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Creating Futures

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LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

TO: Dr. Monty Sullivan
LCTCS President

THROUGH: Dr. René Cintrón
Chief Academic Affairs Officer

FROM: Dr. Adrienne Fontenot
Director of Adult Learning and Educational Programs

SUBJECT: Program Revisions at Central Louisiana Technical Community College (CLTCC)

DATE: 4/23/18

APPROVED
6/13/18
LCTCS BOARD OF SUPERVISORS

FOR BOARD ACTION:

Recommendation: Staff recommends the Board approve the following program revisions listed below.

Program Revisions

1. Associate of Applied Science (AAS) in Business Office Administration (CIP 52.0401) – **4 STARS**
 - a. Accounting Concentration change in clock hours from 1110 to 1050
 - b. Information Technology Concentration change in clock hours from 1365 to 1290
 - c. Medical Office Concentration change in clock hours 1005 to 975
 - d. General Concentration change in clock hours from 1095 to 1125
2. Technical Diploma (TD) in Business Office Technology (CIP 52.0401) – **4 STARS**
 - a. Certificate of Technical Studies (CTS) in Office Assistant Specialist to Administrative Assistant (CIP 52.0401) change in clock hours from 690 to 630; change in credit hours from 34 to 31 – **3 STARS**
 - b. Certificate of Technical Studies (CTS) in Medical Office Specialist (CIP 52.0401) – **3 STARS**
 - c. Certificate of Technical Studies (CTS) in Information Technology Specialist (CIP 52.0401) change in clock hours from 765 to 915; change in credit hours from 28 to 37 – **4 STARS**
 - d. Certificate of Technical Studies (CTS) in Accounting Office Assistant to Accounting Office Specialist (CIP 52.0401) change in clock hours from 675 to 570; change in credit hours from 34 to 31 – **4 STARS**
 - e. Certificate of Technical Studies (CTS) in Medical Records Billing Clerk (CIP 52.0401) change in clock hours from 390 to 435; change in credit hours from 24 to 27 – **4 STARS**

Program Additions

3. Certificate of Technical Studies (CTS) in Customer Service Specialist (CIP 52.0401) – **3 STARS**
 - a. Career and Technical Certificate (CTC) in Customer Service Representative (CIP 52.0401) – **3 STARS**

4. Certificate of Technical Studies (CTS) in Software Application Specialist (CIP 52.0401) – **4 STARS**
 - a. Career and Technical Certificate (CTC) in Software Applications (CIP 52.0401) – **4 STARS**

Program Terminations

5. Certificate of Technical Studies (CTS) in Legal Office Specialist - (CIP 52.0401) – **4 STARS**
6. Certificate of Technical Studies (CTS) in Office Management Specialist - (CIP 52.0401) – **4 STARS**
7. Business Office Administration Concentrations in
 - a. Legal Office
 - b. Computer Applications
 - c. Office Management

Background: CLTCC is requesting curriculum changes that have come about as a result of the merger with the Natchitoches and Sabine campuses. The course offerings are being reduced to simplify scheduling and lower costs. The CTCs include Industry Based Certifications (IBCs) from the following issuing bodies: Microsoft Word and Excel IBCs; Certifport Computer Literacy and Applications IBC; and the National Retail Foundation Customer Service IBC.

Fiscal Impact: The reduction in the number of concentrations will reduce the cost to provide required courses.

History of Prior Actions: The board last approved major changes to the program on November 14, 2012. The current changes will allow CLTCC to better meet the needs of students and employers.

Benefits to the System: These proposed changes will allow CLTCC to better meet the needs of the community.



