

## EASTERN FLORIDA STATE COLLEGE

**OFFICE ADMINISTRATION PROGRAM**  
**ASSOCIATE IN SCIENCE DEGREE**  
**Administrative, Legal, and Medical Specialization**

**PLUS! College Credit Certificates in:**  
**OFFICE SUPPORT, OFFICE SPECIALIST, OFFICE MANAGEMENT,**  
**and MEDICAL OFFICE MANAGEMENT**

**This program is in the Business Career Cluster**  
[2017-18 College Catalog. www.easternflorida.edu/go/careertech](http://2017-18 College Catalog. www.easternflorida.edu/go/careertech)


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The Office Administration A.S. Degree prepares students for office employment. Upon completion of the first year of study, students will be prepared for an entry-level office job and may receive an Office Specialist Certificate. The second year of study offers further skill development as well as business and general education courses enabling the student to advance in an office career. Students with appropriate education in keyboarding and/or shorthand may substitute a higher level office technology course. The Office Administration program has three options from which to choose – Administrative, Legal, and Medical. Students who have completed keyboarding and shorthand in the Brevard County Public school check the articulation agreement under the program acceleration section of the college catalog. Entrance recommendations: Above-average grades in high school English.

**Advising Notes:**

It is important to register for technical courses when offered. Many technical courses are only offered *once a year*. Improper planning may cause delay of graduation by several semesters! General Education courses are offered every term and on every campus, including online/distance learning. Bachelor's Degree at Eastern Florida – The A.S. degree will transfer to the Bachelor's degree at EFSC. For A.A. students, courses in the certificate programs **are appropriate** for the 21 credit hours of the Technical Concentration component of the Bachelors of Applied Science degree at Eastern Florida State College.

Office Administration technical courses are offered online through eLearning, and on the Cocoa and Titusville campuses. Classes are offered in an **OPEN LAB format**. Read more on how Office Administration courses are taught on **page 5**. 

**LEGEND:**

◆ = Course is a pre-requisite for another course and "C" or higher is needed. *These courses should be taken first.*

**LEVEL of skills are noted as follows:**

1 = Introductory Level Skills

2 = Intermediate Level Skills

3 = Advanced Level Skills

**CAMPUS:** B= Palm Bay C= Cocoa

T= Titusville M= Melbourne

E= eLearning

GENERAL EDUCATION COURSES			Credits Needed: 15	Level	Campus
	ENC 1101	Composition 1	3	1	BMCTE
	SPC 2608	Fundamentals of Speech Communication	3	1	BMCTE
		Computation/Natural Science Requirement	3	2	BMCTE
		Humanities Requirement	3	2	BMCTE
		Social/Behavioral Science Requirement	3	2	BMCTE
MAJOR COURSES			Credits Needed: 30		
◆	CGS 2100	Microcomputer Applications ( <i>See Free Credit for Certification</i> )	3	2	BMCTE
◆	OST 1100	Keyboarding 1	3	1	CTE
	OST 1324	Business Math and Office Accounting	3	2	CTE
	OST 1384	Customer Service	3	1	CTE
	OST 1581	Professional Development in the Work Environment	3	3	CTE
	OST 1582	Ethics at Work	3	1	E
	OST 1791	Digital Information Management ( <i>Prerequisite: OST 1100</i> )	3	2	E
	OST 2335	Business Communications	3	2	E
	OST 2355	Records Management and Filing	3	2	CTE
	OST 1949	Office Administration Co-op	3	3	Contact Advisor
	<b>OR</b> OST 2491	Office Administration Internship	3	3	Contact Advisor

