

# OFFICE ADMINISTRATION TECHNOLOGY

## Associate of Applied Science Degree

- Administrative Assistant Concentration
- Bookkeeping Assistant Concentration
- Medical Office Assistant Concentration

## Certificate of Completion

- Bilingual Office Specialist Option
- General Office Assistant Option
- Medical Billing
- Medical Transcription
- Bookkeeping

Because today's business world is constantly being transformed by new information processing technologies, employment opportunities in office careers are on the rise. The smooth functioning of today's automated office depends on the support of well-trained administrative, bookkeeping, and medical office assistants.

If you find satisfaction in working as a team member, are well organized, and enjoy meeting and helping new people, Office Administration Technology could be the right program for you. Students may obtain a general office assistant certificate of completion in as little as one year and then begin earning money while studying for their associate of applied science degree.

In the second year of the associate of applied science degree program in Office Administration Technology, you can prepare for a more challenging position as either a general administrative assistant, bookkeeping assistant, or medical office assistant. You will learn to use state-of-the-art technology, become familiar with various up-to-date software applications, and become proficient in a specific area of study.

The work settings where program graduates find employment are as varied as the organizations themselves. They include educational institutions; federal, state, and local government offices; medical facilities; financial institutions; corporate settings; and small and large businesses. Not only are the work settings varied, but so are the positions within each organization. Current salary ranges can be found in the Occupational Outlook Handbook at the U.S. Department of Labor web site: <http://www.bls.gov> (<https://www.bls.gov>).

## Office Administration Technology Certificates

Two Office Administration Technology certificate options are available. The General Office Administration Technology option prepares students for receptionist, clerk-typist, or other entry-level positions. The Bilingual Office Specialist option qualifies students for positions requiring Spanish-English language proficiency. Also available are 18-credit specialized certificates in Medical Billing and Medical Transcription. Coursework for the certificates are applicable toward the Office Administration Technology and/or Health Information Technology associate of applied science degrees with the exception of the SPAN 1511 Spanish for Human Services and SPAN 1420 courses. In addition, the Office Administration Technology program also has a 27-credit Bookkeeping certificate. The coursework for this certificate are fully

applicable towards the Office Administration Technology-Bookkeeping associate of applied science degree.

Office Administration Technology (Administrative Assistant) - Associate of Applied Science (<https://catalogs.nmsu.edu/dona-ana/academic-career-programs/office-administration-technology/office-administration-technology-administrative-assistant-associate-of-applied-science/>)

Office Administration Technology (Bookkeeping Assistant) - Associate of Applied Science (<https://catalogs.nmsu.edu/dona-ana/academic-career-programs/office-administration-technology/office-administration-technology-bookkeeping-assistant-associate-of-applied-science/>)

Office Administration Technology (Medical Office Assistant) - Associate of Applied Science (<https://catalogs.nmsu.edu/dona-ana/academic-career-programs/office-administration-technology/office-administration-technology-medical-office-assistant-associate-of-applied-science/>)

Bookkeeping - Certificate of Completion (<https://catalogs.nmsu.edu/dona-ana/academic-career-programs/office-administration-technology/bookkeeping-certificate/>)

Office Administration Technology - Certificate of Completion (<https://catalogs.nmsu.edu/dona-ana/academic-career-programs/office-administration-technology/office-administration-technology-certificate/>)

Medical Billing - Certificate of Completion (<https://catalogs.nmsu.edu/dona-ana/academic-career-programs/office-administration-technology/medical-billing-certificate/>)

Medical Transcription - Certificate of Completion (<https://catalogs.nmsu.edu/dona-ana/academic-career-programs/office-administration-technology/medical-transcription-certificate/>)

### ACCT 1115. Accounting Principles I

#### 3 Credits (2+2P)

This is an introductory course in the theory and practice of accounting that covers the purpose of accounting, the accounting process, and the various types of ownership structure. Also covered are types of business, career opportunities in accounting, analyzing financial transactions, adjusting entries, accounting worksheets, financial statements, and the closing process. Computerized exercise problems are used to assist student understanding and proficiency. This course is only offered for fall enrollment.

### ACCT 1120. Accounting Principles II

#### 3 Credits (2+2P)

This course is a continuation of theory and practice of accounting study began in ACCT 1115. Specialized accounting procedures for a service business and its environment, entrepreneurship, and small businesses are emphasized. Topics covered include the modified cash basis and combination journal, accounting for cash, payroll accounting, employee earnings and deductions, payroll accounting, employer taxes, and reports. Restricted to Community Colleges campuses only.

