

Office Administration (A25370)

The Office Administration curriculum prepares individuals for employment as administrative office personnel who use skills in the areas of office management, office finance, legal office, virtual office, customer service, and office software.

Course work includes computer applications, oral and written communication, analysis and coordination of office tasks and procedures, records management, and other topics depending on the subject area selected within this curriculum.

Graduates should qualify for employment opportunities in a variety of office positions in business, government, and industry. Upon graduation, students may be eligible to sit for industry recognized certification exams.

COURSE REQUIREMENTS

Richmond Community College provides day and evening course sequences for selected programs to enable students to better plan what courses to take to reach their educational goals. However, given the continued increase in the use of technology in instruction and increasing student demand for distance learning courses, the College may offer hybrid, online, web-based and information highway courses in place of traditional courses in any course sequence that is listed. Therefore, students should be aware of this possibility and prepare themselves to successfully function in a hybrid, online, web-based, or information highway course.

| | Class | Lab | Work/ Clinical | Credit | |
|---|--------------------------------|-----|-------------------|--------|---|
| A. General Education Courses | | | | | |
| 1. Required Courses | | | | | |
| ENG 111 | Writing and Inquiry | 3 | 0 | 0 | 3 |
| COM 231 | Public Speaking | 3 | 0 | 0 | 3 |
| Math Option (Choose One)**: | | | | | |
| MAT 143 | Quantitative Literacy | 2 | 2 | 0 | 3 |
| MAT 152 | Statistical Methods I | 3 | 2 | 0 | 4 |
| MAT 171 | Precalculus Algebra | 3 | 2 | 0 | 4 |
| Social/Behavioral Sciences Elective (Choose One)***: | | | | | |
| ECO 251 | Principles of Microeconomics | 3 | 0 | 0 | 3 |
| ECO 252 | Principles of Macroeconomics | 3 | 0 | 0 | 3 |
| | Humanities/Fine Arts Elective* | 3 | 0 | 0 | 3 |
| B. Major Courses | | | | | |
| 1. Core Courses | | | | | |
| <i>To receive a degree, diploma or certificate from RCC, a student must have a grade of "C" or better in all core courses for the program of study.</i> | | | | | |
| OST 136 | Word Processing | 2 | 2 | 0 | 3 |
| OST 137 | Office Applications I | 2 | 2 | 0 | 3 |
| OST 164 | Office Editing | 3 | 0 | 0 | 3 |
| OST 184 | Records Management | 2 | 2 | 0 | 3 |

| | | | | | | | |
|-----------|-------------------------------|-----|---------------------------------------|---|---|----|---|
| | OST | 289 | Office Admin Capstone | 2 | 2 | 0 | 3 |
| 2. | General Office Concentration | | | | | | |
| | OST | 131 | Keyboarding | 1 | 2 | 0 | 2 |
| | OST | 132 | Keyboard Skill Building | 1 | 2 | 0 | 2 |
| | OST | 145 | Social Media for Office Professionals | 2 | 2 | 0 | 3 |
| | OST | 233 | Office Publications Design | 2 | 2 | 0 | 3 |
| | OST | 236 | Advanced Word Processing | 2 | 2 | 0 | 3 |
| 3. | Other Major Courses | | | | | | |
| | BUS | 137 | Principles of Management | 3 | 0 | 0 | 3 |
| | BUS | 153 | Human Resource Management | 3 | 0 | 0 | 3 |
| | BUS | 217 | Employment Law & Regulations | 3 | 0 | 0 | 3 |
| | BUS | 234 | Training & Development | 3 | 0 | 0 | 3 |
| | BUS | 256 | Recruit Select & Personal Plan | 3 | 0 | 0 | 3 |
| | BUS | 260 | Business Communication | 3 | 0 | 0 | 3 |
| | CTS | 130 | Spreadsheet | 2 | 2 | 0 | 3 |
| | OST | 286 | Professional Development | 3 | 0 | 0 | 3 |
| | | | or | | | | |
| | WBL | 111 | Work-Based Learning I | 0 | 0 | 10 | 1 |
| | | | and | | | | |
| | WBL | 115 | Work-Based Learning Seminar I | 1 | 0 | 0 | 1 |
| | Optional: | | | | | | |
| | DBA | 110 | Database Concepts | 2 | 3 | 0 | 3 |
| C. | Other Required Courses | | | | | | |
| | ACA | 122 | College Transfer Success | 0 | 2 | 0 | 1 |