SELECT ONE OPTION FROM BELOW:			Credits Needed: 15		
<b>ADMINISTRATIVE OPTION</b>					
Option Code - OFASADM					
CGS 2571	Microcomputer Applications-Advanced ( <i>Prerequisite: CGS 2100</i> )		3	3	CE
OST 1055	Career Planning ( <i>Prerequisite: OST 1100</i> )		3	1	CTE
OST 1212	Shorthand ( <i>Prerequisite: OST 1100</i> )		3	2	CTE
OST 1110	Keyboarding 2 ( <i>Prerequisite: OST 1100</i> )		3	2	CTE
OST 2402	Administrative Office Procedures ( <i>Prerequisite: OST 1100</i> )		3	2	CTE
<b>LEGAL OPTION</b>					
Option Code - OFASLGL					
CGS 2571	Microcomputer Applications-Advanced ( <i>Prerequisite: CGS 2100</i> )		3	3	CE
OST 1212	Shorthand ( <i>Prerequisite: OST 1100</i> )		3	2	CTE
OST 1435	Legal Terminology		3	1	CTE
OST 1110	Keyboarding 2 ( <i>Prerequisite: OST 1100</i> )		3	2	CTE
OST 2431	Legal Office Procedures		3	3	CTE
<b>MEDICAL OPTION</b>					
Option Code - OFASMED					
♦	HSC 1532	Advanced Medical Terminology	3	1	BCTME
	OST 1455	Medical Office Accounts ( <i>Prerequisites: HSC 1532 and OST 1100</i> )	3	2	CTE
	OST 1611	Medical Machine Transcription ( <i>Prerequisites: HSC 1532 and OST 2135</i> )	3	2	CTE
♦	OST 2135	Medical Keyboarding ( <i>Prerequisite: HSC 1532 and OST 1100</i> )	3	2	CTE
	OST 2461	Medical Office Procedures ( <i>Prerequisite: OST 1100</i> )	3	3	CTE
			<b>Total Credit Hours: 60</b>		

### ***Jumpstart your career by earning a College Credit Certificate (CCC) in Office Specialist!***

- Courses are offered on the Titusville and Cocoa campuses and online through eLearning
- Earn a certificate in as few as two semesters
- Start with certificate courses and build toward completing the A.S. degree in Office Administration
- **No placement test** required for CCC and no General Education courses needed

### **Office Administration College Credit Certificates**

Office Support College Credit Certificate			(12 credit hours)	Level
♦	CGS 2100	Microcomputer Applications	3 credits	2
	OST 1384	Customer Service	3 credits	1
♦	OST 1100	Keyboarding 1	3 credits	1
	OST 2335	Business Communications	3 credits	2

<b>Office Specialist College Credit Certificate</b>			<b>(18 credit hours)</b>	<b>Level</b>
♦	CGS 2100	Microcomputer Applications	3 credits	2
	OST 1384	Customer Service	3 credits	1
♦	OST 1100	Keyboarding 1	3 credits	1
	OST 1324	Business Math and Office Accounting	3 credits	2
	OST 1581	Professional Development in the Work Environment	3 credits	3
	OST 2335	Business Communications	3 credits	2

<b>Office Management College Credit Certificate</b>			<b>(24 credit hours)</b>	<b>Level</b>
♦	CGS 2100	Microcomputer Applications	3 credits	2
	OST 1384	Customer Service	3 credits	1
♦	OST 1100	Keyboarding 1	3 credits	1
	OST 1212	Shorthand ( <i>Prerequisite: OST 1100</i> )	3 credits	2
	OST 1324	Business Math and Office Accounting	3 credits	2
	OST 1581	Professional Development in the Work Environment	3 credits	3
	OST 2335	Business Communications	3 credits	2
	OST 2355	Records Management and Filing	3 credits	2
	OST 2402	Administrative Office Procedures	3 credits	2

<b>Medical Office Management College Credit Certificate</b>			<b>(34 credit hours)</b>	<b>Level</b>
♦	CGS 2100	Microcomputer Applications	3 credits	2
♦	HSC 1532	Advanced Medical Terminology	3 credits	1
	OST 1384	Customer Service	3 credits	1
♦	OST 1100	Keyboarding 1	3 credits	1
	OST 1324	Business Math and Office Accounting	3 credits	2
	OST 1581	Professional Development in the Work Environment	3 credits	3
	OST 1611	Medical Machine Transcription ( <i>Prerequisites: HSC 1532 and OST 2135</i> )	3 credits	2
	OST 2335	Business Communications	3 credits	2
	OST 2355	Records Management and Filing	3 credits	2
	OST 2461	Medical Office Procedures ( <i>Prerequisite: OST 1100</i> )	3 credits	3
	OST 2948	Service-Learning Field Studies 1	1 credit	1

Current students can view their degree progress at <http://www.easternflorida.edu/academics/academic-support/mygps/>.

## Office Administration AS 60 Credits

Courses are guaranteed to be offered in the designated term. Full time students who follow the prescribed plan of study below should complete the program within two years. This plan does not include any required developmental education or prerequisite courses.

