



2016 – 2017

Career Technical Programs

Business Department
541.463.5221

lanecc.edu

Administrative Office Professional

Associate of Applied Science Degree
Career Pathway Certificate, Customer Service
Career Pathway Certificate, Legal Office Skills
Career Pathway Certificate, Office Software Specialist
Career Pathway Certificate, Small Business Ownership

Program Coordinator Judy Boozer, Bldg. 19, Rm. 253C, 541.463.5765, boozerj@lanecc.edu

Purpose To train administrative office professionals for a wide variety of office support duties. They may handle correspondence, maintain electronic and manual files, assist with financial record keeping, operate a variety of office equipment, assist customers, answer telephones, act as a receptionist, perform general office duties, and use personal computers for internet research, word processing, and financial analysis. They are capable of assuming some executive decision-making responsibilities. This program provides the foundation necessary to prepare for the Certified Professional Secretary examination. Upon successful completion of the first year courses, students will be eligible for the Business Assistant One-Year Certificate of Completion.

Learning Outcomes The graduate will:

- organize and manage the daily business functions of an organization.
- use software including word processing, spreadsheets, databases, and presentation tools to input, manage, and interpret information to meet organizational needs.
- perform on the job in ways that reflect professional ethics, legal standards, and organizational expectations.
- create professional, accurate documents.
- anticipate and actively explore innovative solutions to technological and organizational challenges.
- provide basic training and technical support for office equipment and software systems.
- use research and analytical skills to support the activities of the organization.
- work independently within diverse business environments, apply individual strengths and critical thinking to collaborative efforts.
- make effective presentations to internal and external audiences.
- use appropriate library and information resources to research business topics.
- apply critical thinking and analytical skills in decision-making and problem solving.
- perform administrative, management, financial, and Web support functions using technology.
- apply and integrate advanced computer software applications to complete complex projects and documents.
- have enhanced employment opportunities based on selection of directed electives, such as accounting, legal, and medical.
- use communication, teamwork, and interpersonal skills for internal and external customer support.
- perform in office management level positions after additional office experience is acquired.
- understand accounting as the 'language of business'.
- formulate questions that can be addressed with data and collect, organize, and display relevant data to answer them.
- use good keyboarding skills to prepare documents quickly and accurately according to employer standards.
- engage customers and co-workers in a purposeful manner listening to and accurately interpreting their responses within diverse cultural contexts.

Cooperative Education (Co-op) Co-op offers students graded college credit for on-the-job work experience related to educational and career goals. Through Co-op, students connect theory and practice, develop skills, expand career knowledge, and make contacts for future employment. Three credits of Co-op are required for the AAS degree. Additional Co-op credit is strongly recommended as an elective. Contact Jamie Kelsch, Administrative Office Professional Co-op Coordinator, Bldg. 19, Rm. 253A, 541.463.5540, kelschj@lanecc.edu

Job Openings Projected through 2020

Lane County openings 30 annually

Statewide openings 370 annually

Wages

Lane County average hourly \$16.39; average annual \$34,107

Oregon average hourly \$16.74; average annual \$34,810

Costs (Estimate based on 2014-15 tuition and fees. Consult Lane's website for updated tuition.)

Books	\$3,214
Computers/Internet Service	\$1,500
Resident Tuition and General Student Fees	\$10,982

Total Estimated Cost \$15,696

Course fees may change during the year. See the online credit class schedule for fees assigned to courses.

Course Requirements

1. Prerequisites are required for some courses. See course descriptions.
2. All Business Department majors must have a computer that meets minimum system requirements. Contact the department or academic advisor for details.
3. All program core courses (BA, BT, CS) must be taken for a letter grade, and must be completed with a grade of 'C' or better to meet program requirements. See course listings for prerequisites.
4. Foundational Requirements (writing, math, communication and Health/Wellness/Fitness courses) may be completed with a grade of 'C-' or 'Pass'.
5. Students must place at least into WR 121 or WR 121_H and MTH 065, or take classes to reach these levels before enrolling in program core courses.
6. Before enrolling in BT 120 MS WORD for Business or BT 123 MS EXCEL for Business, students are expected to have a basic knowledge of the Windows operating system and the ability to type 30 words per minute accurately and key 130-132 strokes per minute on an electronic calculator (or numeric keypad). The Business Department offers free placement tests to assist students in determining their skill levels. Contact the Business Resource Center, 541.463.5799.
7. Before enrolling in BA 214 Business Communications, students must pass BT 108 Business Proofreading and Editing.
8. The AOP program has graded keyboarding skill levels built into several courses. For details: lanecc.edu/business/testing/keyboarding-skill-competency-recommendations.