Approved for Recommendation to the Board
Dr. Monty Sullivan

6-13-18

Date



LOUISIANA'S COMMUNITY & TECHNICAL COLLEGE SYSTEM

Requests for Programs: New, Modification, and Adoption

TYPE OF PROPOSED CHANGE		
<input type="checkbox"/> New Program	<input checked="" type="checkbox"/> Curriculum Modification	<input type="checkbox"/> Curriculum Adoption
Program Name: Business Office Administration		

AWARD LEVEL(S)	
For Board of Regents and LCTCS Review: <input checked="" type="checkbox"/> Associate of Applied Science (A.A.S.) <input type="checkbox"/> Associate of Science (A.S.) <input type="checkbox"/> Associate of Arts (A.A.) <input type="checkbox"/> Other Associate Degree Name: <input type="checkbox"/> Certificate of Applied Science (C.A.S.) <input type="checkbox"/> Certificate of General Studies (C.G.S.)	For LCTCS Review: <input checked="" type="checkbox"/> Technical Diploma (T.D.) <input checked="" type="checkbox"/> Career and Technical Certificate (C.T.C.) <input checked="" type="checkbox"/> Certificate of Technical Studies (C.T.S.)

Name: BUSINESS OFFICE ADMINISTRATION			
CIP: 52.0401	Credit Hours: 60	Contact Hours: 975-1290	Award Level: A.A.S.
Name: BUSINESS OFFICE TECHNOLOGY			
CIP: 52.0401	Credit Hours: 45	Contact Hours: 750-1065	Award Level: T.D.
Name: CUSTOMER SERVICE SPECIALIST			
CIP: 52.0401	Credit Hours: 16	Contact Hours: 285	Award Level: C.T.S.
Name: ADMINISTRATIVE ASSISTANT			
CIP: 52.0401	Credit Hours: 31	Contact Hours: 630	Award Level: C.T.S.
Name: MEDICAL OFFICE SPECIALIST			
CIP: 52.0401	Credit Hours: 34	Contact Hours: 585	Award Level: C.T.S.

Name: INFORMATION TECHNOLOGY SPECIALIST			
CIP: 52.0401	Credit Hours: 37	Contact Hours: 915	Award Level: C.T.S.
Name: ACCOUNTING OFFICE SPECIALIST			
CIP: 52.0401	Credit Hours: 31	Contact Hours: 570	Award Level: C.T.S.
Name: SOFTWARE APPLICATION SPECIALIST			
CIP: 52.0401	Credit Hours: 21	Contact Hours: 465	Award Level: C.T.S.
Name: MEDICAL RECORDS/BILLING CLERK			
CIP: 52.0401	Credit Hours: 27	Contact Hours: 435	Award Level: C.T.S.
Name: SOFTWARE APPLICATIONS			
CIP: 52.0401	Credit Hours: 9	Contact Hours: 210	Award Level: C.T.C.
Name: CUSTOMER SERVICE REPRESENTATIVE			
CIP: 52.0401	Credit Hours: 6	Contact Hours: 90	Award Level: C.T.C.

IBC	Issuing Body	Course Title	Course Prefix	Course Number	Credits Awarded
Cust Service and Sales	National Retail Foundation	Customer Service	CSRV	1000	3
IC3-Computing Fundamentals	Certiport	Computer Literacy & Applications	CPTR	1002	3
Microsoft Office Word	Microsoft	Word Processing	ISYS	1440	3
Microsoft Office Excel	Microsoft	Spreadsheets	CPTR	1320	3

PROPOSED CHANGE

a) For New Programs, state the purpose and objective; b) For Curriculum Modifications, state previous credit and clock hours; c) For Program Termination, state program and all award levels; d) For Curriculum Adoption, state the college from which curriculum is being adopted and the date it was approved by LCTCS.

