

CURRICULUM STANDARD

Effective Term
Fall 2017
[2017*03]

| | | | |
|--------------------------|------------------------------|--------------|----------------|
| Curriculum Program Title | Office Administration | Program Code | A25370 |
| Concentration | (not applicable) | CIP Code | 52.0204 |

Curriculum Description

The Office Administration curriculum prepares individuals for employment as administrative office personnel who use skills in the areas of office management, office finance, legal office, virtual office, customer service, and office software.

Course work includes computer applications, oral and written communication, analysis and coordination of office tasks and procedures, records management, and other topics depending on the subject area selected within this curriculum.

Graduates should qualify for employment opportunities in a variety of office positions in business, government, and industry. Upon graduation, students may be eligible to sit for industry recognized certification exams.

Curriculum Requirements*

[for associate degree, diploma, and certificate programs in accordance with 1D SBCC 400.97(3)]

- I. **General Education.** Degree programs must contain a minimum of 15 semester hours including at least one course from each of the following areas: humanities/fine arts, social/behavioral sciences, and natural sciences/mathematics. Degree programs must contain a minimum of 6 semester hours of communications. Diploma programs must contain a minimum of 6 semester hours of general education; 3 semester hours must be in communications. General education is optional in certificate programs.
- II. **Major Hours.** AAS, diploma, and certificate programs must include courses which offer specific job knowledge and skills. Work-based learning may be included in associate in applied science degrees up to a maximum of 8 semester hours of credit; in diploma programs up to a maximum of 4 semester hours of credit; and in certificate programs up to a maximum of 2 semester hours of credit. *(See second page for additional information.)*
- III. **Other Required Hours.** A college may include courses to meet graduation or local employer requirements in a certificate, diploma, or associate in applied science program. These curriculum courses shall be selected from the *Combined Course Library* and must be approved by the System Office prior to implementation. Restricted, unique, or free elective courses may not be included as other required hours.

| | AAS | Diploma | Certificate |
|--|--------------|----------------|--------------------|
| Minimum General Education Hours | 15 | 6 | 0 |
| Minimum Major Hours | 49 | 30 | 12 |
| Other Required Hours | 0-7 | 0-4 | 0-1 |
| Total Semester Hours Credit (SHC) | 64-76 | 36-48 | 12-18 |

*Within the degree program, the institution shall include opportunities for the achievement of competence in reading, writing, oral communication, fundamental mathematical skills, and basic use of computers.

| Minimum General Education Hours Required: | 15 SHC | 6 SHC | 0 SHC |
|--|---|---|---|
| <p><i>Courses listed below are recommended general education courses for this curriculum standard. Colleges may choose to include additional or alternative general education courses to meet local curriculum needs.</i></p> <p>Communication:</p> <p>COM 110 Introduction to Communication 3 SHC COM 120 Intro Interpersonal Com 3 SHC COM 231 Public Speaking U 3 SHC ENG 111 Writing and Inquiry U 3 SHC ENG 112 Writing/Research in the Disc U 3 SHC ENG 114 Prof Research & Reporting 3 SHC ENG 116 Technical Report Writing 3 SHC</p> <p>Humanities/Fine Arts:</p> <p>ART 111 Art Appreciation U 3 SHC HUM 110 Technology and Society 3 SHC HUM 115 Critical Thinking 3 SHC HUM 230 Leadership Development 3 SHC MUS 110 Music Appreciation U 3 SHC PHI 230 Introduction to Logic 3 SHC PHI 240 Introduction to Ethics U 3 SHC</p> <p>Social /Behavioral Sciences:</p> <p>ECO 151 Survey of Economics 3 SHC ECO 251 Prin of Microeconomics U 3 SHC ECO 252 Prin of Macroeconomics U 3 SHC POL 120 American Government U 3 SHC PSY 118 Interpersonal Psychology 3 SHC PSY 150 General Psychology U 3 SHC SOC 210 Introduction to Sociology U 3 SHC</p> <p>Natural Sciences/Mathematics:</p> <p>MAT 110 Math Measurement and Literacy 3 SHC MAT 121 Algebra/Trigonometry I 3 SHC MAT 143 Quantitative Literacy U 3 SHC MAT 152 Statistical Methods I U 4 SHC MAT 171 Precalculus Algebra U 4 SHC</p> <p>U indicates a Universal General Education Transfer Component (UGETC) course included in the Comprehensive Articulation Agreement. UGETC courses are guaranteed to transfer to any of the sixteen University of North Carolina senior institutions as equivalent credit within defined distribution limits.</p> | <p>6 SHC</p> <p>3 SHC</p> <p>3 SHC</p> <p>3-4 SHC</p> | <p>3-6 SHC</p> <p>0-3 SHC</p> <p>0-3 SHC</p> <p>0-3 SHC</p> | <p>Optional</p> <p>Optional</p> <p>Optional</p> <p>Optional</p> |

Major Hours

[ref. 1D SBCCC 400.97(3)]

