

PROFESSIONAL STUDIES

The Professional Studies programs are designed to emphasize a variety of computer tasks created by new technologies as well as traditional office responsibilities. With the shift of work responsibility away from middle management, the role of the office professional has become critical. All organizations need timely and effective office and administrative support to operate efficiently.

The International Association of Administrative Professionals defines administrative professionals as "individuals who are responsible for administrative tasks and the coordination of information in support of an office-related environment and who are dedicated to furthering their personal and professional growth in their chosen profession."

Programs

- Administrative Office Technology, Administrative Assistant/Secretary - Associate in Science (<https://catalog.ccri.edu/programs-study/professional-studies/administrative-office-technology-administrative-assistant-secretary-as/>)
- Administrative Office Technology, Administrative Management - Certificate (<https://catalog.ccri.edu/programs-study/professional-studies/administrative-management-certificate/>)
- Administrative Office Technology, Administrative Support Specialist - Certificate (<https://catalog.ccri.edu/programs-study/professional-studies/administrative-support-specialist-certificate/>)
- Administrative Office Technology, Legal Administrative Assistant/Secretary - Associate in Science (<https://catalog.ccri.edu/programs-study/professional-studies/administrative-office-technology-legal-administrative-assistant-secretary-as/>)
- Administrative Office Technology, Medical Administrative Assistant/Secretary - Associate in Science (<https://catalog.ccri.edu/programs-study/professional-studies/administrative-office-technology-medical-administrative-assistant-secretary-as/>)
- Administrative Office Technology, Medical Insurance Billing Specialist - Certificate (<https://catalog.ccri.edu/programs-study/professional-studies/administrative-office-technology-medical-insurance-billing-specialist-certificate/>)
- Travel, Tourism and Hospitality - Certificate (<https://catalog.ccri.edu/programs-study/professional-studies/travel-tourism-hospitality-certificate/>)

Courses

Administrative Assistant (ADAS)

ADAS 2510 - Microsoft Office Applications II (3 Credits)

This course will provide students with further training on Microsoft Office applications that include advanced Word and intermediate Excel using a hands-on approach. In addition, students will continue to develop their keyboarding skills and accuracy. A keyboarding speed range of 30 to 55 wpm is required for this course.

Lecture: 3 hours, Lab: 1 hour

Prerequisite(s): OFTD 1220

ADAS 2520 - Office Transcription II (2 Credits)

This course continues to develop proficiency in transcribing from tapes to mailable copy. It is designed to further refine and integrate office skills and applications. Emphasis is on the advanced application of language art skills in the production of written communications.

Lecture: 2 hours, Lab: 1 hour

Prerequisite(s): OFTD 1170 and OFTD 1280

ADAS 2530 - Office Technology & Procedures II (3 Credits)

This capstone course enables students to integrate the skills previously learned in the program via a career-related office simulation. Students continue to learn Outlook as well as gaining knowledge of planning meetings and conferences. In addition, students research business data and learn about parliamentary procedures. Emphasis is placed on the development and exercise of decision-making ability and human relations skills.

Lecture: 3 hours

Prerequisite(s): OFTD 1140

ADAS 2570 - Administrative Office Management (3 Credits)

This course deals with the strategies and issues related to effective supervision of employees who work in an office environment. The relationship between office productivity and management activities such as planning, scheduling, organizing, implementing, evaluating and controlling is examined.

Lecture: 3 hours

ADAS 2580 - Office Administration Cooperative Education I (3 Credits)

This is a planned and supervised cooperative work experience that provides students with an opportunity to observe and participate in a work environment related to their academic interests. Students attend class on campus during weeks one through five then work approximately 13 hours a week in an approved Cooperative Work Experience Placement during weeks six through 15.

Lecture: 1 hour, Other: 13 hours

ADAS 2610 - Microsoft Office Applications III (3 Credits)

This course continues to develop Microsoft Office skills in the areas of Access, Excel and PowerPoint. Students will continue to develop their keyboarding speed and accuracy. A keyboarding range of 35 to 60 wpm is required for this course.