CTS name changes:

Accounting Office Assistant to Accounting Office Specialist

Office Assistant Specialist to Administrative Assistant

Changes in program length:

CTS - Accounting Office Specialist (Accounting Office Assistant), Change in clock hours from 675 to 570, Change in credit hours from 34 to 31

CTS - Administrative Assistant (Office Assistant Specialist), Change in clock hours from 690 to 630, Change in credit hours from 34 to 31

CTS - Medical Records-Billing Specialist, Change in clock hours from 390 to 435, Change in credit hours from 24 to 27

CTS - Information Technology Specialist, Change in clock hours from 765 to 915, Change in credit hours from 28 to 37

AAS - Business Office Admin - Accounting Concentration, Change in clock hours from 1110 to 1050

AAS - Business Office Admin - Information Technology Concentration, Change in clock hours from 1365 to 1290

AAS - Business Office Admin - Medical Office Concentration, Change in clock hours from 1005 to 975

AAS - Business Office Admin - General Concentration, Change in clock hours from 1095 to 1125

Addition of:

CTS - Customer Service Specialist

CTS - Software Application Specialists

CTC - Customer Service Representative

CTC - Software Applications

Deletion of two CTSs from the inventory of approved programs:

CTS - Legal Office Specialist

CTS - Office Management Specialist

Removal of the following concentrations:

Business Office Admin - Legal Office Concentration

Business Office Admin - Computer Applications Concentration

Business Office Admin - Office Management

IMPLEMENTATION DATE (Semester and Year)	Fall 2018
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HISTORY OF PRIOR ACTIONS Provide an overview of changes to this program.
The board last approved major changes on November 14, 2012.

JUSTIFICATION FOR THE PROPOSED CHANGE Include support such as four-year university agreements, industry demand, advisory board information, etc.
The merger of CLTC and Natchitoches/Sabine campuses created too many program options. The course offerings are being reduced which will lower costs and simplify scheduling.

LOUISIANA WORKFORCE COMMISSION STAR LEVEL (http://www.laworks.net/Stars/)
<input type="checkbox"/> 5 Stars <input checked="" type="checkbox"/> 4 Stars <input checked="" type="checkbox"/> 3 Stars <input type="checkbox"/> 2 Stars <input type="checkbox"/> 1 Star

SITE(S) OF NEW PROGRAM OR CURRICULUM MODIFICATION			
<input type="checkbox"/> Main Campus	<input checked="" type="checkbox"/> All Campuses	<input type="checkbox"/> Sites (list below)	<input type="checkbox"/> Distance Education
Site 1: Site 2: Site 3: Site 4:			

QUALIFIED FACULTY (Check all that apply)		
<input checked="" type="checkbox"/> Use Existing Faculty #: 8	<input type="checkbox"/> Hire Adjunct Faculty #: _____	<input type="checkbox"/> Hire Full-Time Faculty #: _____

MINIMUM CREDENTIALS REQUIRED FOR FACULTY		
Education: Bachelor's degree	Experience: 3 years	Certification:

FISCAL IMPACT: ADMINISTRATION and IMPLEMENTATION COSTS

Department: Business

Describe how this change will affect the administrative structure and/or allocation of departmental funds in terms of faculty, facilities, support, and any other resources.

The reduction in the number of concentrations will reduce the cost to provide required courses.

ANTICIPATED ENROLLMENT:

Students	Year One	Year Two	Year Three	Year Four	Year Five
DAY	124	125	150	160	160
EVENING					
DISTANCE EDUCATION					
Describe Process for Attaining & Estimating Enrollment:	Enrollment is based on historical data.				

PROGRAM ACCREDITATION:

Is Program Accreditation, Licensure or Certification Required?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
	If YES, please provide projected accreditation/licensure/certification date:	
Type/Name of Program Accreditation, Licensure or Certification Required:		


PROGRAM CURRICULUM


Use the template below or insert separate attachment. All modifications should include the OLD and NEW curriculum with changes appropriately noted so that it is visually clear what has been added, deleted and/or changed. Note if any special requirements, such as internships, are part of the curriculum. List all embedded IBCs. If you are adopting curriculum, you do not need to complete this section.

Subject Code	Course Number	Course Title	Lecture Hours	Lab Hours	Contact Hours	Credit Hours
First Semester						
		See attached				

BENEFITS TO THE SYSTEM
Discuss how this change will benefit your students, your community, and the LCTCS.
This will allow Central Louisiana Technical Community College to better meet the community needs.