### FALL 1

Course	Course Title	Subject Area	Credits	Notes:
ENC 1101	Composition 1	General Ed	3	
CGS 2100	Microcomputer Applications	Major Course	3	
OST 1100	Keyboarding 1	Major Course	3	
OST 1384	Customer Service	Major Course	3	
OST 2355	Records Management and Filing	Major Course	3	

### SPRING 1

Course	Course Title	Subject Area	Credits	Notes:
	Humanities Requirement	General Ed	3	
OST 1582	Ethics at Work	Major Course	3	
OST 1791	Digital Information Management	Major Course	3	
OST 2335	Business Communications	Major Course	3	

### SUMMER 1

Course	Course Title	Subject Area	Credits	Notes:
	Social/Behavioral Science Requirement	General Ed	3	
	Administrative, Legal, or Medical Specialization	Specialization	3	

### FALL 2

Course	Course Title	Subject Area	Credits	Notes:
SPC 2608	Fundamentals of Speech Communication	General Ed	3	
OST 1324	Business Math and Office Accounting	Major Course	3	
OST 1581	Professional Development in the Work Environment	Major Course	3	
	Administrative, Legal, or Medical Specialization	Specialization	3	
	Administrative, Legal, or Medical Specialization	Specialization	3	

### SPRING 2

Course	Course Title	Subject Area	Credits	Notes:
	Mathematics/Natural Science Requirement	General Ed	3	
OST XXXX	Office Administration Co-op/Internship	Major Course	3	
	Administrative, Legal, or Medical Specialization	Specialization	3	
	Administrative, Legal, or Medical Specialization	Specialization	3	

It is the responsibility of the student to meet the established degree requirements for the degree or certificate being sought at Eastern Florida State College. Specific requirements (minimum grades, prerequisites, GPA, etc.) are indicated in the [2017-2018 College Catalog](#)

**HOW OFFICE ADMINISTRATION CLASSES ARE TAUGHT:****Cocoa and Titusville Classes:**

Office Administration courses (Courses beginning with OST) are taught at the Cocoa and Titusville Classes, as well as online. **Office Administration classes on the Cocoa and Titusville Campus are taught in an *Open Lab format*. These courses are not taught in a lecture style, but rather students interact with assignments on a computer with the support of instructors and lab assistants.** The Titusville Office Administration Lab is located on the Building 1, Room 141. The Cocoa Office Administration Lab is located in Building 5, Room 125. Students who register to take a class on the Cocoa and Titusville Campus are required to complete lab hours. **For each 3 credit hour class, a student is required to spend 3 hours per week in the lab. This allows students to create a flexible class schedule.** The lab is typically open Monday through Thursday from 9-5 PM and open until 8 PM, typically one night a week. **Students may log hours at either the Titusville or Cocoa Campus regardless which campus the student is registered for.** Hours may change on a semester to semester basis.

**Online E-Learning Classes:**

The entire Office Administration Program can be completed online, with the exception of Internship. Student who take online courses are welcome to visit the Office Administration Computer Lab on Titusville Campus or Cocoa Campus to receive additional tutoring from lab assistants or instructors.

**RECEIVE FREE CREDIT FOR CERTIFICATIONS AND VOCATIONAL CERTIFICATES**

Do you hold a Microsoft Office Systems (MOS) certificate? Have you earned a vocational certificate in Accounting Operations or Medical Administrative Specialists? You may qualify to earn college credit in the Office Technology program. Contact the Program Specialist. View the articulated credit agreements for Office Technology at [www.easternflorida.edu/admissions/registrars-office/credit-evaluation/leap](http://www.easternflorida.edu/admissions/registrars-office/credit-evaluation/leap). As of the Fall 2016, students who receive the Microsoft Office Specialist (MOS) Certification by passing the Word, Excel, and Access portions of the bundle may receive credit for CGS 2100 Microcomputer Applications.

**INTERNSHIPS**

Office Administration Internship or Co-op (OST 1949 or OST 2491) is a **required** course for the A.S. degree. Students who have declared the Office Administration major since Fall 2015 to current and who have completed courses that demonstrate skills and knowledge in the technical area must complete an internship. A minimum of 96 hours in a pre-approved place of business is part of the internship course. Contact (321)-433-5098 to begin finding an internship and start the internship process. More information on the internship process is available [www.easternflorida.edu/academics/career-technical-programs/internships.cfm](http://www.easternflorida.edu/academics/career-technical-programs/internships.cfm).

**INDUSTRY CERTIFICATION**

Are you ready to **take** an industry certification test?

Eastern Florida State College is an authorized testing center for CompTIA, Cisco CCNA, Microsoft Office Systems (MOS) and the Manufacturing Skills Standard Council (MSSC) industry certifications. As of the Fall 2016, students who receive the Microsoft Office Specialist (MOS) Certification by passing the Word, Excel, and Access portions of the bundle may receive credit for CGS 2100 Microcomputer Applications. EFSC alumni and students may test. Visit [www.easternflorida.edu/academics/career-technical-programs/industry-certs](http://www.easternflorida.edu/academics/career-technical-programs/industry-certs) to find out more information.

