



Business Technology Office Support Administrative Support

Available as Online Programs

GENERAL INFORMATION

Providing office and administrative support in business, industry, agencies, and institutions offers many opportunities. EvCC's Business Technology programs offer preparation at the introductory, intermediate, and advanced levels. Students can advance to more complex skills in office procedures and computer applications. Some programs provide opportunities for internship experience so that students may apply their skills and learn more about the workplace.

Students may take advantage of short-term certificate programs and enter the workplace with specific skills. Or, they may continue toward a degree program, which offers more training and skill building. It is very important to work with a program advisor to determine the best option for you. Our program advisors are listed in this guide.

CAREER OPTIONS

Positions may have such titles as receptionist, office assistant, administrative assistant, and executive secretary, to name a few. Employment opportunities occur in many places: hospitals, schools, businesses, construction, transportation, social services, retailing, etc. Generally employers seek persons skilled in software applications, such as word processing, spreadsheets, and/or database management. Good communication skills and good English grammar and punctuation skills are usually required. Keyboarding speed between 40 and 70 words per minute is essential, depending upon the position.

In addition to producing documents, persons in these positions may maintain files, greet visitors, arrange conference calls, schedule meetings, conduct research, prepare statistical reports, train employees, and supervise other clerical staff.

Between 2008-2018, employment of secretaries, administrative assistants, and office clerks is expected to increase about 11 percent, which is about as fast as average for all occupations. In addition, they're listed in the areas to have the largest numerical increases in employment.

Salaries vary. National statistics indicate annual earnings of executive secretaries and administrative assistants range from less than \$27,030, to more than \$62,290.

The information above was adapted from the Occupational Outlook Handbook, 2010-2011. See <http://www.bls.gov/oca/ocos151.htm> for more information. (November 2011)

PROGRAM OPTIONS

Everett Community College's Department of Business Technology offers **Office Support, Administrative Support, and Business Technology** at several levels:

- **Office Support, Certificate:** 48 credits, builds intermediate level skills with emphasis on records management and professional communications.
- **Administrative Support, Certificate:** 74-76 credits. This certificate builds on the Office Support certificate (above) and includes specialized courses in Word, Excel, Access, bookkeeping or accounting. An internship experience is required.
- **Business Technology, Associate in Technical Arts Degree:** 90 credits. By completing the Administrative Support Certificate (above) and additional credits in English, and special electives, the associate degree may be earned.

The options described within this guide are generally not designed for transfer to a baccalaureate institution. However, Central Washington University offers a bachelor of Applied Science in Information Technology and Administrative Management (ITAM) on the EvCC campus that accepts the Associate in Technical Arts degree. For more information go to www.uceverett.org

Preparation: Prior to entering the courses required for the certificates and degree, students must meet prerequisites in keyboarding skills (BT 100). For some students, placement test scores indicating readiness for ENGL 98 is required.

PROGRAM ADVISORS

It is essential to follow program advisor guidance for certificates and degree. Please contact one of these EvCC advisors to help you select which degree pathway to follow, and to map out your program of study.

Kathryn Willestoff	OLY 218	425-388-9242	kwillestoff@everettcc.edu
Theresa Markovich	OLY 219	425-388-9241	tmarkovich@everettcc.edu
Kathy Kneifel	OLY 215	425-388-9155	kkneifel@everettcc.edu

If there is no answer, call the division office at 425-388-9584.

GETTING STARTED AT EVCC

Our Enrollment Services Office provides information about application, orientation and registration for new and continuing students. All prospective students are invited to contact the Educational Planning Center if they would like to speak one-to-one with an educational planner about getting started. Contact:

- ◆ Enrollment Services, Jackson Center, 425-388-9219, admissions@everettcc.edu
- ◆ Educational Planning Center, Third Floor, Parks, 425-388-9339

NOTES FOR ALL CERTIFICATES, AND DEGREES

- ◆ (PR) indicates a course prerequisite; (CP) computer proficiency; (CS) computation skills; (HY/IC) human relations and interpersonal communications; (WS) writing skills; (D) Diversity class..
- ◆ To assist students in planning, the courses are listed in a suggested sequence of study over one or more quarters and assume full-time enrollment and successful completion each quarter. Part-time students may find their course sequence to be different.
- ◆ EvCC does not offer every course each quarter. Please consult with the Class Schedule and a program advisor to plan course selection.
- ◆ Waivers for any of the required courses may be considered on the basis of verifiable evidence of previously acquired skills. Such waivers can be granted only by one of the program advisors listed in this curriculum guide, and must be initialed on this checklist. A waiver does not excuse the student from the requirement to earn the minimum required credits.

