

BUSINESS ADMINISTRATIVE TECHNOLOGY

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CUSTOMER SERVICE TRACK

Program Code: T.OCA.AAS.CSV

Associate in Applied Science (A.A.S.)

Graduation requirement — 60 semester hours

The Business Administrative Technology Program prepares students for administrative and technical support positions. Skills addressed include software applications, workplace ethics, mathematics, bookkeeping, and communications. Work experience is required at the end of the program. This can transfer to EIU as a 2+2 program.

Program Notes*

- CTC combinations are accepted for CIS 131, CIS 134, CIS 135, and CIS 138.
 - CIS 131 = CTC 197 + CTC 198
 - CIS 134 = CTC 174 + CTC 175 + CTC 176
 - CIS 135 = CTC 171 + CTC 172 + CTC 173
 - CIS 138 = CTC 177 + CTC 178 + CTC 179
- General education electives are chosen from the following categories: communications, social and behavioral sciences, humanities/fine arts, mathematics, and physical/life sciences. For more information, see General Education requirements on p. 63.

Suggested Full-time Sequences

FALL	SPRING	FALL	SPRING
1st Semester	2nd Semester	3rd Semester	4th Semester
CIS 131	ACC 101	BUS 106	BUS 235
CIS 134	or ACC 117	CTC 290	CIS 298
CIS 135	CIS 138	ENG 101	MGT 101
CIS 170	COM 103	MAT 110	B.A.T. elec
CTC 119	or COM 120	MGT 113	Gen Ed elec
CTC 135	ENG 111		
CTC 157	MGT 117		
CTC 193			

Required Program Courses (29–30 hours) Cr. Hrs.

ACC 101	Financial Accounting	
or ACC 117	Accounting and Bookkeeping	3–4
BUS 235	Business Communications	3
CIS 131	Presentation Graphics (MS PowerPoint)	2
CIS 134	Spreadsheet Applications (MS Excel)	3
CIS 135	Word Processing I (MS Word)	3
CIS 138	Database Applications (MS Access)	3
CIS 170	Professional Workplace Topics	3
CIS 298	Work Experience	2
CTC 119	Microsoft Outlook	1
CTC 135	Keyboarding Skill Building	2
CTC 157	Google Applications	1
CTC 193	Windows	1
CTC 290	Integrated Software	2

Required General Education Courses (15 hours)

COM 103	Introduction to Public Speaking	
or COM 120	Interpersonal Communication	3
ENG 101	Composition I	3
ENG 111	Workplace Writing	3
MAT 110	Business Mathematics	3
or MAT elective		3
General education electives*		3

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BUS 106	Business and Organizational Ethics	3
MGT 101	Principles of Management	3
MGT 113	Human Relations in the Workplace	3
MGT 117	Customer Service Management	3
Electives		3–4

Electives

Select from the following program electives.

ACC 219	Computerized Integrated Accounting	3
ACC 274	Principles of Income Taxation	4
ACC 275	Payroll Tax Accounting	3
BUS 101	Introduction to Business	3
BUS 106	Business and Organizational Ethics	3
BUS 117	Introduction to Entrepreneurship	3
BUS 131	Personal Finance	3
BUS 204	Legal Environment of Business	3
CIS 152	Web Design and Development I	3
CSC 117	Google IT Support Professional	6
CSC 118	Introduction to Linux	3
CSC 130	Introduction to Computer Networks	3
CSC 133	PC Hardware and OS Maintenance	4
HCS 154	Medical Terminology	3
MGT 101	Principles of Management	3
MGT 112	Human Resource Management	3
MGT 113	Human Relations in the Workplace	3
MGT 117	Customer Service Management	3

Total Semester Credit Hours 60

Required General Education Courses for Students Transferring to EIU's Organizational Development Degree

BIO 101	General Biology	4
	(Replaces CIS 298)	
COM 103	Introduction to Public Speaking	3
ENG 102	Composition II	3
	(Replaces ENG 111)	
MAT 107	General Education Mathematics	
or MAT 108	Introduction to Applied Statistics	3