SIGNATURES:



 College Chief Academic Officer


 College Chief Executive Officer

3/27/18
 Date
3-27-18
 Date



BUSINESS ADMINISTRATION (AAS) (52.0401)

DIVISION: Academic & Health Programs

DEPARTMENT: Business

DEGREE/DIPLOMA/CERTIFICATE OPTIONS

AAS – BUSINESS ADMINISTRATION
 TD – GENERAL CONCENTRATION
 TD – MEDICAL OFFICE CONCENTRATION
 TD- INFORMATION TECHNOLOGY CONCENTRATION
 TD-ACCOUNTING CONCENTRATION
 CTS – MEDICAL OFFICE SPECIALIST
 CTS – INFORMATION TECHNOLOGY SPECIALIST
 CTS – ACCOUNTING OFFICE SPECIALIST
 CTS- SOFTWARE APPLICATION SPECIALIST
 CTS–MEDICAL RECORDS/BILLING CLERK
 CTS – CUSTOMER SERVICE SPECIALIST
 CTS– ADMINISTRATIVE ASSISTANT
 CTC – CUSTOMER SERVICE REPRESENTATIVE
 CTC – SOFTWARE APPLICATIONS

CONCENTRATION AREAS:

ACCOUNTING
 INFORMATION TECHNOLOGY
 MEDICAL OFFICE
 GENERAL

New Curriculum

SPECIAL COMMENTS: This degree consists of a core set of courses and 4 concentration areas from which the student can choose to complete the degree. The AAS degree consists of the core courses, one area of concentration, plus 15 credit hours of general education courses.

Course No.	Course Title	Lecture	Lab	Total Credit Hrs.	Total Clock Hrs.
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
GENERAL CONCENTRATION: (Core + the following)					
ACCT 1100	Fundamentals of Accounting	2	1	3	75
ACCT 1500	Computerized Accounting	2	1	3	60
ISYS 1540	Advance Word Processing (IBC-MOS Certification – Microsoft Word)	1	2	3	75
BUSE 1045	Business Communication	2	1	3	60
CPTR 1320	Spreadsheets	1	2	3	75
CTS – ADMINISTRATIVE ASSISTANT				31	630

OSYS 2530	Office Procedures	2	1	3	75
CPTR 1420	Advanced Spreadsheets	1	2	3	75
	Approved Business Elective	3	0	3	45
	Approved Business Elective	3	0	3	45
JOBS 2450	Job Seeking Skills	2	0	2	30
	TD – GENERAL CONCENTRATION			45	900
MEDICAL OFFICE CONCENTRATION: (Core + the following)					
BOTH 1300	Medical Office Terminology	3	0	3	45
BOTH 1120	General Body Structure	3	0	3	45
BOTH 1210	Adm. Procedures for Medical Offices	3	0	3	45
ACCT 1100	Principles of Accounting, Part I	2	1	3	75
BUSE 1045	Business Communication	3	0	3	45
BOTH 2110	Medical Office Transcription	3	0	3	45
	CTS – MEDICAL OFFICE SPECIALIST			34	585
BOTH 1230	Insurance Billing	3	0	3	45
BOTH 1240	ICD Coding	3	0	3	45
BOTH 1250	CPT/HCPSC Coding	3	0	3	45
JOBS 2450	Job Seeking Skills	2	0	2	30
	TD – MEDICAL OFFICE CONCENTRATION			45	750
INFORMATION TECHNOLOGY CONCENTRATION: (Core + the following)					
INTE 1100	Installation and Troubleshooting, Part I	1	2	3	90
INTE 1110	Installation and Troubleshooting, Part II	1	2	3	90
INTE 1200	Operating Systems	1	2	3	90
INTE 1210	Introduction to Programming	1	2	3	90
INTE 1300	Internet Applications	1	2	3	90
INCT 1900	Web Page Design	1	2	3	90
INTE 2261	Desktop Support	1	2	3	90
	CTS – INFORMATION TECHNOLOGY SPECIALIST			37	915
CPTR 1320	Spreadsheets	2	1	3	75
BUSE 1045	Business Communications	3	0	3	45
JOBS 2450	Job Seeking Skills	2	0	2	30
	TD – INFORMATION TECHNOLOGY CONCENTRATION			45	1,065
ACCOUNTING CONCENTRATION: (Core + the following)					
ACCT 1110	Principles of Accounting	2	1	3	75
ACCT 1250	Payroll Accounting	3	0	3	45
BUSE 1045	Business Communication	3	0	3	45
CPTR 1320	Spreadsheets	1	2	3	75
ACCT 2100	Introduction to Financial Accounting	3	0	3	45
	CTS – ACCOUNTING OFFICE SPECIALIST			31	570
ACCT 2110	Introduction to Managerial Accounting	3	0	3	45
ACCT 1500	Computerized Accounting	3	0	3	60
CPTR 1420	Advanced Spreadsheets (IBC-MOS Certification – Microsoft Excel)	2	1	3	75
	Approved Business Elective	3	0	3	45
JOBS 2450	Job Seeking Skills	2	0	2	30
	TD – ACCOUNTING CONCENTRATION			45	825
GENERAL EDUCATION COURSES					
ENGL 1010	English Composition I	3	0	3	45
	General Ed. – Math Elective	3	0	3	45

