The student who successfully completes all Administrative Office Professional requirements will:

- organize and manage the daily business functions of an organization.
- perform on the job in ways that reflect professional ethics, legal standards, and organizational expectations.
- create professional, accurate documents.
- anticipate and actively explore innovative solutions to technological and organizational challenges.
- provide basic training and technical support for office equipment and software systems.
- use research and analytical skills to support the activities of the organization.
- work independently within diverse business environments, apply individual strengths and critical thinking to collaborative efforts.
- make effective presentations to internal and external audiences.
- use appropriate library and information resources to research business topics.
- apply critical thinking and analytical skills in decision-making and problem solving.
- perform administrative, management, financial, and Web support functions using technology.
- apply and integrate advanced computer software applications to complete complex projects and documents.
- have enhanced employment opportunities based on selection of directed electives, such as accounting, legal, and medical.
- use communication, teamwork, and interpersonal skills for internal and external customer support.
- perform in office management level positions after additional office experience is acquired.
- understand accounting as the ‘language of business’.
- formulate questions that can be addressed with data and collect, organize, and display relevant data to answer them.
- use good keyboarding skills to prepare documents quickly and accurately according to employer standards.
- use software including word processing, spreadsheet, database, and presentation tools to input, manage, and interpret information to meet organizational needs.
- engage customers and co-workers in a purposeful manner listening to and accurately interpreting their responses within diverse cultural contexts.

Cooperative Education (Co-op) Co-op offers students graded college credit for on-the-job work experience related to educational and career goals. Through Co-op, students connect theory and practice, develop skills, expand career knowledge, and make contacts for future employment. Three credits of Co-op are required for the AAS degree. Additional Co-op credit is strongly recommended as an elective. Contact Jamie Kelsch, Administrative Office Professional Co-op Coordinator, Bldg. 19, Rm. 253A, 541.463.5540, kelsch@lanecc.edu

Job Openings Projected through 2020
Lane County openings - 42 annually
Statewide openings - 485 annually

Wages
Lane County average hourly - $16.59; average annual - $34,494
Oregon average hourly - $17.46; average annual - $36,308

Costs (Estimate based on 2016-17 tuition and fees. Consult Lane’s website for updated tuition.)
Books ................................................................. $3,190
Computers/Internet Service ..................................... $1,500
Resident Tuition and General Student Fees ......................... $11,144
Total Estimated Cost $15,834

*Course fees may change during the year. See the online credit class schedule for fees assigned to courses.

Course Requirements
- Prerequisites are required for some courses. See course descriptions.
- All Business Department majors must have a computer that meets minimum system requirements. Contact the department or academic advisor for details.
- All program core courses (BA, BT, CS) must be taken for a letter grade, and must be completed with a grade of ‘C’ or better to meet program requirements. See course listings for prerequisites.
- Foundational Requirements (writing, math, communication and Health/Wellness/Fitness courses) may be completed with a grade of ‘C’ or ‘Pass’.
- Students must place at least into WR 121 or WR 121_H and MTH 065, or take classes to reach these levels before enrolling in program core courses.
- Before enrolling in BT 120 MS WORD for Business or BT 123 MS EXCEL for Business, students are expected to have a basic knowledge of the Windows operating system and the ability to type 30 words per minute accurately and key 130-132 strokes per minute.
- Before enrolling in BA 214 Business Communications, students must pass BT 108 Business Proofreading and Editing.
- The AOP program has graded keyboarding skill levels built into several courses. For details: lanec.edu/business’testing/keyboarding-skill-competency-recommendations.
# Administrative Office Professional

## Prerequisites
- BT 108 Business Proofreading and Editing ........................................ 4
- CG 203 Human Relations at Work .................................................... 3
- BT 120 MS WORD for Business ..................................................... 4
- CS 120 Concepts of Computing: Information Processing ................... 4
- Choice of:
  - WR 121 Academic Composition
  - WR 121_H Academic Composition Honors .................................. 4

## First Year

### Fall
- BA 101 Introduction to Business .................................................... 4
- BT 123 MS EXCEL for Business ..................................................... 4
- BT 165 Introduction to the Accounting Cycle ................................... 4
- MTH 065 Elementary Algebra or higher .......................................... 4