**Prerequisite:** ACCT 1115 or ACCT 2110.

### ACCT 1150. QuickBooks

#### 3 Credits (2+2P)

An introductory course to QuickBooks Pro accounting software, including setting up a new company and chart of accounts; recording transactions for service and merchandising businesses with customers, vendors and employees; bank reconciliations; payroll; end-of-period procedures; financial reporting; managing lists; and running reports and forms and customizing them. Restricted to Community Colleges campuses only.

**Prerequisite:** Working knowledge of computers and accounting or consent of instructor.

**Learning Outcomes**

1. Understand differences and similarities between a manual accounting system and QuickBooks Online.
2. Identify and execute the four levels of operation within QuickBooks: New Company Setup, Lists, Activities, and Reports.
3. Record sales/collections, purchase/payments, inventory, adjusting entries.
4. Set up payroll, record payroll transactions, print paychecks, and view various payroll related reports.
5. Produce a variety of reports and financial statements.
6. Analyze reports to identify and correct errors.

**ACCT 1410. Personal Tax Preparation**

**3 Credits (3)**

Introduces basic federal and state tax codes for preparing individual income tax returns. Emphasis on use of tax software. Students will be required to pass a certification exam and assist in preparing individual tax returns for low income and elderly taxpayers.

**Learning Outcomes**

1. Explain basic personal income tax filing status requirements.
2. Use appropriate tax software to prepare simple income tax returns for individuals.
3. Answer basic tax questions.
4. Demonstrate personal and professional interview skills in an environment that demands confidentiality issues at all levels.

**ACCT 2170. Payroll Accounting**

**3 Credits (2+2P)**

Covers payroll accounting procedures and controls, tax and employment laws, and tax reports that form the core of payroll responsibilities. Restricted to Community Colleges campuses only.

**Prerequisite:** ACCT 2110 or ACCT 1115.

**Learning Outcomes**

1. Identify payroll terminology and concepts, required payroll records, and various laws and regulations affecting payroll operations.
2. Calculate gross wages and deductions.
3. Record, journalize and post payroll transactions in accordance with GAAP using the appropriate accounting records (payroll registers, employee earnings records, journals, and ledgers).
4. Prepare and accurately complete payroll tax reports for timely filing.

**ACCT 2520. Introduction to Auditing**

**3 Credits (3)**

Surveys auditing concepts and processes used by management and assurance professionals that include audit standards, reports, professional ethics, legal liability, evidence accumulation, audit planning, internal controls, transaction cycles, other engagements and operational auditing. Restricted to Community Colleges campuses only.

**Prerequisite:** ACCT 1115 or ACCT 2110.

**Learning Outcomes**

1. Describe the attest function.
2. Identify the professional and regulatory standards that impact the auditing profession.
3. Use audit planning techniques to assess risks, calculate materiality and prepare audit programs.
4. Evaluate factual situations to identify internal control deficiencies, significant deficiencies, and material weaknesses.

5. Identify types of evidence and practice documenting the results of performing audit tests.
6. Use various audit sampling to determine whether sufficient evidence has been obtained.
7. Identify audit procedures performed in the completion of an audit.
8. Select the appropriate audit report for various factual situations.
9. Demonstrate knowledge of other attestation and assurance services performed by CPAs as well as other types of services, which independent auditors may or may not perform.

**BCIS 1215. Introduction to MS Excel I**

**3 Credits**

This course introduces Microsoft Excel spreadsheet software. Coverage includes creating, editing, manipulating, and printing workbooks, charts, features and commands, spreadsheet design, formulas, and functions.

**Learning Outcomes**

1. Identify the basic Excel (spreadsheet) concept.
2. Describe and apply basic skills of worksheet and cell formatting, charts, and tables.
3. Recognize and demonstrate the concepts of creating, editing, and formatting worksheets.
4. Apply and demonstrate the concepts of working with charts.
5. Apply formulas and functions.
6. Analyze data using formulas and compiling workbook data.

**BCIS 1220. Introduction to MS Word**

**3 Credits (2+2P)**

This course introduces MS Word software. Basic word processing techniques and applications will be covered. Students will create, revise, store, share and retrieve documents. Students will learn various formatting techniques, use of tables, use of references tools. May be repeated up to 6 credits.