Total Credit Hours**67-69**

*Approved Humanities/Fine Arts Electives are listed on the page before the Course Descriptions.

**SEMESTER SCHEDULE
OFFICE ADMINISTRATION**

| | | | | Class | Lab | Work/ Clinical | Credit |
|-------------------------------------|-----|---------------------------|--|-------|-----|-------------------|--------|
| First Year – Fall Semester | | | | | | | |
| ACA | 122 | College Transfer Success | | 0 | 2 | 0 | 1 |
| BUS | 137 | Principles of Management | | 3 | 0 | 0 | 3 |
| ENG | 111 | Writing and Inquiry | | 3 | 0 | 0 | 3 |
| OST | 131 | Keyboarding | | 1 | 2 | 0 | 2 |
| OST | 137 | Office Applications I | | 2 | 2 | 0 | 3 |
| OST | 184 | Records Management | | 2 | 2 | 0 | 3 |
| | | | | 11 | 8 | 0 | 15 |
| First Year – Spring Semester | | | | | | | |
| BUS | 153 | Human Resource Management | | 3 | 0 | 0 | 3 |
| COM | 231 | Public Speaking | | 3 | 0 | 0 | 3 |
| CTS | 130 | Spreadsheet | | 2 | 2 | 0 | 3 |

| | | | | | | |
|--------------------------------------|-----|---------------------------------------|-------|---|--------------|-------|
| OST | 132 | Keyboard Skill Building | 1 | 2 | 0 | 2 |
| OST | 136 | Word Processing | 2 | 2 | 0 | 3 |
| OST | 164 | Office Editing | 3 | 0 | 0 | 3 |
| | | | — | — | — | — |
| | | | 14 | 6 | 0 | 17 |
| Second Year – Fall Semester | | | | | | |
| BUS | 217 | Employment Law & Regulations | 3 | 0 | 0 | 3 |
| BUS | 234 | Training & Development | 3 | 0 | 0 | 3 |
| OST | 145 | Social Media for Office Professionals | 2 | 2 | 0 | 3 |
| OST | 236 | Advanced Word Processing | 2 | 2 | 0 | 3 |
| | | Humanities/Fine Arts Elective* | 3 | 0 | 0 | 3 |
| | | Math Option** | 2-3 | 2 | 0 | 3-4 |
| | | | — | — | — | — |
| | | | 15-16 | 6 | 0 | 18-19 |
| Second Year – Spring Semester | | | | | | |
| BUS | 256 | Recruit Select & Personal Plan | 3 | 0 | 0 | 3 |
| BUS | 260 | Business Communication | 3 | 0 | 0 | 3 |
| OST | 233 | Office Publications Design | 2 | 2 | 0 | 3 |
| OST | 286 | Professional Development | 3 | 0 | 0 | 3 |
| or | | | | | | |
| WBL | 111 | Work-Based Learning I | 0 | 0 | 10 | 1 |
| and | | | | | | |
| WBL | 115 | Work-Based Learning Seminar I | 1 | 0 | 0 | 1 |
| OST | 289 | Office Admin Capstone | 2 | 2 | 0 | 3 |
| | | Social/Behavioral Sciences Elective* | 3 | 0 | 0 | 3 |
| | | | — | — | — | — |
| | | | 14-16 | 4 | 0-10 | 17-18 |
| Total Credit Hours | | | | | 67-69 | |

*Approved Humanities/Fine Arts Electives are listed on the page before the Course Descriptions.