	General Ed. – Behavioral/Social Science Elective	3	0	3	45
	General Ed. – Natural Science Elective	3	0	3	45
	General Ed. – Humanities Elective	3	0	3	45
	AAS – BUSINESS ADMINISTRATION			60	
ADDITIONAL CERTIFICATE EXIT POINTS					
	CTS – SOFTWARE APPLICATIONS SPECIALIST				
KYBD 1010	Introductory Keyboarding	3	0	3	45
CPTR 1320	Spreadsheets (IBC-MOS Certification – Microsoft Excel)	1	2	3	75
CPTR 1310	Database Management	2	1	3	60
ISYS 1440	Word Processing (IBC-MOS Certification – Microsoft Word)	1	2	3	75
ISYS 1650	Desktop Publishing	2	1	3	60
ISYS 1550	Advanced Word Processing (IBC-MOS Certification – Microsoft Word)	1	2	3	75
CPTR 1420	Advanced Spreadsheets (IBC-MOS Certification – Microsoft Excel)	1	2	3	75
				21	465
	CTS – MEDICAL RECORDS/BILLING SPECIALIST				
BOTH 1300	Medical Office Terminology	3	0	3	45
BOTH 1120	General Body Structure	3	0	3	45
BOTH 1230	Insurance Billing	3	0	3	45
BOTH 1240	ICD Coding	3	0	3	45
Both 1250	CPT/HCPSC Coding	3	0	3	45
CPTR 1320	Spreadsheets	1	2	3	75
BOTH 1210	Adm. Procedures for Medical Offices	3	0	3	45
BOTH 2110	Medical Office Transcription	3	0	3	45
BUSO 1100	Records and Information Management	3	0	3	45
				27	435
	CTC – SOFTWARE APPLICATIONS				
ISYS 1440	Word Processing (IBC-MOS Certification – Microsoft Word)	1	2	3	75
CPTR 1320	Spreadsheets (IBC-MOS Certification – Microsoft Excel)	1	2	3	75
CPTR 1310	Database Management	2	1	3	60
		4	5	9	210
	CTC – CUSTOMER SERVICE REPRESENTATIVE				
CPTR 1002	Computer Literacy & Applications (IBC-IC3 Certification)	3	0	3	45
CSRV 1000	Customer Service (National Retail Foundation Certification)	3	0	3	45
				6	90



BUSINESS OFFICE ADMINISTRATION (52.0401)