Lecture: 3 hours, Lab: 1 hour

Prerequisite(s): OFTD 1220

Legal Office Administration (LEGL)

LEGL 2310 - Legal Forms and Terminology (2 Credits)

This course studies forms used by attorneys in legal and business transactions. An explanation of the origin and use of the forms introduces terminology in which the legal assistant should be versed. Discussions and simulations revolve around legal terms in the context of a variety of legal documents such as complaints, motions, stipulations and contracts.
Lecture: 2 hours

LEGL 2420 - Legal Office Administration (2 Credits)

This course prepares students to work as legal administrative assistants in a variety of law office environments. Procedures followed by attorneys in various specialties of the law are covered including litigation, real estate law, criminal law, wills and estates and many other areas of the law. Students also become familiar with the court system.
Lecture: 2 hours

Medical Office Administration (MEDL)

MEDL 2350 - Medical Terminology (2 Credits)

This course introduces medical, diagnostic, symptomatic and surgical terms. Literal definitions and spelling are stressed.
Lecture: 2 hours

MEDL 2360 - Medical Document Processing (2 Credits)

This course acquaints the medical administrative secretaries/assistants with formatting and editing skills needed for processing medical documents that are commonly part of their work environment. A job simulation project is the basis for these applications and is completed using Microsoft Word. Students continue to develop their keyboarding speed and accuracy. The keyboarding speed needed to pass this course is 30-55 wpm. Note: Please seek permission of instructor to register if prerequisite is not met.
Lecture: 3 hours, Lab: 1 hour

Prerequisite(s): OFTD 1220

MEDL 2380 - Medical Office Transcription I (3 Credits)

This course focuses on the skills a medical transcriptionist must possess in preparing for eventual employment in a private physician's office, clinic or hospital. Emphasis is placed on the efficient production of case histories and physical examinations, radiological reports, X-rays, operative reports, pathology reports, discharge summaries and autopsy reports from pre-recorded dictation material. Note: Please seek permission of instructor to register if prerequisite is not met.
Lecture: 2 hours, Lab: 2 hours

Prerequisite(s): OFTD 1220 (may be taken concurrently)

MEDL 2385 - International Classification of Diseases – Clinical Modifications ICD-CM (1 Credit)

This course familiarizes students with the latest volume of the World Health Organization - International Classification of Diseases and Clinical Modification medical diagnostic codes (ICD-CM) manual. This course includes an overview of the format of the ICD-CM manual and is combined with an understanding of diagnostic coding fundamentals, medical coding conventions and guidelines. Note: Please seek permission of instructor to register if prerequisite is not met.
Lecture: 3 hours

Prerequisite(s): MEDL 2350 (may be taken concurrently)

MEDL 2390 - CPT Medical Insurance Coding (3 Credits)

This course familiarizes students with Current Procedural Terminology (CPT) codes and modifiers along with their corresponding unique descriptions. Topics include use of guidelines, notes, index, appendices and modifiers and AMA documentation guidelines to ensure correct coding. OIG (Office of Inspector General) compliance for individual and small group physicians' practice is also included.
Lecture: 3 hours

Prerequisite(s): MEDL 2350 (may be taken concurrently) and MEDL 2400 (may be taken concurrently)

MEDL 2410 - Medical Insurance Billing (3 Credits)

This course prepares students for employment as medical insurance specialists in physicians' offices and clinics. Topics include the claim process, inpatient and outpatient billing, procedural coding and billing requirements of various health care providers.
Lecture: 2 hours, Lab: 1 hour

MEDL 2420 - Practical Applications in Professional Medical Coding (4 Credits)

This course advances the student's knowledge of the Current Procedural Terminology (CPT), International Classification of Diseases (ICD), and Healthcare Common Procedure Coding (HCPC) code sets and outlines the application of the fundamentals of coding and documentation in the physician's practice. This course prepares students for the American Academy of Professional Coders CPC Certification Examination.
Lecture: 4 hours

Prerequisite(s): MEDL 2390 (may be taken concurrently) and MEDL 2400 (may be taken concurrently)

MEDL 2430 - Electronic Medical Records and Practice Management (3 Credits)

This course prepares students for employment within health care facilities. Topics include fundamentals of electronic medical records (EMR) management, integration of patient and provider information, clinical documentation, and effective office communication via an EMR system. This course will also prepare students to take the National Health Care Association's Certified Electronic Health Records (CEHRS) Assessment to become CEHRS certified.

Lecture: 3 hours

MEDL 2480 - Medical Office Transcription II (2 Credits)

This is a continuation of the applications of medical transcribing skills learned in MEDL 2380 and provides a more in-depth understanding of medical terminology pertaining to the body systems. Medical reports are transcribed for individual case studies in patients with specific medical problems. In addition, outpatient medical reports are transcribed using the HPIP (history, physical, impression and plan) and SOAP (subjective, objective, assessment and plan) formats.

Lecture: 2 hours, Lab: 1 hour

Prerequisite(s): MEDL 2380

MEDL 2910 - Medical Cooperative Work Experience (3 Credits)

This is a planned and supervised cooperative work experience. Students are placed in a medical office during their last semester for the purpose of observing the operations and routines of that office. The opportunity to perform tasks required in a medical office is provided. Students attend class on campus during weeks one through five then work approximately 13 hours a week in an approved cooperative work experience placement during weeks six through 15. Note: Please seek permission of instructor to register if prerequisite is not met.