Prerequisites

BT 108 Business Proofreading and Editing

4

Administrative Office Professional

First Year

CG 203 Human Relations at Work.....	Fall 3
BT 120 MS WORD for Business	4
CS 120 Concepts of Computing: Information Processing ..	4
Choice of:	4
WR 121 Introduction to Academic Writing	
WR 121_H Introduction to Academic Writing Honors	

BA 101 Introduction to Business.....	Winter 4
BT 123 MS EXCEL for Business.....	4
BT 165 Introduction to the Accounting Cycle.....	4
MTH 065 Elementary Algebra or higher	4

BA 206 Management Fundamentals.....	Spring 3
BA 214 Business Communications.....	4
BT 144 Administrative Procedures	4
BT 163 QuickBooks	4
BT 206 Co-op Ed: Business Seminar.....	2

Second Year

BA 224 Human Resource Management.....	Fall 3
BT 220 MS WORD for Business Expert	3
Communication Course	4
Directed Elective	3-8
PE/Health Requirement	3

BA 226 Business Law	Winter 4
BT 228 Integrated Office Applications.....	4
BT 230 Sustainable Paperless Office Practices using Adobe Acrobat	4
Directed Elective	4-8

BA 278 Leadership & Team Dynamics.....	Spring 4
BA 280AA Co-op Ed: Administrative Office Professional...	3
BT 271 Administrative Professional Practicum	4
Directed Elective	4-8

Directed Electives

Payroll

BT 170 Payroll Records and Accounting	4
BT 221 Budgeting for Managers.....	4
BT 223 MS EXCEL for Business – Expert	4

Legal Office

BA 211 Financial Accounting.....	4
LA 100 Legal Procedures.....	4
LA 101 Introduction to Paralegal Studies.....	3
LA 102 Legal Terminology	3
LA 105 Civil Litigation.....	3
LA 128 Legal Procedures 2.....	4
LA 132 Ethics for the Legal Professional.....	3

Medical Office

HO 100 Medical Terminology 1	3
HO 110 Medical Filing and Records Management	3
HO 112 Medical Insurance Procedures.....	3

Customer Service

BA 223 Marketing	4
BA 280CS Co-op Ed: Customer Service	3
BT 181 Customer Service	4
CIS 101 Computer Fundamentals.....	4

Additional Electives

BT 150 Business Web Pages with WordPress	3
BT 253 Internet Marketing	4
BA 250 Small Business Management	4
BA 280AA Co-op Ed: Admin Office Professional.....	3
BA 281 Personal Finance.....	4
BT 122 MS POWERPOINT for Business	3
CIS 125D Software Tools 1: Databases	4

Administrative Office Professional: Customer Service

Offered by the Business Department 541.463.5221

Career Pathway Certificate

Program Coordinator LuAnne Johnson, Bldg. 19, Rm. 254B, 541.463.5767, johnsonlm@lanecc.edu

Purpose This Career Pathway Certificate is designed for individuals who are interested in employment or advance opportunities in the various customer service fields. Students may find employment in call centers, customer service centers, or departments within businesses that have a significant customer service component.

Learning Outcomes The graduate of the Customer Service Certificate of Completion will be able to:

- utilize keyboarding and business software skills to help support customers.
- communicate in written and verbal forms to help serve customers.
- work effective as an individual and within teams to help meet customer needs.
- deliver effective initial customer service and promote customer satisfaction.

	Fall
CG 203 Human Relations at Work.....	3
Choice of:	4
CIS 101 Computer Fundamentals	
CS 120 Concepts of Computing: Information Processing	

	Winter
BT 120 MS WORD for Business	4
COMM 218 Interpersonal Communication.....	4

	Spring
Choice of:	3-4
BA 280CS Co-op Ed: Customer Service	
BA 101 Introduction to Business	
BT 181 Customer Service.....	4

Students may be able to substitute an alternative survey course from disciplines outside of business. Please see an academic advisor to arrange pre-approved substitutions.

Administrative Office Professional: Office Software Specialist

Offered by the Business Department, 541.463.5221

Career Pathway Certificate

Program Coordinator Judy Boozer, Bldg. 19, Rm. 253C, 541.463.5765, boozerj@lanecc.edu

Purpose This Career Pathway Certificate of Completion is designed for professional office personnel who are interested in career enhancement, or for current Business students with office experience who wish to expand their software proficiency. In today's competitive job market, Office Software Specialist certification can bring employment opportunities, greater earning potential and career advancement, and increased job satisfaction.