**OFFICE ADMINISTRATION (CERTIFICATE) (C25370R)
COURSE REQUIREMENTS**

| | | | Class | Lab | Work/ Clinical | Credit |
|-----|-----|---------------------------------------|--------------|------------|---------------------------|---------------|
| ACA | 122 | College Transfer Success | 0 | 2 | 0 | 1 |
| OST | 131 | Keyboarding | 1 | 2 | 0 | 2 |
| OST | 136 | Word Processing | 2 | 2 | 0 | 3 |
| OST | 137 | Office Applications I | 2 | 2 | 0 | 3 |
| OST | 145 | Social Media for Office Professionals | 2 | 2 | 0 | 3 |
| OST | 164 | Office Editing | 3 | 0 | 0 | 3 |
| OST | 184 | Records Management | 2 | 2 | 0 | 3 |
| | | | — | — | — | — |
| | | | 13 | 10 | 0 | 18 |

Total Credit Hours

18

**MICROSOFT OFFICE (CERTIFICATE) (C25370MS)
COURSE REQUIREMENTS**

| | | | Work/ | | | |
|---------------------------|-----|----------------------------|--------------|------------|-----------------|---------------|
| | | | Class | Lab | Clinical | Credit |
| CTS | 130 | Spreadsheet | 2 | 2 | 0 | 3 |
| DBA | 110 | Database Concepts | 2 | 3 | 0 | 3 |
| OST | 136 | Word Processing | 2 | 2 | 0 | 3 |
| OST | 137 | Office Applications I | 2 | 2 | 0 | 3 |
| OST | 233 | Office Publications Design | 2 | 2 | 0 | 3 |
| OST | 236 | Advanced Word Processing | 2 | 2 | 0 | 3 |
| | | | — | — | — | — |
| | | | 12 | 13 | 0 | 18 |
| Total Credit Hours | | | | | | 18 |

**OFFICE ADMINISTRATION (A25370) (ONLINE)
COURSE REQUIREMENTS**

Students must meet eligibility to take college-level coursework through placement tests or other measures. Please see the Student Handbook for further information.

| | | Class | Lab | Work/ Clinical | Credit |
|---|-----|---------------------------------------|-----|-------------------|--------|
| A. General Education Courses | | | | | |
| 1. Required Courses | | | | | |
| ENG | 111 | Writing and Inquiry | 3 | 0 | 0 |
| COM | 231 | Public Speaking | 3 | 0 | 0 |
| Math Option (Choose One)**: | | | | | |
| MAT | 143 | Quantitative Literacy | 2 | 2 | 0 |
| MAT | 152 | Statistical Methods I | 3 | 2 | 0 |
| MAT | 171 | Precalculus Algebra | 3 | 2 | 0 |
| Social/Behavioral Sciences Elective (Choose One)**: | | | | | |
| ECO | 251 | Principles of Microeconomics | 3 | 0 | 0 |
| ECO | 252 | Principles of Macroeconomics | 3 | 0 | 0 |
| Humanities/Fine Arts Elective* | | | | | |
| | | | 3 | 0 | 0 |
| B. Major Courses | | | | | |
| 1. Core Courses | | | | | |
| <i>To receive a degree, diploma or certificate from RCC, a student must have a grade of "C" or better in all core courses for the program of study.</i> | | | | | |
| OST | 136 | Word Processing | 2 | 2 | 0 |
| OST | 137 | Office Applications I | 2 | 2 | 0 |
| OST | 164 | Office Editing | 3 | 0 | 0 |
| OST | 184 | Records Management | 2 | 2 | 0 |
| OST | 289 | Office Admin Capstone | 2 | 2 | 0 |
| 2. General Office Concentration | | | | | |
| OST | 131 | Keyboarding | 1 | 2 | 0 |
| OST | 132 | Keyboard Skill Building | 1 | 2 | 0 |
| OST | 145 | Social Media for Office Professionals | 2 | 2 | 0 |
| OST | 233 | Office Publications Design | 2 | 2 | 0 |
| OST | 236 | Advanced Word Processing | 2 | 2 | 0 |
| 3. Other Major Courses | | | | | |
| BUS | 137 | Principles of Management | 3 | 0 | 0 |
| BUS | 153 | Human Resource Management | 3 | 0 | 0 |
| BUS | 217 | Employment Law & Regulations | 3 | 0 | 0 |
| BUS | 234 | Training & Development | 3 | 0 | 0 |
| BUS | 256 | Recruit Select & Personal Plan | 3 | 0 | 0 |
| BUS | 260 | Business Communication | 3 | 0 | 0 |
| CTS | 130 | Spreadsheet | 2 | 2 | 0 |