- A. Core.** The subject/course core is comprised of subject areas and/or specific courses which are required for each curriculum program. A diploma program offered under an approved AAS program standard or a certificate which is the highest credential level awarded under an approved AAS program standard must include a minimum of 12 semester hours credit derived from the subject/course core of the AAS program.
- B. Concentration** *(if applicable)*. A concentration of study must include a minimum of 12 semester hours credit from required subjects and/or courses. The majority of the course credit hours are unique to the concentration. The required subjects and/or courses that make up the concentration of study are in addition to the required subject/course core.
- C. Other Major Hours.** Other major hours must be selected from prefixes listed on the curriculum standard. A maximum of 9 semester hours of credit may be selected from any prefix listed, with the exception of prefixes listed in the core or concentration. Work-based learning may be included in associate in applied science degrees up to a maximum of 8 semester hours of credit; in diploma programs up to a maximum of 4 semester hours of credit; and in certificate programs up to a maximum of 2 semester hours of credit.

Office Administration A25370

| | AAS | Diploma | Certificate | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--------------------------------|----------------|---------------|---------|--------------------|-------|---------|---------------------------|-------|---------|-------------------|-------|---------|-----------------------|-------|---------|-------------------------|-------|---------|-----------------|-------|---------|---------------------------|-------|---------|--------------------------|-------|---------|-------------------|-------|---------|--------------------------------|-------|---------|--------------------|-------|---------|--------------------------|-------|---------|---------------|-------|---------|------------------|-------|------------------|---------------|--|
| Minimum Major Hours Required | 49 SHC | 30 SHC | 12 SHC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>A. Technical Core: <i>A diploma offered under this AAS degree requires a minimum of 12 SHC extracted from the required subject area or core of the AAS degree.</i></p> <p>Required Courses:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 100px;">OST 164</td> <td>Office Editing</td> <td style="width: 100px;">3 SHC</td> </tr> <tr> <td>OST 184</td> <td>Records Management</td> <td>3 SHC</td> </tr> </table> <p>Computer Applications <i>Select one:</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 100px;">CIS 110</td> <td>Introduction to Computers</td> <td style="width: 100px;">3 SHC</td> </tr> <tr> <td>CIS 111</td> <td>Basic PC Literacy</td> <td>2 SHC</td> </tr> <tr> <td>OST 137</td> <td>Office Applications I</td> <td>3 SHC</td> </tr> </table> <p>Formatting/Word Processing <i>Select one:</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 100px;">OST 134</td> <td>Text Entry & Formatting</td> <td style="width: 100px;">3 SHC</td> </tr> <tr> <td>OST 136</td> <td>Word Processing</td> <td>3 SHC</td> </tr> </table> <p>Office Management <i>Select one:</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 100px;">BUS 135</td> <td>Principles of Supervision</td> <td style="width: 100px;">3 SHC</td> </tr> <tr> <td>BUS 137</td> <td>Principles of Management</td> <td>3 SHC</td> </tr> <tr> <td>OST 181</td> <td>Office Procedures</td> <td>3 SHC</td> </tr> <tr> <td>OST 289</td> <td>Office Administration Capstone</td> <td>3 SHC</td> </tr> </table> <p>Required Subject Areas <i>(Select one subject area):</i></p> <p>General Office Administration 9 hours to be selected from the following prefix: OST</p> <p>Office Finance <i>Select one:</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 100px;">ACC 150</td> <td>Acct Software Appl</td> <td style="width: 100px;">2 SHC</td> </tr> <tr> <td>OST 153</td> <td>Office Finance Solutions</td> <td>3 SHC</td> </tr> </table> <p><i>Select one:</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 100px;">BUS 121</td> <td>Business Math</td> <td style="width: 100px;">3 SHC</td> </tr> <tr> <td>BUS 125</td> <td>Personal Finance</td> <td>3 SHC</td> </tr> </table> | OST 164 | Office Editing | 3 SHC | OST 184 | Records Management | 3 SHC | CIS 110 | Introduction to Computers | 3 SHC | CIS 111 | Basic PC Literacy | 2 SHC | OST 137 | Office Applications I | 3 SHC | OST 134 | Text Entry & Formatting | 3 SHC | OST 136 | Word Processing | 3 SHC | BUS 135 | Principles of Supervision | 3 SHC | BUS 137 | Principles of Management | 3 SHC | OST 181 | Office Procedures | 3 SHC | OST 289 | Office Administration Capstone | 3 SHC | ACC 150 | Acct Software Appl | 2 SHC | OST 153 | Office Finance Solutions | 3 SHC | BUS 121 | Business Math | 3 SHC | BUS 125 | Personal Finance | 3 SHC | 22-25 SHC | 12 SHC | |
| OST 164 | Office Editing | 3 SHC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| OST 184 | Records Management | 3 SHC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CIS 110 | Introduction to Computers | 3 SHC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CIS 111 | Basic PC Literacy | 2 SHC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| OST 137 | Office Applications I | 3 SHC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| OST 134 | Text Entry & Formatting | 3 SHC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| OST 136 | Word Processing | 3 SHC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| BUS 135 | Principles of Supervision | 3 SHC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| BUS 137 | Principles of Management | 3 SHC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| OST 181 | Office Procedures | 3 SHC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| OST 289 | Office Administration Capstone | 3 SHC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ACC 150 | Acct Software Appl | 2 SHC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| OST 153 | Office Finance Solutions | 3 SHC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| BUS 121 | Business Math | 3 SHC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| BUS 125 | Personal Finance | 3 SHC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| <p>OST 122 Office Computations 3 SHC</p> <p><i>Select one:</i></p> <p>ACC 111 Financial Accounting 3 SHC</p> <p>ACC 115 College Accounting 4 SHC</p> <p>ACC 120 Prin of Financial Accounting 4 SHC</p> <p>Legal Office</p> <p><i>Select three:</i></p> <p>BUS 115 Business Law 3 SHC</p> <p>LEX 270 Law Office Mgt/Technology 2 SHC</p> <p>OST 155 Legal Terminology 3 SHC</p> <p>OST 156 Legal Office Procedures 3 SHC</p> <p>OST 252 Legal Transcription I 3 SHC</p> <p>Virtual Office</p> <p><i>Select three:</i></p> <p>MKT 232 Social Media Marketing 4 SHC</p> <p>OST 145 Social Media for Office Prof 3 SHC</p> <p>OST 171 Intro. To Virtual Office 3 SHC</p> <p>OST 271 Office Web Technologies 3 SHC</p> <p>OST 272 Virtual Office Capstone 3 SHC</p> <p>Customer Service</p> <p><i>Select two:</i></p> <p>BUS 260 Business Communications 3 SHC</p> <p>OST 159 Office Ethics 3 SHC</p> <p>OST 165 Adv Office Editing 3 SHC</p> <p>OST 286 Professional Development 3 SHC</p> <p><i>Select one:</i></p> <p>BUS 151 People Skills 3 SHC</p> <p>CSV 110 Intro to Customer Service 3 SHC</p> <p>MKT 223 Customer Service 3 SHC</p> <p>Office Software</p> <p><i>Select three:</i></p> <p>CTS 125 Presentation Graphics 3 SHC</p> <p>CTS 130 Spreadsheet 3 SHC</p> <p>DBA 110 Database Concepts 3 SHC</p> <p>OST 138 Office Applications II 3 SHC</p> <p>OST 233 Office Publications Design 3 SHC</p> <p>OST 236 Adv Word Processing 3 SHC</p> <p>OST 238 Office Applications III 3 SHC</p> | | | |
| <p>B. CONCENTRATION <i>(Not applicable)</i></p> | | | |
| <p>C. OTHER MAJOR HOURS</p> <p><i>To be selected from the following prefixes:</i></p> <p>ACC, AIB, BAF, BUS, CIS, CJC, CRT, CSC, CSV, CTI, CTS, DBA, ECM, ECO, ETR, HBI, HMT, ISC, ITN, LEX, MED, MKT, NET, NOS, OMT, OST, PMT, PSY, RLS, SEC, SPA, WBL, and WEB.</p> <p><i>Up to two semester hour credit may be selected from ACA.</i></p> <p><i>Up to three semester hour credits may be selected from the following prefixes: ARA ASL, CHI, FRE, GER, ITA, JPN, LAT, POR, RUS and SPA.</i></p> | | | |