Learning Outcomes The graduate of the Office Software Specialist Certificate of Completion will be able to:

- navigate the Windows operating environment.
- create, format, save, edit, paginate, and print documents.
- create, run, and save macros.
- use cell, row and column, and worksheet formatting techniques to create professional-looking spreadsheets.
- use sophisticated Excel functions to perform sensitivity analysis to solve business problems.
- plan and develop a worksheet to solve complex business problems by using named cells and ranges, complex logical and nested logical functions, and relative, absolute, and mixed cell references in creating formulas and functions.

Administrative Office Professional

- work with arrays, iteration, multi-sheet data, form controls, look up functions, date and time functions, and math and statistical functions in a business problem-solving context.
- create presentations from a template, from existing slides, or by using the AutoContent Wizard and apply appropriate design principles to design, create, and present an original slide show using PowerPoint software.
- customize color schemes, apply slide transitions and animation effects, create a custom background, add animated clip art, link slides within the presentation, resize and scale objects, add action buttons, hide slides, and set automatic slide timings.
- enter, edit, move, and delete information in established databases with accuracy.
- sort, index, and search databases, create custom forms and reports, link tables, and import/export information.
- create and apply character and paragraph styles, generate and update document indexes, tables of contents, and captions; demonstrate mastery in working with document sections, templates, and mail merge.

Course Requirements

1. Prerequisites are required for some courses. See course descriptions.
2. All Business Department majors must have a computer that meets minimum system requirements. Contact the department or academic advisor for details.
3. All courses must be taken for a letter grade, and must be completed with a grade of 'C' or better to meet program requirements. See course listings for prerequisites.
4. Students must place at least into WR 121 or WR 121H and MTH 065, or take classes to reach these levels before enrolling in program core courses. WR 121 or WR 121_H and MTH 065 must be taken for a letter grade, and must be completed with a grade of "C-" or better to meet program requirements.
5. Before enrolling in BT 120 MS WORD for Business or BT 123 MS EXCEL for Business, students are expected to have a basic knowledge of the Windows operating system and the ability to type 30 words per minute accurately and key 130-132 strokes per minute on an electronic calculator (or numeric keypad). The Business Department offers free placement tests to assist students in determining their skill levels. Additional testing information and schedule details are available at: lanecc.edu/business/testing/keyboarding-skill-competency-recommendations.
6. The AOP program has graded keyboarding skill levels built into several courses. For details: lanecc.edu/business/testing/keyboarding-skill-competency-recommendations.

BT 120 MS WORD for Business	4
BT 122 MS POWERPOINT for Business	3
BT 123 MS EXCEL for Business.....	4
BT 220 MS WORD for Business Expert	3
BT 223 MS EXCEL for Business-Expert.....	4
BT 228 Integrated Office Applications.....	4
CIS 125D Software Tools 1: Databases	4

Administrative Office Professional: Small Business Ownership

Offered by the Business Department 541.463.5221

Career Pathway Certificate

Program Coordinator Judy Boozer, Bldg. 19, Rm. 253C, 541.463.5765, boozerj@lanecc.edu

Purpose This Career Pathway Certificate is designed for individuals who may want to own and operate a business in the near term or future. This includes, but is not limited to, trade and professional students, community members and former graduates with skills that are marketable in the business environment; individuals with skill sets that are commonly delivered in a freelancer or independent contractor capacity; and service providers, small retailers and food service providers that may potentially organize as a business.

Learning Outcomes The graduate of the Small Business Ownership Certificate of Completion will be able to:

- understand his or her motivations and the reality of owning a small business, and understand the legal implications of being a business owner.
- determine the appropriate type of business entity for various business endeavors, and understand, outline and evaluate the components of a business plan.
- use cell, row and column, and worksheet formatting techniques to create professional-looking spreadsheets for analyzing business decisions.
- use sophisticated Excel functions to perform sensitivity analysis to solve business problems.
- understand the role of accounting in planning, operating, and reporting an organization's activities and management's fiduciary responsibility to safeguard assets and be able to discuss the adequacy of internal controls.
- recognize how the major elements of the marketing process apply to small business marketing situations.
- design and utilize QuickBooks as a tool to efficiently meet an organization's accounting and tax compliance responsibilities.
- understand the link between accounting data and the underlying business reality, and use the accounting equation for analyzing business transactions and creating financial statements.
- understand the historical role and evolving trends in small business including: transitions to paperless environments, globalization, role of e-commerce, and sustainability.

