Trenholm State
COMMUNITY COLLEGE
The College for Real Careers

Office Administration (SET)

Program Information

As part of the Business and Services Technology Division at Trenholm State Community College, the Office Administration program prepares the student for a career in a professional office environment. As the business office relies increasingly on technology, organizations need well-trained, capable individuals to ensure that daily tasks are handled efficiently and effectively. In the Office Administration program, students will learn the technical and interpersonal skills that will make them key players in day-to-day operations. Students will study the current Microsoft Office applications including word processing, spreadsheets, databases, desktop publishing, and other communications technologies, allowing them to develop critical thinking and problem solving skills that will move them to the top of an organization's must-hire list.

The Office Administration Technology Program at H. Councill Trenholm State Community College covers all aspects of the office profession and incorporates hands-on, in-depth training with current software packages to prepare students for administrative support careers. Students study computers, office systems and procedures, while skills such as communication, organization and interpersonal relations are also emphasized.

Occupational Choices

Employment of office and administrative support occupations is projected to grow 3 percent from 2014 to 2024 which will result in about 466,500 new jobs (earnings can range from entry level positions to much higher incomes for certified and experienced individuals).

Sources: Bureau of Labor and Statistics Occupational Outlook Handbook, 2016-2017 Edition, 2015 Survey.

Average Full-Time Wage

The median annual wage for office and administrative support occupations was $36,500 ($17.55 per hour) in May 2016.

Sources: Bureau of Labor and Statistics Occupational Outlook Handbook, 2016-2017 Edition, 2015 Survey.

Awards Available

Associate in Applied Science Degree
        Office Administration

Certificate
        Office Administration

Program Contact

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As part of ongoing planning and evaluation, the College regularly evaluates student learning outcomes for each program.

Estimated Program Length & Cost *

Award	Length	Credit Hours	Tuition Fees	Books	Tools	Supplies
Associate Degree	6 Terms	70	$10,150	$3,550	0	$300
Associate Degree 2	4 Terms	40	$5,800	$2,300	0	$175

* Tax not included. Prices are subject to change without prior notice; cost of books may vary considerably among suppliers. Cost of general education books is in addition to the total listed above. The length of the program is based on full-time status of 12-15 credit hours per term. Enrollment in transitional level general education courses will alter the length of the program.

Associate in Applied Science Degree
Office Administration

Required Technical Courses (48 credit hours)

Course	Title	Hrs
SET-101	Beginning Keyboarding	3
SET-104	Advanced Keyboarding	3
SET-125	Basic Word Processing	3
SET-126	Advanced Word Processing	3
SET-135	Financial Record Keeping	3
	OR ACT-141 Basic Acct Principles	
SET-138	Records & Info Management	3
SET-200	Machine Transcription	3
SET-217	Office Management	3
SET-218	Office Procedures	3
SET-230	Desktop Publishing	3
SET-243	Spreadsheet Applications	3
SET-244	Database Management Concepts	3
SET-246	Office Graphics and Presentations	3
SET-293	Office Internship	3
Electives –	6 hours (Approval of Advisor)	6

Electives:

Course	Title	Hrs
ACT-104	Introduction to Business	3
ACT-249	Payroll Accounting	3
DPT-203	Intro to the Information Highway	3
DPT-249	Microcomputer Operating Systems	3
MAT-101	Medical Terminology	3
MAT-120	Medical Admin Procedures I	3
SET-110	Computer Navigation	3
SET-127	Business Law	3
SET-130	Electronic Calculations	3
SET-139	Office Practicum	3

*SET110 and SET127 – These courses were used to calculate contact hours which may vary, depending on elective courses selected.