Employability Competencies

Fundamental competencies that address soft skills vital to employability, personal, and professional success are listed below. Colleges are encouraged to integrate these competencies into the curriculum by embedding appropriate student learning outcomes into one or more courses or through alternative methods.

- A. Information processing** – The ability to acquire, evaluate, organize, manage, and interpret information (Planning and Organizing)
- B. Communication** – The ability to effectively exchange ideas and information with others through oral, written, or visual means
- C. Integrity and Professionalism** – Workplace behaviors that relate to ethical standards, honesty, fairness, respect, responsibility, self-control, criticism and demeanor
- D. Interpersonal Skills and Teamwork** – The ability to work effectively with others, especially to analyze situations, establish priorities, and apply resources for solving problems or accomplishing tasks
- E. Initiative and Dependability** – Workplace behaviors that relate to seeking out new responsibilities, establishing and meeting goals, completing tasks, following directions, complying with rules, and consistent reliability
- F. Problem-solving** – The ability to identify problems and potential causes while developing and implementing practical action plans for solutions
- G. Adaptability and Lifelong Learning** – The ability to learn and apply new knowledge and skills and adapt to changing technologies, methods, processes, work environments, organizational structures and management practices

**The Employability Competencies were determined as part of the Office Administration Alignment Project (OAAP). The *North Carolina Career Clusters Guide*, along with Industry/Employer Surveys, OAAP College Representative Surveys, and College Advisory Board input were used to determine these competencies.

The North Carolina Career Clusters Guide was developed by the North Carolina Department of Public Instruction and the North Carolina Community College system to link the academic and Career and Technical Education programs at the secondary and postsecondary levels to increase student achievement. Additional information about Career Clusters is located at:

http://www.nc-net.info/NC_career_clusters_guide.php or <http://www.careertech.org>.