DIVISION: Academic & Health Programs
DEPARTMENT: Business

DEGREE/DIPLOMA/CERTIFICATE OPTIONS

- TCA – CUSTOMER SERVICE SPECIALIST
- TCA – GENERAL CLERK
- TCA – OFFICE APPLICATIONS SPECIALIST
- TCA – CALL CENTER REPRESENTATIVE
- TCA – HUMAN RESOURCE SPECIALIST
- TCA – BANK TELLER
- TCA – MEDICAL RECORDS/BILLING CLERK
- CTS – OFFICE ASSISTANT SPECIALIST
- CTS – ACCOUNTING OFFICE SPECIALIST
- CTS – INFORMATION TECHNOLOGY SPECIALIST
- CTS – MEDICAL OFFICE SPECIALIST
- CTS – LEGAL OFFICE SPECIALIST
- CTS – OFFICE MANAGEMENT SPECIALIST
- CTS – MEDICAL RECORDS/BILLING SPECIALIST
- TD – GENERAL OFFICE CONCENTRATION
- TD – ACCOUNTING CONCENTRATION
- TD – INFORMATION TECHNOLOGY CONCENTRATION
- TD – MEDICAL OFFICE CONCENTRATION
- TD – COMPUTER APPLICATIONS CONCENTRATION
- TC – LEGAL OFFICE CONCENTRATION
- AAS – BUSINESS OFFICE ADMINISTRATION

CONCENTRATION AREAS:

- INFORMATION TECHNOLOGY
- GENERAL OFFICE
- ACCOUNTING
- MEDICAL OFFICE
- LEGAL OFFICE
- COMPUTER APPLICATIONS
- OFFICE MANAGEMENT

Current Curriculum

SPECIAL COMMENTS: This program consists of a core set of courses and 6 concentration areas from which the student can choose to complete the degree (The Information Technology concentration does not include the core). The AAS degree consists of a Technical Diplomas(TD), plus 15 credit hours of general education courses. Pre-requisite courses are CPTR 1002 (Computer Literacy & Applications) and KYBD 1010 (Introductory Keyboarding)

CURRICULUM

Course No.	Course Title	Lecture	Lab	Total Credit Hrs.	Total Clock Hrs.
CORE COURSES:					
ORNT 1000	Freshman Seminar	1	0	1	15
GSRV 1000	Customer Service	3	0	3	45
BUSE 1030	Business English	3	0	3	45
KYBD 1111	Introduction to Formatting	1	2	3	75
OSYS 1100	Records Management	3	0	3	45
	TCA – GENERAL CLERK			13	225

GENERAL OFFICE CONCENTRATION: (Core + the following)					
ACCT 1100	Principles of Accounting I	2	1	3	75
ACCT 1200	Principles of Accounting II	2	1	3	75
BUSM 1050	Business Math	2	1	3	60
BUSE 1045	Business Communication	3	0	3	45
CPTR 1320	Spreadsheets	1	2	3	75
CPTR 1310	Database Management	2	1	3	60
ISYS 1440	Word Processing	1	2	3	75
	CTS – OFFICE ASSISTANT SPECIALIST			34	690
ISYS 1650	Desktop Publishing	2	1	3	60
MATR 1350	Machine Transcription	3	0	3	45
OSYS 2530	Office Procedures	3	0	3	45
JOBS 2450	Job Seeking Skills	2	0	2	30
	TD – GENERAL OFFICE CONCENTRATION				
ACCOUNTING CONCENTRATION: (Core + the following)					
ACCT 1100	Principles of Accounting I	2	1	3	75
ACCT 1200	Principles of Accounting II	2	1	3	75
ACCT 1250	Payroll Accounting	3	0	3	45
BUSM 1050	Business Math	2	1	3	60
BUSE 1045	Business Communication	3	0	3	45
CPTR 1320	Spreadsheets	1	2	3	75
ISYS 1440	Word Processing	1	2	3	75
	CTS – ACCOUNTING OFFICE SPECIALIST			34	675
ACCT 1300	Intermediate Accounting	2	1	3	60
ACCT1400	Advanced Accounting	2	1	3	60
ACCT 1500	Computerized Accounting	2	1	3	60
JOBS 2450	Job Seeking Skills	2	0	2	30
	TD – ACCOUNTING CONCENTRATION			45	885
MEDICAL OFFICE CONCENTRATION: (Core + the following)					
BOTH 1300	Medical Office Terminology	3	0	3	45
BOTH 1120	General Body Structure	3	0	3	45
BOTH 1210	Adm. Procedures for Medical Offices	3	0	3	45
ACCT 1100	Principles of Accounting I	2	1	3	75
BUSM 1050	Business Math	2	1	3	60
BUSE 1045	Business Communication	3	0	3	45
BOTH 2110	Medical Office Transcription	3	0	3	45
	CTS – MEDICAL OFFICE SPECIALIST			34	585
BOTH 1230	Insurance Billing	3	0	3	45
BOTH 1240	ICD Coding	3	0	3	45
BOTH 1250	CPT/HCPCS Coding	2	1	3	75
JOBS 2450	Job Seeking Skills	2	0	2	30
	TD – MEDICAL OFFICE CONCENTRATION			45	780
COMPUTER APPLICATIONS CONCENTRATION: (Core + the following)					
ACCT 1100	Principles of Accounting I	2	1	3	75
ACCT 1200	Principles of Accounting II	2	1	3	75
BUSM 1050	Business Math	2	1	3	60
BUSE 1045	Business Communication	3	0	3	45
CPTR 1320	Spreadsheets	1	2	3	75