**Learning Outcomes**

1. Manage documents: navigate within documents; format documents; save and share documents; and inspect documents for issues.
2. Insert and format text, paragraphs, and sections: Insert text and paragraphs; format text and paragraphs; create and configure document settings.
3. Manage tables and lists: create tables; modify tables; create and modify lists.
4. Create and manage references: create and manage reference elements; create and manage reference tabs.
5. Insert and format graphic elements: insert illustrations/text boxes; format illustrations and text boxes; add text to graphic elements; modify graphic elements.
6. Manage document collaboration: add and manage comments; manage change tracking.

**BCIS 1230. Introduction to MS PowerPoint**

**3 Credits (3)**

Introduction to the electronic presentation, specifically how to use, design and edit presentation graphics for use in a variety of personal and business applications. Students will learn how to create and work with design templates, auto layouts, and background slides. Also covered are how to add tables, charts, clip art, pictures, video, sound and animation effects.

**Prerequisite:** BCIS 1220 or ability to demonstrate keyboarding and Windows proficiency.

**Learning Outcomes**

1. Create, edit, format, and save PowerPoint presentations.
2. Create and change templates.
3. Create, apply, and customize Master slides.
4. Create, apply, and customize presentation themes.
5. Create, apply, and customize styles presentations.

**BCIS 1750. Microsoft Outlook and Office Procedures  
3 Credits (3)**

This course provides information about office principles and procedures that are used in the fast-paced offices of today. Student will become proficient using Microsoft Outlook and other current technologies to develop the foundational skills necessary to manage email, appointments, contacts, and tasks.

**Prerequisite:** ENGL 1110G.

**Learning Outcomes**

1. Demonstrate office skills in office communications, record management, proofreading, research techniques, planning meetings and conferences, writing and dictating correspondence.
2. Describe the technologies of the modern office such as electronic mail, word processing, information processing, and telecommunications.
3. Perform a mastery of punctuation, grammar, writing skills and indexing skills.
4. Manage records, make travel arrangements, and execute general administrative duties.
5. Define ethics and ethical behavior.
6. Manage the Outlook environment efficiently within a professional business setting.
7. Manage messages in an organized way for productivity.
8. Manage schedules to clearly communicate among professionals.
9. Manage contacts and groups to effectively connect business individuals.

**BCIS 2221. MS Word@II  
3 Credits (2+2P)**

This course provides an in-depth study of MS Word software. Students will learn how to create professional business documents, templates, customize themes, mail merge, and reports with citations and references.

**Prerequisite:** OTEC 1101 or keyboarding proficiency.

**Learning Outcomes**

1. Create, edit, format, and save Word documents.
2. Create reports using chosen reference style which includes citations and bibliography.
3. Create a multiple-page report with tables, footnotes, and endnotes.
4. Create a professional newsletter, which includes inserting section breaks, formatting columns, inserting symbols, and distinguishing between online and inline objects.
5. Create and change templates.
6. Create, apply, and customize document themes.
7. Create, apply, and customize styles.
8. Create and edit documents using mail merge with data sources and main documents.

**BUSA 1210. Records Management  
3 Credits (3)**

Principles, methods and procedures for the selection, operation and control of manual and automated records systems.

**Learning Outcomes**

1. Recognize Records Control and Management systems.
2. Utilize vocabulary pertaining to records management.
3. Recognize the importance of using organized, efficient records management systems.
4. Recognize various kinds of filing equipment and supplies (paper and electronic).
5. Apply ARMA (Association for Records Managers and Administrators) rules in alphabetic card and correspondence filing exercises.
6. Apply procedures for maintaining and controlling records including: requisitioning, charging-out, returning, and reserving files.
7. Discuss records retention cycle including: control procedures for transferring, storing, and destruction of files.
8. Recognize the use of color as a method for improving efficiency in filing systems.

**BUSA 2175. Personal Development  
3 Credits (3)**

Development of a marketable, employable office systems person, to include interview, voice, manners, and apparel.

**Learning Outcomes**

1. Plan, compose and create a resume, list of references, letter of application and other job search documents.
2. Research job leads.
3. Prepare for job interviews.
4. Perform self-assessment and self-examination in order to improve soft skills.
5. Develop soft skills to improve employability and job success.