| | | | | | | |
|-----------|-----|-------------------------------|---|---|----|---|
| OST | 286 | Professional Development | 3 | 0 | 0 | 3 |
| or | | | | | | |
| WBL | 111 | Work-Based Learning I | 0 | 0 | 10 | 1 |
| and | | | | | | |
| WBL | 115 | Work-Based Learning Seminar I | 1 | 0 | 0 | 1 |
| Optional: | | | | | | |
| DBA | 110 | Database Concepts | 2 | 3 | 0 | 3 |

C. Other Required Courses

| | | | | | | |
|-----|-----|--------------------------|---|---|---|---|
| ACA | 122 | College Transfer Success | 0 | 2 | 0 | 1 |
|-----|-----|--------------------------|---|---|---|---|

Total Credit Hours**64-66**

*Approved Humanities/Fine Arts electives offered online: ART 111, ENG 231, MUS 110, PHI 240, REL 211, REL 212.

**SEMESTER SCHEDULE
OFFICE ADMINISTRATION (ONLINE)**

| | | | Class | Lab | Work/ Clinical | Credit |
|-------------------------------------|-----|---------------------------------------|-------|-----|-------------------|--------|
| First Year – Fall Semester | | | | | | |
| ACA | 122 | College Transfer Success | 0 | 2 | 0 | 1 |
| BUS | 137 | Principles of Management | 3 | 0 | 0 | 3 |
| ENG | 111 | Writing and Inquiry | 3 | 0 | 0 | 3 |
| OST | 131 | Keyboarding | 1 | 2 | 0 | 2 |
| OST | 137 | Office Applications I | 2 | 2 | 0 | 3 |
| OST | 184 | Records Management | 2 | 2 | 0 | 3 |
| | | | 11 | 8 | 0 | 15 |
| First Year – Spring Semester | | | | | | |
| BUS | 153 | Human Resource Management | 3 | 0 | 0 | 3 |
| COM | 231 | Public Speaking | 3 | 0 | 0 | 3 |
| CTS | 130 | Spreadsheet | 2 | 2 | 0 | 3 |
| OST | 132 | Keyboard Skill Building | 1 | 2 | 0 | 2 |
| OST | 136 | Word Processing | 2 | 2 | 0 | 3 |
| OST | 164 | Office Editing | 3 | 0 | 0 | 3 |
| | | | 14 | 6 | 0 | 17 |
| Second Year – Fall Semester | | | | | | |
| BUS | 217 | Employment Law & Regulations | 3 | 0 | 0 | 3 |
| BUS | 234 | Training & Development | 3 | 0 | 0 | 3 |
| OST | 145 | Social Media for Office Professionals | 2 | 2 | 0 | 3 |
| OST | 236 | Advanced Word Processing | 2 | 2 | 0 | 3 |
| | | Humanities/Fine Arts Elective* | 3 | 0 | 0 | 3 |