- ◆ To earn a certificate or degree, the courses must be completed with a grade of C or higher, excluding credits in English.
- ◆ Students should meet with a program advisor and maintain the certificate or degree checklist while at Everett Community College. The quarter before expected completion, this checklist should be submitted with a diploma application to the Enrollment Services Office. A full description of the College's requirements for earning a certificate or degree is contained in the College catalog.

Do you need to fit your educational goals into a busy family and/or work schedule? Classes offered through EvCC's Business Technology Department are scheduled to allow students to complete these certificates and the ATA degree during evening hours and online. Please consult closely with an advisor if you wish to take evening or online courses to map out your plan to complete certificate and degree requirements.

OFFICE SUPPORT CERTIFICATE

Student Name: _____

<u>Course Number</u>	<u>Course Title</u>	<u>Credits</u>	<u>Quarter Completed</u>	<u>Grade</u>
First Quarter				
CL 101	Computer Literacy (CP)	5	_____	_____
BUS 130	Business Computations (PR) (CS) (CP)	5	_____	_____
BUS 104	Business English	5	_____	_____
Second Quarter				
BT 105	Keyboarding Speed & Accuracy (PR)	3	_____	_____
BT 130 or BT 145	Editing and Transcription (PR) or Civil Litigation	5	_____	_____
BT 240 or 242	Access (PR) (CP) or Excel (CP) (CS)	5	_____	_____
BT 219	Introduction to Microsoft Word (PR) (CP)	5	_____	_____
Third Quarter				
BT 115	Records Management (PR)	5	_____	_____
BT 162 or BUS 165	Job Search/Prof. Development (HR/IC) or Service Essentials for Business (HR/IC)	5	_____	_____
BUS 110D	Business Communications (PR) (WS) (D) (HR/IC)	5	_____	_____
TOTAL CERTIFICATE CREDITS		48	(grade of C or better in all classes)	

ELECTIVES: Students who need additional credits to complete certificate requirements must choose from this list. Other courses may be substituted with approval from one of the Business Technology advisors.

Course Number	Course Title		
ACCT 110	Small Business Accounting, or	BT 229	Advanced Microsoft Word (PR)
ACCT& 201	Principles of Accounting I	BT 252	Internship (PR)
BT 100	Beginning Keyboarding	BT 261	Advanced Office Procedures (HR/IC) (PR)
BT 180	Principles of Medical Insurance	BT 181D	Diversity in Law & Ethics for Health Care Occupations
BT 199	Special Projects	HLTH 100	Medical Terminology

ADMINISTRATIVE SUPPORT CERTIFICATE – 74-76 credits

Students should meet with a program advisor and maintain this certificate checklist while at Everett Community College. Students must bring this checklist to all advising sessions. The quarter before expected completion, this checklist should be submitted with a diploma application to the Enrollment Services Office. A full description of the College's requirements for earning a certificate or degree is contained in the College catalog. Courses listed with an ampersand in the course number (e.g. ENGL&101) reflect the Common Course Numbering System.

For more information, go to www.everettcc.edu/ccn

Student Name: _____

<u>Course Number</u>	<u>Course Title</u>	<u>Credits</u>	<u>Quarter Completed</u>	<u>Grade</u>
First Quarter				
CL 101	Computer Literacy (CP)	5	_____	_____
BT 219	Introduction to Microsoft Word (PR) (CP)	5	_____	_____
BUS 104	Business English	5	_____	_____
Second Quarter				
BUS 130	Business Computations (CS) (PR) (CP)	5	_____	_____
BT 130 or BT 145	Editing and Transcription (PR) or Civil Litigation	5	_____	_____
BT 240	Access (PR) (CP)	5	_____	_____
Third Quarter				
ACCT 110 or ACCT& 201	Small Business Accounting or Principles of Accounting I	5	_____	_____
BT 115	Records Management	5	_____	_____
BUS 110D	Business Communications (PR) (HR/IC) (WS) (D)	5	_____	_____
Fourth Quarter				
BT 105	Keyboarding Speed and Accuracy (PR)	3	_____	_____
BUS 165	Service Essentials for Business (HR/IC)	5	_____	_____
BT 242	Excel (PR) (CS) (CP)	5	_____	_____
Fifth Quarter				
BT 229	Advanced Word (PR) (CP)	5	_____	_____
BT 162	Job Search/Prof. Development (HR/IC)	5	_____	_____
BT 252	Internship (PR)	1-4	_____	_____
BT 261	Advanced Office Procedures (PR) (HR/IC) (CP)	5	_____	_____

MINIMUM REQUIRED CREDITS: 74-76 (grade of C or higher in all classes)

ELECTIVES: Students who need additional credits to complete certificate requirements must choose from this list. Other courses may be substituted with approval from one of the Business Technology program advisors.

