

Administrative Support Specialist Certificate

This certificate program prepares students for executive and/or administrative assistant duties in the office. The program provides training in the latest technical and software skills.

Suggested/Sample Course Sequence

The sequence taken by the student may vary depending on prerequisites, course availability, and personal/professional responsibilities.

(Major Code 4690; State CIP Code 52.0401)

- Gainful Employment Data (<http://www.jccc.edu/businessofficetechnology/ge-admin-support/gedt.html>) (link opens in a new window)
- Business Office Technology (<http://www.jccc.edu/businessofficetechnology>)

First Semester

| | | |
|-------------|--|----|
| BOT 103 | Business English | 3 |
| BOT 105 | Keyboarding and Formatting I | 3 |
| BOT 106 | Intro to Business Computer Applications* | 3 |
| BOT 130 | Office Systems Concepts | 3 |
| Total Hours | | 12 |

Second Semester

| | | |
|-------------|------------------------------------|----|
| BOT 110 | Skillbuilding I* | 1 |
| BOT 115 | Electronic Calculators | 1 |
| BOT 150 | Records Management* | 3 |
| BOT 155 | Word Processing Application I* | 2 |
| BOT 125 | Document Formatting* | 1 |
| BOT 180 | Business Spreadsheet Applications* | 1 |
| or BOT 185 | Business Database Applications* | |
| BUS 225 | Human Relations | 3 |
| Total Hours | | 12 |

Note: Students attempting to take BOT 155 and BOT 125 in the same semester should contact the department chair.

Third Semester

| | | |
|-------------|------------------------------------|---|
| BOT 255 | Word Processing Applications II* | 2 |
| BOT 260 | Desktop Publishing for the Office* | 3 |
| Total Hours | | 5 |

Fourth Semester

| | | |
|-------------|-----------------------------------|---|
| BOT 265 | Computerized Office Applications* | 3 |
| BOT 275 | Office Internship I* | 1 |
| Total Hours | | 4 |

Total Program Hours: 33

Courses

BOT 101 Computerized Keyboarding (1 Hour)

Upon successful completion of this course, the student should be able to operate a computer keyboard by touch to enter data with speed and accuracy. 1 hr./wk.

BOT 103 Business English (3 Hours)

Upon successful completion of this course, the student should be able to demonstrate the basic rules of English, develop correct sentence structure and use accurate English grammar and mechanics when writing documents. Students also will be able to proofread written work using standard proofreading symbols. 3 hrs. lecture/wk.

BOT 105 Keyboarding and Formatting I (3 Hours)

Upon successful completion of this course, the student should be able to develop speed and accuracy by learning to use the alphabetic, numeric and symbol keys by touch; identify and operate the basic machine parts and special purpose keys; and format and type personal correspondence and business documents - letters, reports, tables and memos. Microsoft Word will be used in this class to complete and format documents. 3 hrs./wk.

BOT 106 Intro to Business Computer Applications* (3 Hours)

Prerequisites or corequisites: BOT 105

Upon successful completion of this course, the student should be able to use the beginning features of an operating system and word processing, spreadsheet, database management, presentation graphics, and e-mail programs to prepare and manage documents simulating legal, medical and general business office applications. Proficiency will also be attained in selecting appropriate applications to use and to integrate all of the business computer application programs to complete projects. Document formatting and proofreading will also be introduced. Hands-on, practical projects will be performed to reinforce the concepts taught. 3 hrs. lecture/wk.

BOT 110 Skillbuilding I* (1 Hour)

Prerequisites: BOT 105

Upon successful completion of this course, the student should be able to use a diagnostic approach to develop typing speed and accuracy. Specific problems will be identified, and the student should be able to complete specialized drills and activities tailored to the student's own typing needs to improve or eliminate deficiencies. 1 hr./wk. Students attempting to take the short-term classes BOT 110 Skillbuilding I and BOT 118 Skillbuilding II in the same semester, should contact Kathy at 913-469-8500 ext 3145, and provide their student ID number and the CRN for the specific BOT 118 section.

BOT 115 Electronic Calculators (1 Hour)

Upon successful completion of this course, the student should be able to review basic arithmetic, operate the electronic calculator by touch to build speed and accuracy, use basic calculator functions and operating controls, and solve business application problems. 3 hrs. lecture/wk.

BOT 118 Skillbuilding II* (1 Hour)

Prerequisites: BOT 110

Upon successful completion of this course, the student should further develop speed and accuracy. The student should be able to improve keyboard skills through diagnostic evaluation and by completing individualized drills and activities. 1 hr. lecture/wk. Students attempting to take the short-term classes BOT 110 Skillbuilding I and BOT 118 Skillbuilding II in the same semester, should contact Kathy at 913-469-8500 ext 3145, and provide their student ID number and the CRN for the specific BOT 118 section.

BOT 122 Medical Keyboarding* (1 Hour)

Prerequisites: BOT 105

Upon successful completion of this course, the student should be able to develop keyboarding speed and accuracy in medical formats. The student should also be able to improve keyboard skills by completing drills and activities pertaining to the transcription of medical reports. 1 hr. lecture/wk.

BOT 125 Document Formatting* (1 Hour)

Prerequisites: BOT 155

Upon successful completion of this course, the student should be able to type business letters with special features, memorandums, reports, tables and a variety of administrative documents. The student should also be able to use Microsoft Word to complete these activities. 1 hr./wk.

BOT 130 Office Systems Concepts (3 Hours)

Upon successful completion of this course, the student should be able to understand and apply technological factors of contemporary office systems. Implementation of office automation concepts will be examined as they relate to people, technology and organizations. These concepts will be applied to organizational and strategic planning to enhance productivity in the office. 3 hrs./wk.