CPTR 1310	Database Management	2	1	3	60
ISYS 1440	Word Processing	1	2	3	75
	CTS – OFFICE ASSISTANT SPECIALIST			34	690
CPTR 1200	Introduction to Operating Systems	3	0	3	45
CPTR 1600	Presentation Software	3	0	3	45
CPTR 1400	Introduction to Networking Technologies	3	0	3	45
JOBS 2450	Job Seeking Skills	2	0	2	30
	TD – COMPUTER APPLICATIONS CONCENTRATION			45	855
LEGAL OFFICE CONCENTRATION: (Core + the following)					
ACCT 1100	Principles of Accounting I	2	1	3	75
ACCT 1200	Principles of Accounting II	2	1	3	75
BUSM 1050	Business Math	2	1	3	60
BUSI 1000	Business Law	3	0	3	45
BUSE 1045	Business Communication	3	0	3	45
BOTL 1300	Legal Terminology	3	0	3	45
BOTL 2110	Legal Transcription	3	0	3	45
	CTS – LEGAL OFFICE SPECIALIST			34	615
CPTR 1320	Spreadsheets	1	2	3	75
ACCT 1500	Computerized Accounting	2	1	3	60
BOTL 1210	Legal Administrative Procedures	3	0	3	45
JOBS 2450	Job Seeking Skills	2	0	2	30
	TD – LEGAL OFFICE CONCENTRATION			45	825
OFFICE MANAGEMENT CONCENTRATION: (Core + the following)					
ACCT 1100	Principles of Accounting I	2	1	3	75
ACCT 1200	Principles of Accounting II	2	1	3	75
BUSM 1050	Business Math	2	1	3	60
BUSE 1045	Business Communication	3	0	3	45
CPTR 1320	Spreadsheets	1	2	3	75
ISYS 1440	Word Processing	1	2	3	75
OSYS 2530	Office Procedures	3	0	3	45
	CTS – OFFICE MANAGEMENT SPECIALIST			34	675
BUSI 1000	Business Law	3	0	3	45
HURM 1600	Human Resources Management	3	0	3	45
ENTP 1000	Foundations of Entrepreneurship	3	0	3	45
JOBS 2450	Job Seeking Skills	2	0	2	30
	TD – OFFICE MANAGEMENT CONCENTRATION			45	840
INFORMATION TECHNOLOGY CONCENTRATION:					
ORNT 1000	Freshman Seminar	1	0	1	15
CSRV 1000	Customer Service	3	0	3	45
ISYS 1440	Word Processing	2	1	3	75
	TCA – CUSTOMER SERVICE SPECIALIST				
INTE 1100	Installation and Troubleshooting, Part I	1	2	3	90
INTE 1110	Installation and Troubleshooting, Part II	1	2	3	90
INTE 1200	Operating Systems	1	2	3	90
INTE 1210	Introduction to Programming	1	2	3	90
INTE 1300	Internet Applications	1	2	3	90
INCT 1900	Web Page Design	1	2	3	90