### Spring
- BA 206 Management Fundamentals .............................................. 3
- BA 214 Business Communications ................................................ 4
- BT 144 Administrative Procedures .............................................. 4
- BT 163 QuickBooks ................................................................. 4
- BT 206 Co-op Ed: Business Seminar ............................................ 2

## Second Year

### Fall
- PE/Health Requirement .............................................................. 3
- BA 224 Human Resource Management ........................................ 3
- BT 220 MS WORD for Business Expert ........................................ 3
- Communication Course ............................................................. 4
- Directed Elective ........................................................................ 3-8

### Spring
- BA 226 Business Law .................................................................. 4
- BT 228 Integrated Office Applications .......................................... 4
- BT 230 Sustainable Paperless Office Practices using Adobe Acrobat... 4
- Directed Elective ........................................................................ 4-8

## Directed Electives

### Payroll
- BT 170 Payroll Records and Accounting ...................................... 4
- BT 221 Budgeting for Managers .................................................. 4
- BT 223 MS EXCEL for Business-Expert ........................................ 4

### Legal Office
- BA 211 Financial Accounting ...................................................... 4
- LA 100 Legal Procedures ............................................................ 4
- LA 101 Introduction to Paralegal Studies ....................................... 3
- LA 102 Legal Terminology .......................................................... 3
- LA 105 Civil Litigation ................................................................. 3
- LA 128 Legal Procedures 2 .......................................................... 4
- LA 132 Ethics for the Legal Professional ...................................... 3

### Medical Office
- HO 100 Medical Terminology 1 .................................................... 3
- HO 110 Health Office Procedures ................................................. 3

### Customer Service
- BA 223 Marketing ................................................................. 4
- BT 181 Customer Service .......................................................... 4
- CIS 101 Computer Fundamentals ................................................. 4
- BA280CS Co-op Ed: Customer Service ......................................... 3

### Additional Electives
- BT 150 Business Web Pages with WordPress ............................... 3
- BA 250 Small Business Management ......................................... 4
- BA 281 Personal Finance .......................................................... 4
- BT 122 MS POWERPOINT for Business ..................................... 3

### CIS 125D Software Tools 1: Databases ..................................... 4
- BA 280AA Co-op Ed: Administrative Office ................................. 3
- HIM 112 Medical Insurance Procedures ..................................... 3

## Administrative Office Professional: Customer Service

**Offered by the Business Department 541.463.5221**

### Career Pathway Certificate

#### Program Coordinator
- LuAnne Johnson, Bldg. 19, Rm. 254B, 541.463.5767, johnsonlm@lanecc.edu

#### Purpose
This Career Pathway Certificate is designed for individuals who are interested in employment or advance opportunities in the various customer service fields. Students may find employment in call centers, customer service centers, or departments within businesses that have a significant customer service component.

#### Learning Outcomes
The graduate of the Customer Service Certificate of Completion will be able to:
- utilize keyboarding and business software skills to help support customers.
- communicate in written and verbal forms to help serve customers.
- work effective as an individual and within teams to help meet customer needs.
- deliver effective initial customer service and promote customer satisfaction.

### Choice of:
- CIS 101 Computer Fundamentals
- CS 120 Concepts of Computing: Information Processing ........... 4
- CG 203 Human Relations at Work ............................................. 3

## Administrative Office Professional: Office Software Specialist

**Offered by the Business Department, 541.463.5221**

### Career Pathway Certificate

#### Program Coordinator
- Judy Boozer, Bldg. 19, Rm. 253C, 541.463.5765, boozerj@lanecc.edu

#### Purpose
This Career Pathway Certificate of Completion is designed for professional office personnel who are interested in career enhancement, or for current Business students with office experience who wish to expand their software proficiency. In today's competitive job market, Office Software Specialist certification can bring employment opportunities, greater earning potential and career advancement, and increased job satisfaction.

#### Learning Outcomes
The graduate of the Office Software Specialist Certificate of Completion will be able to:
- navigate the Windows operating environment.
- create, format, save, edit, paginate, and print documents.
- create, run, and save macros.
- use cell, row and column, and worksheet formatting techniques to create professional-looking spreadsheets.
- use sophisticated Excel functions to perform sensitivity analysis to solve business problems.
plan and develop a worksheet to solve complex business problems by using named cells and ranges, complex logical and nested logical functions, and relative, absolute, and mixed cell references in creating formulas and functions.