**HLSC 1510. Medical Terminology  
3 Credits (3)**

The study and understanding of medical terminology as it relates to diseases, their causes and effects, and the terminology used in various medical specialties. This course includes word construction, spelling, comprehension, pronunciation, application and abbreviations.

**Learning Outcomes**

1. Apply prefixes, suffixes, and combining forms to build medical terms.
2. Identify terms for body regions, planes, cavities and membranes.
3. Select medical terminology names, locations and functions of the major organs of the body systems.
4. Identify the medical terms associated with major disease processes and procedures.
5. Demonstrate correct medical linguistic skills.

**HITP 2208. Medical Office Procedures  
3 Credits (2+2P)**

Introduction of current and efficient administrative medical office procedures. The emphasis will be on practical, current strategies for maintaining accurate, organized and compliant documentation.

**Prerequisite:** HLSC 1510.

**Learning Outcomes**

1. Identify key medical terminology as it relates to administrative medical office operations.
2. Explain the roles, responsibilities, and professional ethics of an administrative medical assistant in various healthcare setting.
3. Demonstrate effective communication skills with patients, families, proxies and healthcare professionals.

4. Apply accurate updated policy to scheduling techniques, office and records management, and billing procedures in a medical office environment.
5. Apply techniques for efficient patient, office, and administrative workflows to enhance medical office management.
6. Identify medical office technology applications that promote efficient administrative duties and accurate documentation.

**HITP 2288. Medical Insurance Billing**

**3 Credits (2+2P)**

Comprehensive overview of the insurance concepts and applications required for successfully and accurately completing and submitting insurance claims and reimbursement processes for various insurance carriers, both private and government, will be emphasized.

**Prerequisite:** HLSC 1510.

**Learning Outcomes**

1. Comprehend the ramifications of a breach of confidentiality regarding patient information.
2. Follow requirements of different insurance carriers—i.e., HMO's Independent Provider Organizations, Medicare, Medicaid, Workmen's Compensation—in processing patient claims.
3. Process insurance claim form an initial patient visit through receipt of payment from insurance carrier.
4. Match ICD-10 code to appropriate diagnosis.
5. Analyze patient records to construct the insurance claim form and apply the requirements of different insurance carriers to that claim.
6. Classify and explain the various reimbursement systems and how they impact billing.
7. Identify issues of fraud and abuse and follow ethical principles by reviewing inpatient and outpatient cases.

**OTEC 1101. Beginning Keyboarding**

**3 Credits (2+2P)**

Develops proper keyboarding technique to achieve speed and accuracy. A minimum average of 25 wpm on three five minute timings is required.

**Learning Outcomes**

1. Demonstrate proper keyboarding techniques.
2. Key the numeric keypad by touch.
3. Type straight copy at a minimum rate of 25 GWAM for 5 minutes with no more than 5 errors using the proper touch method (backspace key not allowed on timed writings).

**OTEC 1102. Keyboard Skillbuilding**

**3 Credits (2+2P)**

Continues development of speed and accuracy. A minimum average speed of 35 wpm on three five-minute timings is required.

**Learning Outcomes**

1. Demonstrate proper keyboarding techniques.
2. Type straight copy at a minimum rate of 35 GWAM for 5 minutes with no more than 5 errors using the proper touch method.
3. To be submitted for credit, timings must have no more than 5 errors (errors are not deducted from gross speed).

**OTEC 1103. Keyboard Skillbuilding II**

**3 Credits (2+2P)**

Continues development of speed and accuracy. A minimum average speed of 45 wpm on three five-minute timings is required. Restricted to Community Colleges campuses.

**Learning Outcomes**

1. Demonstrate proper keyboarding techniques.
2. Type straight copy at a minimum rate of 45 GWAM for 5 minutes with no more than 5 errors using the proper touch method.
3. To be submitted for credit, timings must have no more than 5 errors (errors are not deducted from gross speed).

**OTEC 1125. Writing, Proofreading and Editing**

**3 Credits (2+2P)**

Develop proofreading skills: punctuation, grammar, spelling and usage errors. Edit documents for appropriate content, conciseness, clarity and point of view. Compose effective business letters, e-mails, memos, and reports. Restricted to Community Colleges campuses.