BOT 141 Electronic Health Records* (3 Hours)

Prerequisites or corequisites: BOT 105 or proficiency exam or BOT 105 waiver exam

This course prepares students to effectively use electronic health record and practice management software used in medical practices. Emphasis will be placed on handling patient records and transactions including insurance and claim processing. Students will manage related administrative tasks; such as, scheduling appointments, posting payments, and creating statements and reports. 3 hrs. lecture/wk.

BOT 142 Legal and Ethical Issues in Healthcare (3 Hours)

Designed on the basic constructs of the US legal system this course is an introduction to the process of legal/ethical interactions with healthcare professionals including but are not limited to law enforcement, malpractice, negligence and privacy acts (HIPAA). 3 hrs. lecture/wk.

BOT 150 Records Management* (3 Hours)

Prerequisites: BOT 106 or experience using Microsoft Access

Methods for developing and controlling an office records management program will be discussed. Selection of equipment for active and inactive records will be covered, along with procedures for document, card and special records; microrecords; mechanized and automated records; and records storage, retention and transfer. Upon successful completion of this course, the student should be able to file documents using alphabetic, subject, consecutive numeric, terminal digit numeric and geographic filing systems using requisition charge out and transfer procedures. The student should be able to create a computer database for records management; enter, modify and delete records; print reports; and determine disposition of records filed alphabetically, numerically, by subject and geographically. The course will cover the identification of evaluation methods and standards for both staff and programs in a records management department. 3 hrs./wk. Note: An honors contract is available. Contact the Honors Program Office, COM 201, for more information.

BOT 155 Word Processing Application I* (2 Hours)

Prerequisites: BOT 105 and BOT 106

Upon successful completion of this course, the student should be able to demonstrate skill in creating, saving, opening, closing, printing and editing documents. The student should be able to use beginning and intermediate features of Microsoft Word. The student should be able to demonstrate file maintenance procedures. 2 hrs. lecture/wk.

BOT 160 Legal Transcription* (3 Hours)

Prerequisites: BOT 155

Upon successful completion of this course, the student should be able to demonstrate skill in spelling, defining, pronouncing and using legal terms in proper context. The student should also be able to use legal reference resources and transcribe legal documents from dictation using proper formatting rules. 3 hrs. lecture/wk.

BOT 170 Medical Coding and Billing* (3 Hours)

Prerequisites: AAC 130 or HC 130

This course is designed to give the student an overview of the medical insurance billing process. This includes becoming acquainted with ICD-9, HCPCS and CPT procedural coding systems as well as Blue Cross/Blue Shield, Medicaid, Medicare and Champus/Champva programs. Students will be given hands-on coding advice for optimal insurance reimbursement. 3 hrs. lecture/wk.

BOT 180 Business Spreadsheet Applications* (1 Hour)

Prerequisites: BOT 106

Upon successful completion of this course, the student should be able to demonstrate competencies in using advanced formatting techniques, advanced features and advanced functions of Microsoft Excel. The following topics will be covered: working with templates, workbooks and lists; using Excel's analysis tools; managing and auditing worksheets; collaborating with workgroups; creating and editing macros; and importing and exporting data. 1 hr. lecture/wk.

BOT 185 Business Database Applications* (1 Hour)

Prerequisites: BOT 106

Upon successful completion of this course, the student should be able to demonstrate database development skills by effectively identifying the types of projects that should be developed using Microsoft Access rather than a spreadsheet; build tables that can be related to each other in order to eliminate data entry duplication; customize forms and reports; create basic and advance queries; and define relational integrity between tables. The student should also be able to create basic and advanced queries with single and multiple tables using Boolean logic. The student should be able to identify and implement methods of troubleshooting and explain ways of getting additional help. 1 hr. lecture/wk.

BOT 205 Professional Image Development (1 Hour)

Upon successful completion of this course, the student should be able to develop work habits and self-management skills that will affect performance on the job by reducing stress, conflict and miscommunication. 1 hr. lecture/wk.

BOT 255 Word Processing Applications II* (2 Hours)

Prerequisites: BOT 155

Upon successful completion of this course, the student should be able to demonstrate word processing skills using such features as macros, styles, tables of contents and indexes, graphics, master and subdocuments, and other advanced features of Microsoft Word. 2 hrs. lecture/wk.

BOT 260 Desktop Publishing for the Office* (3 Hours)

Prerequisites: BOT 155

Upon successful completion of this course, the student should be able to use desktop publishing skills using Microsoft Publisher to produce publications such as fliers, newsletters, brochures, operating manuals, price lists and bulletins. 3 hrs. lecture/wk.

BOT 265 Computerized Office Applications* (3 Hours)

Prerequisites: BOT 106 and BOT 130 and BOT 255 (This capstone course should be taken near the end of the degree or certificate program)

Upon successful completion of this course, the student will be able to use the basic features of word processing, database, spreadsheet and presentation applications. The student will also use advanced features to complete simulated office applications and to perform multitasking projects. This course is taught in the spring semester only. 3 hrs. lecture/wk.

BOT 275 Office Internship I* (1 Hour)

Prerequisites: Admission to the business office technology program. This course should be taken near the end of the BOT degree or certificate program

The student should be able to gain work experience in an approved training station under instructional supervision in Administrative Assistant, Medical, Legal, or Certificate Programs. The course will provide practical experience in the use of skills acquired in Business Office Technology specialty courses. The internship will require a minimum of 185 hours of job training.

BOT 280 Office Internship II* (1 Hour)

Prerequisites: BOT 275

The student should be able to gain work experience in an approved training station under instructional supervision in Administrative Assistant, Medical, Legal, or Certificate Programs. The course will provide practical experience using skills acquired in Business Office Technology courses. The internship will require a minimum of 185 hours per semester job training.