INTE 2261	Desktop Support	1	2	3	90
	CTS – INFORMATION TECHNOLOGY SPECIALIST			28	765
CPTR 1320	Spreadsheets	1	2	3	75
BUSM 1050	Business Math	2	1	3	60
ACCT 1100	Principles of Accounting I	2	1	3	75
BUSE 1030	Business English	3	0	3	45
	ELECTIVE			3	45
JOBS 2450	Job Seeking Skills	2	0	2	30
	TD – INFORMATION TECHNOLOGY CONCENTRATION			45	1140
ENGL 1015	English Composition I	3	0	3	45
MATH 1015	College Algebra	3	0	3	45
PSYC 2015	Introduction to Psychology	3	0	3	45
PHSC 1015	Physical Science I	3	0	3	45
SPCH 1015	Introduction to Public Speaking	3	0	3	45
	AAS – BUSINESS OFFICE ADMINISTRATION			60	
ADDITIONAL CERTIFICATE EXIT POINTS					
	TCA – OFFICE APPLICATIONS SPECIALIST				
KYBD 1010	Introductory Keyboarding	3	0	3	45
CPTR 1320	Spreadsheets	1	2	3	75
CPTR 1310	Database Management	2	1	3	60
ISYS 1440	Word Processing	1	2	3	75
				12	255
	TCA – CALL CENTER REPRESENTATIVE				
ORNT 1000	Freshman Seminar	1	0	1	15
BUSM 1050	Business Math	2	1	3	60
BUSE 1045	Business Communication	3	0	3	45
CSRV 1000	Customer Service	3	0	3	45
CCRV 1000	Telephone Sales & Skills	3	0	3	45
CCRV 1100	Call Center Procedures	3	0	3	45
JOBS 2450	Job Seeking Skills	2	0	2	30
				18	270
	TCA – HUMAN RESOURCE SPECIALIST				
ORNT 1000	Freshman Seminar	1	0	1	15
KYBD 1111	Introduction to Formatting	2	1	3	75
HURM 1000	Employment Law & Regulations	3	0	3	45
HURM 1100	Training & Development	3	0	3	45
HURM 1200	Recruiting, Selecting & Personnel Planning	3	0	3	45
HURM 1300	Compensation & Benefits	3	0	3	45
JOBS 2450	Job Seeking Skills	2	0	2	30
				18	300
	TCA – BANK TELLER				
ORNT 1000	Freshman Seminar	1	0	1	15
BUSM 1050	Business Math	2	1	3	60
CSRV 1000	Customer Service	3	0	3	45
ACCT 1100	Principles of Accounting I	2	1	3	75
BTEL 1000	Bank Teller Procedures	3	0	3	45
OSYS 1250	Business Calculators	3	0	3	45
JOBS 2450	Job Seeking Skills	2	0	2	30

				18	285
	TCA – MEDICAL RECORDS/BILLING CLERK				
BOTH 1300	Medical Office Terminology	3	0	3	45
BOTH 1120	General Body Structure	3	0	3	45
BOTH 1230	Insurance Billing	3	0	3	45
BOTH 1240	Coding	3	0	3	45
Both 1250	Advanced Coding	2	1	3	75
				15	225
	CTS – MEDICAL RECORDS/BILLING SPECIALIST				
BOTH 1210	Adm. Procedures for Medical Offices	3	0	3	45
BOTH 2110	Medical Office Transcription	3	0	3	45
OSYS 1100	Records Management	3	0	3	45
				24	390