**Prerequisite:** BUSA 1115.

**Learning Outcomes**

1. Apply document formatting standards for professional business correspondence.
2. Apply standard proofreader's marks when proofreading and editing.
3. Proofread and edit letters, memos, reports, and other business documents to produce a professional copy.
4. Review English mechanics (spelling, grammar, punctuation, and format).
5. Write business memos, letters, e-mails, and informal reports.
6. Rewrite and edit the message for organization, clarity, complete information, and conciseness.
7. Produce the message utilizing the correct design and format.

**OTEC 2260. Business Procedures**

**3 Credits (2+2P)**

Covers office procedures, technology, human relations, ethics, telecommunications and job portfolio.

**Learning Outcomes**

1. Demonstrating strategies and tools for organizing your work area.
2. Demonstrating effective techniques for handling telecommunication.
3. Identifying unethical behavior in the workplace.
4. Demonstrating qualities of an effective team member.
5. Identifying methods for handling incoming and outgoing mail.
6. Planning and arranging domestic and international travel.
7. Planning a business meeting.
8. Demonstrating qualities of effective leaders.
9. Developing skills and qualities necessary for the administrative profession. 1
10. Completing an employment application, compose a letter of application, and prepare a resume for a specific administrative position. 1
11. Completing a mock interview.

**OTEC 2270. Medical Transcription**

**3 Credits (2+2P)**

Reinforces medical terminology and develops proficiency in transcribing medical reports, forms, and other types of medical communications using correct format, grammar, punctuation, number, abbreviation, symbol, and metric measurement rules. Restricted to Community Colleges campuses only.

**Prerequisite:** HLSC 1510 and HLSC 1515 and BCIS 1750.

**Learning Outcomes**

1. Transcribe a variety of medical reports, letters, and memorandums according to the American Association for Medical Transcription

(AAMT) and Joint Commission on Accreditation of Healthcare Organizations (JCAHO) guidelines.

2. Apply correct grammar, word usage, and format or style.
3. Use punctuation, capitalization, abbreviations, and numbers correctly.
4. Demonstrate mastery of terminology, spelling, editing/proofreading, and transcribing skills.

5. Display listening comprehension of typical dialogues which take place in a variety of human services agencies (Final Exam).

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### **OTEC 2998. Internship I**

#### **1-3 Credits**

Work experience that directly relates to a student's major field of study that provides the student an opportunity to explore career paths and apply knowledge and theory learned in the classroom. Internships may be paid or unpaid. Students are supervised/evaluated by both the employer and the instructor. C- or better in the course is required.

#### **Learning Outcomes**

1. Apply decision-making and problem-solving skills by setting goals and objectives, self-reflection, and self-assessment.
2. Model soft skills appropriate for a professional business workplace.
3. Determine effective communication in various workplace relationships.
4. Develop career planning skills that include conducting a job search, collecting references, building a resume, creating a cover letter, and interviewing techniques.

### **OTEC 2999. Office Technology Capstone**

#### **3 Credits (2+2P)**

Refines professional skills learned in the OAT program and ties all OAT coursework together. Restricted to Community Colleges campuses.

**Prerequisite:** OTEC 1102; and ACCT 1115; and BCIS 1750 or ENGL 2210G; and BCIS 1220.

#### **Learning Outcomes**

1. Construct professional, error-free business documents that demonstrate appropriate formats and ideas in clear, concise, and correct written and spoken language.
2. Utilize effective administration skills to enhance the productive operation of the workplace.
3. Demonstrate professional behaviors and workplace ethics for the professional office environment.
4. Demonstrate proficiency in the use of productivity software in business applications.

### **SPAN 1511. Spanish for Human Services**

#### **3 Credits (3)**

An introductory Spanish course for professionals in the human services.

The course focuses on pertinent vocabulary for situations commonly encountered by professionals in areas such as social work, counseling, case management, Social Security, Medicare, health services, food stamps, child support, vocational rehabilitation, senior citizen issues and other areas. Basic Spanish pronunciation and grammar are introduced in the context of practical social-services situations.

#### **Learning Outcomes**

1. Augment basic vocabulary pertinent to professional roles (Vocabulary Journal).
2. Display increased confidence about pronunciation of Spanish and Spanish sentence structure (Role Play Interview).
3. Identify cultural norms working with Hispanic individuals and families (interview of Hispanic Professional).
4. Translate and explain agency forms and documents (Translation of Agency Form).