



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	45
CPTR 1320	Spreadsheets	1	2	3	75
CTS – ADMINISTRATIVE ASSISTANT				31	615
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	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	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

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