- work with arrays, iteration, multi-sheet data, form controls, look up functions, date and time functions, and math and statistical functions in a business problem-solving context.
- create presentations from a template, from existing slides, or by using the AutoContent Wizard and apply appropriate design principles to design, create, and present an original slide show using PowerPoint software.

- customize color schemes, apply slide transitions and animation effects, create a custom background, add animated clip art, link slides within the presentation, resize and scale objects, add action buttons, hide slides, and set automatic slide timings.
- enter, edit, move, and delete information in established databases with accuracy.
- sort, index, and search databases, create custom forms and reports, link tables, and import/export information.
- create and apply character and paragraph styles, generate and update document indexes, tables of contents, and captions; demonstrate mastery in working with document sections, templates, and mail merge.

**Course Requirements**

- Prerequisites are required for some courses. See course descriptions.
- All Business Department majors must have a computer that meets minimum system requirements. Contact the department or academic advisor for details.
- All courses must be taken for a letter grade, and must be completed with a grade of ‘C’ or better to meet program requirements. See course listings for prerequisites.
- The AOP program has graded keyboarding skill levels built into several courses. For details: lanec.edu/business/testing/keyboarding-skill-competency-recommendations
- Students must place at least into WR 121 or WR 121H and MTH 065, or take classes to reach these levels before enrolling in program core courses. WR 121 or WR 121H and MTH 065 must be taken for a letter grade, and must be completed with a grade of ‘C’ or better to meet program requirements.
- Before enrolling in BT 120 MS WORD for Business or BT 123 MS EXCEL for Business, students are expected to have a basic knowledge of the Windows operating system and the ability to type 30 words per minute accurately and key 130 -132 strokes per minute.

---

**Administrative Office Professional: Legal Office Skills**

Offered by the Business Department, 541.463.5221  
Career Pathway Certificate

**Program Coordinator** Business Department, Bldg. 19, Rm. 137, 541.463.5221

**Purpose** This Career Pathway Certificate of Completion is designed for those with office experience who wish to expand their options for employment in law-related business and government offices. It also prepares students to transfer into the second year of Umpqua Community College’s AAS Degree in Paralegal Studies, which is offered completely online. Legal careers require criminal and personal background checks. The partnership between Lane and Umpqua allows students to work toward their Legal Office Certificate while at Lane, and if they choose to continue their education, they can transfer that certificate to Umpqua to begin second year classes of the AAS in Paralegal Studies. Federal regulations prohibit students from majoring in a degree not awarded from the institution they are attending. Please see your academic advisor to discuss major options while you are attending Lane. Federal regulations also prohibit receiving financial aid for the same term at more than one institution. Students who plan to transfer to Umpqua to pursue an AAS in Paralegal Studies will need to stop receiving financial aid from Lane and apply for financial aid from Umpqua when they transfer.

---

**Administrative Office Professional: Small Business Ownership**

Offered by the Business Department 541.463.5221

**Career Pathway Certificate**

**Program Coordinator** Judy Boozer, Bldg. 19, Rm. 253C, 541.463.5765, boozerj@lanec.edu

**Purpose** This Career Pathway Certificate is designed for individuals who may want to own and operate a business in the near term or future. This includes, but is not limited to, trade and professional students, community members and former graduates with skills that are marketable in the business environment; individuals with skill sets that are commonly delivered in a freelancer or independent contractor capacity; and service providers, small retailers and food service providers that may potentially organize as a business.

---

**Learning Outcomes** The graduate of the Small Business Ownership Certificate of Completion will be able to:

- understand his or her motivations and the reality of owning a small business, and understand the legal implications of being a business owner.
- determine the appropriate type of business entity for various business endeavors, and understand, outline and evaluate the components of a business plan.
- use cell, row and column, and worksheet formatting techniques to create professional-looking spreadsheets for analyzing business decisions.
- use sophisticated Excel functions to perform sensitivity analysis to solve business problems.
- understand the role of accounting in planning, operating, and reporting an organization’s activities and management’s fiduciary responsibility to safeguard assets and be able to discuss the adequacy of internal controls.
- recognize how the major elements of the marketing process apply to small business marketing situations.
- design and utilize QuickBooks as a tool to efficiently meet an organization’s bookkeeping and tax compliance responsibilities.
- understand the link between accounting data and the underlying business reality, and use the accounting equation for analyzing business transactions and creating financial statements.
- understand the historical role and evolving trends in small business including: transitions to paperless environments, globalization, role of e-commerce, and sustainability.