**CREDIT FOR ADULT EXPERIENTIAL LEARNING OR CAEL**

Do you have extensive experience in Office Administration? If so you may be able to receive college credit through Credit for Adult Experiential Learning or CAEL. Contact the Life-Experience Acceleration Path (LEAP) office at 321-433-7099 or go to <http://www.easternflorida.edu/admissions/registrars-office/credit-evaluation/cael-portfolio-credit.cfm>

**ADVANCED STANDING CREDIT (ASC)**

Current or recent Brevard Public School students can get a jump-start in a Career & Technical Program at Eastern Florida State College through [Advance Standing Credit](#). Save time and money through free tuition and books for career and technical programs at the public school level. Advance Standing Credit allows you to continue with the skill sets you learned in high school and prepare for a rewarding career. Move to the next level and receive credit in the Office Administration career program at Eastern Florida State College.

Students completing Accounting Applications 1, Financial Operations, Personal Financial Planning, and Finance & Business Technology at the high school level with grade average of "B" or higher who declare the Office Administration AS or Office Specialist CCC as their major can receive credit for OST 1100 Beginning Computer Keyboarding at Eastern Florida State College upon completion of CGS 2100, OST 2335, and two other OST courses with grades of "C" or higher.

Students completing Computing for College and Careers at the high school level with grade average of "B" or higher who declare the Office Administration AS or Office Specialist CCC as their major can receive credit for OST 1100 Beginning Computer Keyboarding at Eastern Florida State College upon completion of CGS 2100, OST 2335, and two other OST courses with grades of "C" or higher.

**EMPLOYMENT IN THE FIELD**

The Office Administration Program prepares students to work in a wide variety of professional offices.

Normal pay for **Medical Secretaries** is \$29,641 per year. That is about \$2,470 per month, or \$14.25 per hour. New workers generally start around \$22,891, while highly experienced workers can earn as much as \$38,910. This career has grown by 10% over the last 2 years, and is expected to grow by 21% over the next 10 years. Currently 4,617 Medical Secretaries are employed in the East/Central Florida regions (Orange, Osceola, Seminole, Volusia, and Brevard counties).

Normal pay for **Executive Secretaries and Executive Administrative Assistants** is \$44,297 per year. That is about \$3,691 per month, or \$21.3 per hour. New workers generally start around \$29,945, while highly experienced workers can earn as much as \$67,038. This career has grown by 1% over the last 2 years, and is expected to grow by 1% over the next 10 years. Currently 8,014 Executive Secretaries and Executive Administrative Assistants are employed in the East/Central Florida regions (Orange, Osceola, Seminole, Volusia, and Brevard counties).

Normal pay for First-Line Supervisors of Office and Administrative Support Workers is \$48,064 per year. That is about \$4,005 per month, or \$23.11 per hour. New workers generally start around \$29,529, while highly experienced workers can earn as much as \$75,960. This career has grown by 4% over the last 2 years, and is expected to grow by 11% over the next 10 years. Currently 19,240 First-Line Supervisors of Office and Administrative Support Workers are employed in the East/Central Florida regions (Orange, Osceola, Seminole, Volusia, and Brevard counties).

Read more about careers in Office Administration at *Career Coach* (<https://easternflorida.emsicareercoach.com/>).

Explore careers and make a plan for education at <https://www.floridashines.org/find-a-career/mycareershines>.

Brevard Public School students may view Career & Technical Education programs of study at [http://www.edline.net/pages/Brevard\\_County\\_Schools/Departments/Departments\\_A-J/Career\\_and\\_Technical\\_Education/Programs\\_of\\_Study](http://www.edline.net/pages/Brevard_County_Schools/Departments/Departments_A-J/Career_and_Technical_Education/Programs_of_Study). See how to prepare for careers and college. Eastern Florida State College is dedicated to providing a nondiscriminatory environment which promotes equal access, equal educational opportunity and equal employment opportunity to all persons regardless of age, race, national origin, color, ethnicity, genetics, religion, sex, gender preference, pregnancy, disabilities, marital status, veteran status, ancestry or political affiliation in its programs, activities, or employment. Development and printing of this document is funded by the Carl D. Perkins Career & Technical Education Act of 2006 (Perkins IV).