| | | | | | | |
|--------------------------------------|-----|--|-------|---|--------------|-------|
| | | Math Option** | 2-3 | 2 | 0 | 3-4 |
| | | | — | — | — | — |
| | | | 15-16 | 6 | 0 | 18-19 |
| Second Year – Spring Semester | | | | | | |
| BUS | 256 | Recruit Select & Personal Plan | 3 | 0 | 0 | 3 |
| BUS | 260 | Business Communication | 3 | 0 | 0 | 3 |
| OST | 233 | Office Publications Design | 2 | 2 | 0 | 3 |
| OST | 286 | Professional Development | 3 | 0 | 0 | 3 |
| | | or | | | | |
| WBL | 111 | Work-Based Learning I | 0 | 0 | 10 | 1 |
| | | and | | | | |
| WBL | 115 | Work-Based Learning Seminar I | 1 | 0 | 0 | 1 |
| OST | 289 | Office Admin Capstone | 2 | 2 | 0 | 3 |
| | | Social/Behavioral Sciences Elective*** | 3 | 0 | 0 | 3 |
| | | | — | — | — | — |
| | | | 14-16 | 4 | 0-10 | 17-18 |
| Total Credit Hours | | | | | 67-69 | |

*Approved Humanities/Fine Arts electives offered online: ART 111, ENG 231, MUS 110, PHI 240, REL 211, REL 212.

**OFFICE ADMINISTRATION (CERTIFICATE) (C25370R) (ONLINE)
COURSE REQUIREMENTS**

| | | | Class | Lab | Work/ Clinical | Credit |
|---------------------------|-----|---------------------------------------|--------------|------------|---------------------------|---------------|
| ACA | 122 | College Transfer Success | 0 | 2 | 0 | 1 |
| OST | 131 | Keyboarding | 1 | 2 | 0 | 2 |
| OST | 136 | Word Processing | 2 | 2 | 0 | 3 |
| OST | 137 | Office Applications I | 2 | 2 | 0 | 3 |
| OST | 145 | Social Media for Office Professionals | 2 | 2 | 0 | 3 |
| OST | 164 | Office Editing | 3 | 0 | 0 | 3 |
| OST | 184 | Records Management | 2 | 2 | 0 | 3 |
| | | | — | — | — | — |
| | | | 13 | 10 | 0 | 18 |
| Total Credit Hours | | | | | 18 | |

**MICROSOFT OFFICE (CERTIFICATE) (C25370MS) (ONLINE)
COURSE REQUIREMENTS**

| | | | Class | Lab | Work/ Clinical | Credit |
|-----|-----|-------------|--------------|------------|---------------------------|---------------|
| CTS | 130 | Spreadsheet | 2 | 2 | 0 | 3 |

| | | | | | | |
|-----|-----|----------------------------|----|----|---|----|
| DBA | 110 | Database Concepts | 2 | 3 | 0 | 3 |
| OST | 136 | Word Processing | 2 | 2 | 0 | 3 |
| OST | 137 | Office Applications I | 2 | 2 | 0 | 3 |
| OST | 233 | Office Publications Design | 2 | 2 | 0 | 3 |
| OST | 236 | Advanced Word Processing | 2 | 2 | 0 | 3 |
| | | | 12 | 13 | 0 | 18 |

Total Credit Hours**18**

The courses listed on this program guide are the courses currently offered online through Richmond Community College. Please speak to your advisor if you have taken courses at another college or university.

The following courses are part of the North Carolina Articulation Agreement: ACC 120, ACC 121, ANT 220, ART 111, BUS 110, BUS 115, BUS 137, CIS 110, DRA 111, ECO 251, ECO 252, ENG 111, ENG 112, ENG 131, ENG 231, ENG 232, HIS 111, HIS 112, HIS 131, HIS 132, MAT 143, MUS 110, PHI 240, PSY 150, PSY 241, REL 211, REL 212, SOC 210, SOC 213, and SPA 111. The North Carolina Comprehensive Articulation Agreement is a statewide agreement governing transfer credits from North Carolina community colleges to North Carolina public universities and participating private universities. RichmondCC cannot guarantee the transfer of courses to out-of-state universities.