---

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>BT 220 MS WORD for Business</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>BT 221 Budgeting for Managers</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>BT 222 MS EXCEL for Business Expert</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>BA 223 Marketing</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>BT 228 Integrated Office Applications</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>CIS 1250 Software Tools 1: Databases</td>
<td>4</td>
<td></td>
</tr>
</tbody>
</table>

---

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>BT 120 MS WORD for Business</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>BT 122 MS POWERPOINT for Business</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>BT 123 MS EXCEL for Business</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>BT 123 MS EXCEL for Business-Expert</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>BT 165 Introduction to the Accounting Cycle</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>BA 101 Introduction to Business</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>BA 165 QuickBooks</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>BA 206 Management Fundamentals</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>BA 226 Business Law</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>BA 250 Small Business Management</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>BT 211 Quantity Surveying</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>BT 212 Business Law</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>BT 213 Business Law</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>BT 214 Business Law</td>
<td>4</td>
<td></td>
</tr>
</tbody>
</table>

---

**Fall**

- BA 101 Introduction to Business
- BT 123 MS EXCEL for Business
- BT 165 Introduction to the Accounting Cycle

**Winter**

- BA 223 Marketing
- BA 226 Business Law
- BT 221 Budgeting for Managers
- BT 150 Business Web Pages with WordPress

**Spring**

- BA 206 Management Fundamentals
- BA 250 Small Business Management
- BT 163 QuickBooks

---

**Plan Your Pathway**

- **Core Courses**
  - BT 120 MS WORD for Business
  - BT 122 MS POWERPOINT for Business
  - BT 123 MS EXCEL for Business
  - BT 123 MS EXCEL for Business-Expert
  - BT 228 Integrated Office Applications
  - CIS 1250 Software Tools 1: Databases
- **Elective Courses**
  - BA 101 Introduction to Business
  - BA 165 QuickBooks
  - BA 206 Management Fundamentals
  - BA 226 Business Law
  - BA 250 Small Business Management

---

**Contact Information**

Judy Boozer, Bldg. 19, Rm. 253C, 541.463.5765, boozerj@lanec.edu

For more information, visit lanec.edu/business/testing/key or call 541.463.5221.
Learning Outcomes: Students earning the Legal Office Skills Certificate of Completion will be able to:

- use and understand basic legal terminology and concepts.
- demonstrate an understanding of the role of lawyers in the legal system.
- demonstrate an understanding of the roles and duties of all levels of legal support personnel in the legal environment.
- prepare accurately formatted legal documents, letters, and pleadings and compose correspondence commonly used in legal settings.
- draft basic pretrial documents.
- demonstrate an understanding of pretrial and trial procedures.
- develop questions for gathering information and facts in preparation for trial.
- evaluate and practice rules of ethics as they would apply to civil litigation.
- demonstrate an understanding of ethics as they relate to confidentiality, competence, fees, billing, conflicts of interest, and UPL.
- demonstrate an understanding of the purposes and functions of court rules, schedules, and procedures.
- demonstrate a basic knowledge of requirements for recording and filing documents with the proper court offices.
- demonstrate an understanding of and use a variety of legal office systems including document management and calendaring.
- demonstrate an understanding of and practice basic functions of legal billings and timekeeping, client relations, and litigation support.
- use law library, computing and communication services to obtain legal forms, information, and data from regional, national, and international networks.
- work independently within diverse business environments; apply individual strengths and critical thinking to collaborative efforts.
- use research and analytical skills to support the activities of the organization.

Course Requirements

Prerequisites are required for some courses. See course descriptions.

All courses must be taken for a letter grade, and must be completed with a grade of 'C' or better or repeated to meet program requirements.

Students are expected to have the ability to accurately type 40 words per minute before taking LA 100. The Business Department at Lane offers free placement tests to assist students in determining skill levels. Students who are unable to meet the minimum

The LA course sequence is offered through Umpqua Community College Fall, Winter Spring and Winter, Spring, Summer.