Lecture: 1 hour, Other: 13 hours

Prerequisite(s): MEDL 2360 and MEDL 2380

Administrative Office Technology (OFTD)**OFTD 1105 - Essential Note Taking Skills (1 Credit)**

Note taking is a one-semester course designed to improve writing speed; take fast and accurate notes at meetings, on the phone, and/or at school; and enhance your professional productivity and academic success. It is an efficient, rapid writing skill designed to capture key points from spoken word or written text.

Lecture: 1 hour

OFTD 1120 - Microcomputer Keyboarding (3 Credits)

This course is designed for business use. It emphasizes proficiency in touch-typing keyboard mastery, proper typing techniques and the development of speed and accuracy. It also provides practice in applying these skills to document formatting such as centering and business letters. Individualized instruction units are given throughout the course. A minimum typing speed of 15 wpm is required to pass this course.

Lecture: 4 hours, Lab: 1 hour

OFTD 1130 - Editing Skills for Office Communications I (2 Credits)

This course emphasizes the elements of style applied in written business communications. It is for the student who is developing editing skills in order to transcribe accurately. There is particular concentration on spelling, proofreading, word division, capitalization, expression of numbers and abbreviations in dictated material.

Lecture: 2 hours

OFTD 1140 - Office Technology & Procedures I (3 Credits)

This course is designed to provide students with a basic background in the rapidly expanding applications of office technology, including an introduction to telework telecommunications, Web research, online projects, PowerPoint presentations and Outlook. In addition, students develop their communication skills and learn about proper business attitudes with an emphasis on developing soft skills (people skills), critical thinking and problem-solving skills.

Lecture: 3 hours

OFTD 1160 - Basic Keyboarding Mastery (2 Credits)

This course is designed for the personal development of keyboarding skill. It is intended for the beginning student and those who have had a minimum of keyboarding instruction. The major objectives are to develop touch control of the keyboard and proper typing techniques, build basic speed and accuracy skills and provide practice in applying these beginning skills to basic document formatting.

Lecture: 2 hours, Lab: 1 hour

OFTD 1170 - Office Transcription I (2 Credits)

This course develops entry-level proficiency in transcribing dictation from tapes to final copy. It is designed to refine and integrate office skills and applications. Emphasis is on the application of language arts skills in the production of written communications.

Lecture: 2 hours, Lab: 1 hour

Prerequisite(s): OFTD 1120 and OFTD 1130

**OFTD 1180 - Speech Recognition Software Applications I
(1 Credit)**

This course assists students in increasing their computer-use productivity. Topics include enunciation, correcting speech errors and navigating and formatting documents. Students should be able to attain speeds of about 130 wpm or more with 95-98 percent accuracy.
Lab: 3 hours

**OFTD 1190 - Speech Recognition Software Applications II
(1 Credit)**

The purpose of this course is to gain further expertise in the creation of voice-typed documents by building on the skills attained in OFTD 1180. In addition, students are trained in the use of career-specific terminology and applications.
Lab: 3 hours

Prerequisite(s): OFTD 1180

**OFTD 1220 - Microsoft Office Applications I
(4 Credits)**

This course further refines students' keyboarding speed and accuracy. In addition, the beginning and intermediate levels of MS Word skills are covered, as well as the beginning level of MS Excel. The keyboarding speed needed to pass this course is 25-50 wpm.
Lecture: 4 hours, Lab: 2 hours

Prerequisite(s): OFTD 1120 or SECT 1120 or OFAD 1120

**OFTD 1250 - Office Accounting
(2 Credits)**

This course develops the office worker's understanding of the basic procedures used in keeping a set of accounting records in a service business. Basic accounting principles are covered along with their implementation in an electronic office system.
Lecture: 2 hours, Lab: 1 hour

**OFTD 1280 - Editing Skills for Office Communications II
(3 Credits)**

This course continues with the mechanics of the transcription process in business correspondence. It includes sentence structure as a foundation for an intense study of punctuation rules required for business communication. Students are trained to consult a reference manual for variations in usage.
Other: 3 hours

**OFTD 1370 - Business File Management
(2 Credits)**

This course provides a foundation in business information maintenance. It covers life cycle concepts of document control, creation, filing, storage and retrieval procedures using a manual method and introduces electronic filing. Students are also introduced to the basics of Access and Excel.
Lecture: 2 hours

**OFTD 1380 - Customer Service Essentials
(5 Credits)**

This course will equip students with the knowledge and skills that will enable them to be a successful and proactive part of a customer service team. It focuses on strategies for effective customer service, troubleshooting skills, call-handling procedures, call center metrics, incident management, communications skills, and call center processes. This course prepares students to take the HDI Customer Service Representative Exam.
Lecture: 5 hours