Required General Education (22 credit hours)

Course	Title	Hrs
CIS-149	Introduction to Computer	3
CIS-146	Microcomputer Applications	3
ENG-101	English Composition I	3
ENG-102	English Composition II	3
	OR ENG-130 Technical Report Writing	
	OR SPH-106 Fund of Oral Comm	
MTH-116	Mathematical Applications	3
MUS-101	Music Appreciation	3
	OR ART-100 Art Appreciation	
ORI-101	Orientation	1
PSY-200	General Psychology	3

Total Hours: 70 Credit Hours; 1,312 Contact Hours

Certificate
Office Administration

Required Technical Courses (24 credit hours)

Course	Title	Hrs
SET-101	Beginning Keyboarding	3
SET-104	Advanced Keyboarding	3
SET-125	Basic Word Processing	3
SET- 135	Financial Record Keeping	3
	OR ACT-141 Basic Acct Principles	
SET-138	Records and Info Management	3
SET-200	Machine Transcription	3
SET-243	Spreadsheet Applications	3
SET-244	Database Management Concepts	3

Required General Education (16 credit hours)

Course	Title	Hrs
CIS-149	Introduction to Computer	3
CIS-146	Microcomputer Applications	3
ENG-101	English Composition I	3
ENG-102	English Composition II	3
	OR ENG-130 Technical Report Writing	
	OR SPH-106 Fund of Oral Comm	
MTH-116	Mathematical Applications	3
ORI-101	Orientation	1

Total Hours: 40 Credit Hours; 640 Contact Hours

Course Descriptions for
Office Administration (SET)

Course # Course Title	Theory Contact Hours/Wk	Lab Contact Hours/Wk	Credit Hours
SET-101 BEGINNING KEYBOARDING	3	0	3

PREREQUISITE: None
This course is designed to enable the student to use the touch method of keyboarding. Emphasis is on speed and accuracy in keying alphabetic, symbol, and numeric information using the typewriter or microcomputer keyboard. Upon completion, the student should be able to demonstrate proper technique and an acceptable rate of speed and accuracy, as defined by the course syllabus, in the production of basic business documents such as memos, letters, reports, and tables.

SET-104 ADVANCED KEYBOARDING	3	0	3

PREREQUISITE: SET 101
This course is designed to assist the student in continuing to develop speed and accuracy using the touch method of keyboarding. Emphasis is on the production of business documents using decision-making skills. Upon completion, the student should be able to demonstrate proficiency and an acceptable rate of speed and accuracy in the production of business documents.

SET-110 COMPUTER NAVIGATION	3	0	3

PREREQUISITE: None
This course is designed to introduce the student to the MS Windows® environment through classroom instruction. Emphasis is on Windows as a graphical user interface and includes operations and applications that use the windows environment. Upon completion, the student should be able to demonstrate proficiency in the operation and management of hardware and software as defined by the course syllabus.

SET-125 BASIC WORD PROCESSING	3	0	3

PREREQUISITE: SET 101
This course is designed to provide the student with basic word processing skills through classroom instruction and outside lab. Emphasis is on the utilization of software features to create, edit, and print common office documents. Upon completion, the student should be able to demonstrate the ability to use industry-standard software to generate appropriately formatted, accurate, and attractive business documents such as memoranda, letters, and reports.

SET-126 ADVANCED WORD PROCESSING	3	0	3

PREREQUISITE: SET 125
This course is designed to increase student proficiency in using advanced word processing functions. Emphasis is on the use of industry-standard software to maximize productivity. Upon completion, the student should be able to demonstrate the ability to generate complex documents such as forms, newsletters, and multi-page documents.

SET-127 BUSINESS LAW	3	0	3

PREREQUISITE: None
This course introduces the student to the fundamentals of business law affecting consumers and citizens. Emphasis is on contracts, sales, and commercial papers. Upon completion, the student should be able to demonstrate an understanding of legal issues affecting business transactions.

SET-130 ELECTRONIC CALCULATIONS	3	0	3

PREREQUISITE: None
This course is designed to give students a job-level competency in using the ten-key touch method and develop the student's ability to solve common business problems with an electronic display-printing calculator. Emphasis is placed on basic mathematical functions in a business context. Upon completion students will be able to perform basic electronic calculating at an acceptable rate of speed and accuracy.

SET-135 FINANCIAL RECORD KEEPING	3	0	3

PREREQUISITE: None
This course is designed to provide the student with an understanding of the accounting concepts, principles, and terminology. Emphasis is on the accounting cycle and equation as they relate to different types of business ownership. Upon completion, the student should be able to demonstrate accounting procedures used in a proprietorship, partnership, and corporation.