<u>Course Number</u>	<u>Course Title</u>
ACCT 112	Business Taxation
ACCT 215	Computer Accounting
BT 100	Beginning Keyboarding/Typing
BT 181D	Diversity in Law & Ethics for Health Care Occupations

Everett Community College does not discriminate on the basis of race, religion, creed, color, national origin, age, sex, sexual orientation, marital status, the presence of any physical, sensory or mental disability, genetic information or status as a disabled or Vietnam era veteran in its program and activities, or employment. The Vice President of Instruction and Student Services has been designated to handle inquiries regarding student-related non-discrimination policies and can be reached at 2000 Tower Street, Everett, WA 98201, or by phone at (425)388-9216. The Vice President of Administrative Services/Human Resources has been designated to handle employment-related inquiries regarding the non-discrimination policies and can be reached at 2000 Tower Street, Everett, WA 98201, or by phone at (425)388-9232. This publication is effective SEPTEMBER 2010. The College reserves the right to change courses, programs, degrees and requirements. It is the student's responsibility to be aware of correct information by routinely checking with Enrollment Services and/or the advisors listed in this publication. Requirements applicable to all certificates and degrees are published in the College Catalog. Nothing contained herein shall be construed to create any offer to contract or any contractual rights. For more information, call 425-388-9219, Everett Community College, 2000 Tower Street, Everett, WA 98201, www.everettcc.edu

BUSINESS TECHNOLOGY

ASSOCIATE IN TECHNICAL ARTS DEGREE – 90 Credits

This checklist is targeted at students interested in earning an **ATA in Business Technology**. It should be maintained by the student while at Everett Community College. Students must bring this checklist to all advising sessions. The quarter before expected completion, this checklist should be submitted by the student, with a diploma application, to the Enrollment Services Office. All degree requirements are listed in the Catalog, including the completion of at least 90 credits, with a minimum 2.0 GPA.

Courses listed with an ampersand in the course number (e.g. ENGL&101) reflect the Common Course Numbering System.
For more information, go to www.everettcc.edu/ccn

Student Name: _____

COMPLETION of Diversity Course

<u>Course Number</u>	<u>Course Title</u>	<u>Where completed/Course Title</u>	<u>Credits</u>	<u>Year Completed</u> <u>Quarter Completed</u>	<u>Grade</u>
First Quarter					
*BT 115	Records Management		5	_____	_____
CL 101	Computer Literacy (CP)		5	_____	_____
*BUS 104	Business English (WS)		5	_____	_____
Second Quarter					
*BUS 130	Business Computations (PR) (CS) (CP)		5	_____	_____
*BT 130 or BT 145	Editing and Transcription (PR) Civil Litigation (PR)		5	_____	_____
*BT 105	Keyboarding – Speed and Accuracy (PR)		3	_____	_____
Third Quarter					
*BT 242	Excel (PR) (CS) (CP)		5	_____	_____
*BT 219	Introduction to Microsoft Word (PR) (CP)		5	_____	_____
ENGL 098 or ENGL& 101	_____		5	_____	_____
Fourth Quarter					
BT 240	Access (PR)		5	_____	_____
*BUS 110D	Business Communications (PR) (D) (WS) (HR/IC)		5	_____	_____
Elective	_____		5	_____	_____
Fifth Quarter					
*BT 229	Advanced Microsoft Word (PR) (CP)		5	_____	_____
*BUS 165	Service Essentials for Business (HR/IC)		5	_____	_____
Elective	_____		5	_____	_____
Sixth Quarter					
*BT 162	Job Search/Prof. Development (HR/IC)		5	_____	_____
*BT 252	Internship (PR)		1-4	_____	_____
*BT 261	Advanced Office Procedures (PR) (CP) (HR/IC)		5	_____	_____
Elective from list below	_____		_____	_____	_____
MINIMUM REQUIRED CREDITS:			90		

*** A minimum grade of C required in all *BT, *BUS, CL, and ACCT courses.**

ELECTIVES: Students may complete degree requirements by completing courses in one of the following areas. Other courses may be substituted with approval from one of the Business Technology advisors.

Legal Emphasis (All Classes are 5 Credits)

BT 145 Civil Litigation
 BT 146 Wills, Probate, Domestic Relations
 BT 147 Bankruptcy and Corporate Law
 BT 248 Advanced Legal Office Procedures

Medical Emphasis (See Credits Below)

HLTH 100 Medical Terminology (5 cr.)
 BT 181D Diversity in Law and Ethics for Health Care Occupations (5 cr.)
 BT 182 Medical Office Reception (3 cr.)

Accounting Emphasis (All Classes are 5 Credits)

BT 243 Advanced Excel Applications
 ACCT 110 Small Business Accounting, or
 ACCT& 201 Principles of Accounting I
 ACCT 215 Computer Accounting