	Fall
BA 101 Introduction to Business.....	4
BT 123 MS EXCEL for Business.....	4
BT 165 Introduction to the Accounting Cycle.....	4
	Winter
BA 223 Marketing	4
BA 226 Business Law	4
BT 221 Budgeting for Managers.....	4
BT 150 Business Web Pages with WordPress	3
	Spring
BA 206 Management Fundamentals.....	3
BA 250 Small Business Management	4
BT 163 QuickBooks	4

Administrative Office Professional

Administrative Office Professional: Legal Office Skills

Offered by the Business Department, 541.463.5221

Career Pathway Certificate

Program Coordinator Business Department, Bldg. 19, Rm. 137, 541.463.5221

Purpose This Career Pathway Certificate of Completion is designed for those with office experience who wish to expand their options for employment in law-related business and government offices. It also prepares students for transfer into the second year of Umpqua Community College's AAS Degree in Paralegal Studies, which is offered completely online. Legal careers require criminal and personal background checks.

The partnership between Lane and Umpqua allows students to work toward their Legal Office Certificate while at Lane, and if they choose to continue their education, they can transfer that certificate to Umpqua to begin second year classes of the AAS in Paralegal Studies. Federal regulations prohibit students from majoring in a degree not awarded from the institution they are attending. Please see your academic advisor to discuss major options while you are attending Lane.

Federal regulations also prohibit receiving financial aid for the same term at more than one institution. Students who plan to transfer to Umpqua to pursue an AAS in Paralegal Studies will need to stop receiving financial aid from Lane and apply for financial aid from Umpqua when they transfer.

Learning Outcomes Students earning the Legal Office Skills Certificate of Completion will be able to:

- use and understand basic legal terminology and concepts.
- demonstrate an understanding of the role of lawyers in the legal system.
- demonstrate an understanding of the roles and duties of all levels of legal support personnel in the legal environment.
- prepare accurately formatted legal documents, letters, and pleadings and compose correspondence commonly used in legal settings.
- draft basic pretrial documents.
- demonstrate an understanding of pretrial and trial procedures
- develop questions for gathering information and facts in preparation for trial.
- evaluate and practice rules of ethics as they would apply to civil litigation.
- demonstrate an understanding of ethics as they relate to confidentiality, competence, fees, billing, conflicts of interest, and UPL.
- demonstrate an understanding of the purposes and functions of court rules, schedules, and procedures.
- demonstrate a basic knowledge of requirements for recording and filing documents with the proper court offices.
- demonstrate an understanding of and use a variety of legal office systems including document management and calendaring.
- demonstrate an understanding of and practice basic functions of legal billings and timekeeping, client relations, and litigation support.
- use law library, computing and communication services to obtain legal forms, information, and data from regional, national, and international networks.
- work independently within diverse business environments; apply individual strengths and critical thinking to collaborative efforts.
- use research and analytical skills to support the activities of the organization.

Course Requirements

1. Prerequisites are required for some courses. See course descriptions.
2. All courses must be taken for a letter grade, and must be completed with a grade of 'C' or better or repeated to meet program requirements.
3. Students are expected to have the ability to accurately type 40 words per minute before taking LA 100. The Business Department at Lane offers free placement tests to assist students in determining skill levels. Students who are unable to meet the minimum requirements should consider completing keyboarding and/or skill building courses to reach the required skill level. Contact the Business Resource Center, 541.463.5799.
4. The LA course sequence is offered through Umpqua Community College Fall, Winter, Spring and Winter, Spring, Summer.

	Fall
BT 108 Business Proofreading and Editing	4
LA 100 Legal Procedures.....	4
LA 102 Legal Terminology	3
Choice of:	4
WR 121 Introduction to Academic Writing	
WR 121_H Introduction to Academic Writing - Honors	
	Winter
CS 120 Concepts of Computing: Information Processing ..	4
LA 101 Introduction to Paralegal Studies.....	3
LA 128 Legal Procedures 2.....	4
MTH 06 Elementary Algebra or higher	4
	Spring
BA 214 Business Communications.....	4
Choice of:.....	4
COMM 105 Listening and Critical Thinking	
COMM 218 Interpersonal Communication	
COMM 219 Small Group Discussion	
LA 105 Civil Litigation.....	3
LA 132 Ethics for the Legal Professional.....	3