SET-138 RECORD INFORMATION MANAGEMENT	3	0	3

PREREQUISITE: None
This course is designed to give the student knowledge about managing office records and information. Emphasis is on basic filing procedures, methods, systems, supplies, equipment, and modern technology used in the creation, protection, and disposition of records stored in a variety of forms. Upon completion, the student should be able to perform basic filing procedures.

Course # Course Title	Theory Contact Hours/Wk	Lab Contact Hours/Wk	Credit Hours
SET-139 OFFICE PRACTICUM	0	9	3

PREREQUISITE: SET 104
This course is designed to provide the student with an opportunity to develop skill in a simulated office environment. Emphasis is on the integration of classroom learning with practical experiences that relate meaningfully to office careers. Upon completion, students should be able to demonstrate the ability to apply knowledge and skills gained in the classroom to the office environment.

SET-200 MACHINE TRANSCRIPTION	3	0	3

PREREQUISITE: SET 104
This course is designed to develop student's skills in transcribing various forms of dictated material. Emphasis is on the use of microcomputers and a commercial word processing package. Upon completion, the student should be able to accurately transcribe documents from dictated recordings.

SET-217 OFFICE MANAGEMENT	3	0	3

PREREQUISITE: None
This course is designed to develop skills necessary for supervising office functions. Emphasis is on achieving the goals of business in a culturally diverse workplace, office organization, teamwork, workplace ethics, office politics, and conflict-resolution. Upon completion, the student should be able to demonstrate skills needed to effectively supervise people and technology in the modern office.

SET-218 OFFICE PROCEDURES	3	0	3

PREREQUISITE: SET None
This course is designed to develop an awareness of the responsibilities and opportunities of the office professional. Emphasis is on current operating functions, practices and procedures, work habits, attitudes, oral and written communications, and professionalism. Upon completion, the student should be able to demonstrate the ability to effectively function in an office support role.

SET-230 COMPUTERIZED DESKTOP PUBLISHING	3	0	3

PREREQUISITE: SET 125
This course is designed to introduce the student to the elements and techniques of page design, layout, and typography through classroom instruction and lab exercises. Emphasis is on the use of current commercial desktop publishing software, graphic tools, and electronic input/output devices to design and print high-quality publications such as newsletters, brochures, catalogs, forms, and flyers. Upon completion, the student should be able to utilize proper layout and design concepts in the production of attractive desktop published documents.

SET-240 CPS/CAP REVIEW	3	0	3

PREREQUISITE: Permission of Instructor
This course, Certified Professional Secretary/Certified Administrative Professional Review, is designed to provide skills and knowledge in office administration, office systems and technology, and management. Emphasis is on the knowledge and skills required of those who qualify as professional administrative support. Upon completion, the student should be able to demonstrate knowledge and successful performance of skills in a variety of business-related subjects.

SET-243 SPREADSHEET APPLICATIONS	3	0	3

PREREQUISITE: Permission of Instructor
This course provides the student with skills needed in performing spreadsheet tasks. Emphasis is on spreadsheet terminology and design, common formulas, and proper file and disk management procedures. Upon completion, the student should be able to design, format, and graph effective spreadsheets.

SET-244 DATABASE MANAGEMENT CONCEPTS	3	0	3

PREREQUISITE: Permission of Instructor
This course is designed to provide the student with an understanding of the concepts of database management through classroom instruction and lab exercises. Emphasis is on the use of database software for business applications. Upon completion, the student should be able to create and manipulate data files and format output such as documents and reports.

SET-246 OFFICE GRAPHICS AND PRESENTATIONS	3	0	3

PREREQUISITE: SET-104 or Permission of Instructor
This course focuses on producing business slides and presentations. Emphasis is on software tools, presentation options, design, and presentation considerations. Upon completion, the student should be able to design and produce a business presentation.

SET-293 OFFICE INTERNSHIP	0	15	3

PREREQUISITE: Permission of Instructor
This course provides work experience with a college-approved employer in an area related to the student's program of study. Emphasis is placed on integrating classroom learning with related work experience. Upon completion, students should be able to evaluate career selection, demonstrate employability skills, and satisfactorily perform work-related competencies.