM STUDENT LEARNING OUTCOMES

Upon successful completion of this program the student will be able to:

- Use computers and office equipment proficiently.
- Organize and protect information resources to meet business needs.
- Perform routine bookkeeping tasks for a small sole proprietorship, partnership, or corporation, including payroll.
- Diplomatically, tactfully, and respectfully interact with diverse populations.
- Describe, explain, and apply concepts of customer service to office work.
- Research technical issues using library, Internet, and specialized reference works.

## CERTIFICATE OF COMPLETION CLERICAL

- Demonstrate effective time management techniques.
- Model professional and ethical behaviors.

## GRADUATION REQUIREMENTS

Students must complete a minimum of 45 credit hours with a minimum Grade Point Average (GPA) of 2.0 (C) average or better. All courses must be passed with a grade of 'C' or better. Fifteen (15) of the last 30 credits must be earned at Southwestern before the Certificate of Completion in Clerical is awarded.

Complete the graduation application process one term prior to the term of completion (i.e., spring term graduates must apply during winter term).

PREREQUISITES	CIS101 (2) Computers in Society	OA121 (3) Keyboarding I	WR90 (3) Paragraph Fundamentals	MTH20 (4) Basic Mathematics <sup>1</sup>	Reading Score of ASSET39 COMPASS69
FALL = 15 CREDITS	OA220 (1) Electronic Calculators	OA124 (3) Keyboard Skillbuilding	CIS120 (4) Concepts of Computing	MTH70 (4) Elementary Algebra (or higher)	CIS125W (3) Word Processing Applications
WINTER = 17 CREDITS	OA240 (3) Filing Records and Management	AC2766 (4) Accounting I	BA288 (3) Customer Service	BA285 (3) Human Relations in Organizations	BA205 (4) Solving Communication Problems with Technology
SPRING = 13 CREDITS	BA280 (3) Field Experience	BA284 (1) Job Readiness	(3) Specific Elective <sup>2</sup>	OA116 (3) Office Procedures	WR121 (3) English Composition <sup>3</sup>
<b>45 CREDITS = TOTAL PROGRAM REQUIREMENTS</b>					

### PROGRAM NOTES

<sup>1</sup>MTH55 may be substituted for MTH20.

<sup>2</sup>Administrative Office Professional Specific Electives, choose from: BA156, BA223, BA277, CIS140, WR214T, CIS125WE, or a one-year

sequence in a foreign language.

<sup>3</sup>WR115 may be substituted for WR121.