

BUSINESS ADMINISTRATIVE TECHNOLOGY CERTIFICATES

APPLICATION SPECIALIST

Program Code: T.MSO.CER

Certificate

Minimum graduation requirement — 14 semester hours (with an A or B) and a passing score on at least three MOS certification exams.

This certificate highlights the accomplishment of obtaining top skills needed for employment using Microsoft Word, Excel, Access, PowerPoint, and Outlook. Completion of this certificate can be applied to the A.A.S. in Business Administrative Technology.

Program Notes*

- In addition to traditional on-campus classroom and online, these classes are offered in an open-entry/open-exit format through the Computer Technology Center (CTC). Students may enroll at any time during the semester and complete the coursework at their own pace. Some restrictions apply.
- CTC substitutions are accepted for CIS 131, CIS 134, CIS 135, and CIS 138.
- CTC 119, Microsoft Outlook, is not required for this certificate, but is available through the Computer Technology Center.
- MOS certification exams are available for Word, Excel, Access, PowerPoint, and Outlook.
- For more information, contact Tammy Kesler at 217/351-2506 or tkesler@parkland.edu.

Suggested Sequence

FALL	SPRING
1st Semester	2nd Semester
CIS 131	CIS 134
CIS 135	CIS 138
	CIS 235

Required Program Courses (14 hours) Cr. Hrs.

CIS 131*	Presentation Graphics (MS PowerPoint)	2
CIS 134*	Spreadsheet Applications (MS Excel).	3
CIS 135*	Word Processing (MS Word)	4
CIS 138*	Database Applications (MS Access)	3
CIS 235	Word Processing II (MS Word)	2

Total Semester Credit Hours 14

BOOKKEEPING OFFICE ASSISTANT

Program Code: T.BKP.CER

Certificate

Minimum graduation requirement — 15 semester hours

The Bookkeeping Office Assistant certificate gives students general knowledge of office and bookkeeping skills. Graduates may be employed by businesses as an office assistant. Completion of this certificate can be applied to the A.A.S. in Business Administrative Technology.

Program Note*

CTC substitutions are accepted for CIS 134.

Suggested Sequence

FALL	SPRING
1st Semester	2nd Semester
ACC 117	ACC 219
CIS 134	MAT 110
CIS 170	

Required Courses (15 hours)

ACC 117	Accounting and Bookkeeping.	3
ACC 219	Computerized Integrated Accounting.	3
CIS 134*	Spreadsheet Applications (MS Excel).	3
CIS 170	Professional Workplace Topics	3
MAT 110	Business Mathematics	3

Total Semester Credit Hours 15

CUSTOMER SERVICE

Program Code: B.SER.CER

Certificate

Minimum graduation requirement — 15 semester hours

The Customer Service certificate is designed to equip students to provide quality service to customers. Successful graduates will be able to identify a comprehensive customer service strategy and implement the practical techniques needed to provide good service. Completion of this certificate can be applied to the A.A.S. in Business Administrative Technology.

Suggested Sequence

FALL	SPRING
1st Semester	2nd Semester
MGT 113	BUS 106
CIS 170	MGT 117
COM 120	

Required Courses (15 hours)

BUS 106	Business and Organizational Ethics	3
CIS 170	Office Professional Topics.	3
COM 120	Interpersonal Communication.	3
MGT 113	Human Relations in the Workplace.	3
MGT 117	Customer Service Management	3

Total Semester Credit Hours 15

OFFICE ASSISTANT

Program Code: T.IPR.CER

Certificate

Minimum graduation requirement — 16 semester hours

The Office Assistant certificate builds foundational office skills in one semester. Completion of this certificate can be applied to the A.A.S. in Business Administrative Technology.

Program Note*

CTC substitutions are accepted for CIS 131, CIS 134, and CIS 135.

Suggested Sequence

CIS 131
CIS 134
CIS 135
CIS 157
CIS 170
CTC 119

Required Program Courses (16 hours) Cr. Hrs.

CIS 131*	Presentation Graphics (MS PowerPoint)	2
CIS 134*	Spreadsheet Applications (MS Excel).	3
CIS 135*	Word Processing (MS Word)	4
CIS 157	Keyboarding II.	3
CIS 170	Professional Workplace Topics	3
CTC 119	Microsoft Outlook.	1

Total Semester Credit Hours 16

OFFICE SPECIALIST

Program Code: T.OCP.CER

Certificate

Minimum graduation requirement — 30 semester hours

The Office Specialist certificate equips students with general skills for entry level office professional positions. Completion of this certificate can be applied to the A.A.S. in Business Administrative Technology.

Program Note*

CTC substitutions are accepted for CIS 131, CIS 134, CIS 135, and CIS 138.

Suggested Full-time Sequence

FALL	SPRING
1st Semester	2nd Semester
CIS 131	ACC 117
CIS 135	CIS 134
CIS 157	CIS 138
CIS 170	CIS 171
COM 120	B.A.T. elective (see p. 169)

Required Program Courses (30 hours) Cr. Hrs.

ACC 117	Accounting and Bookkeeping.	3
CIS 131*	Presentation Graphics (MS PowerPoint)	2
CIS 134*	Spreadsheet Applications (MS Excel).	3
CIS 135*	Word Processing (MS Word)	4
CIS 138	Database Applications (MS Access)	3
CIS 157	Keyboarding II.	3
CIS 170	Professional Workplace Topics	3
CIS 171	Document Preparation and Editing	3
COM 120	Interpersonal Communication.	3
B.A.T. elective	3

Total Semester Credit Hours 30