

Administrative Office Professional (AOP)

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The Administrative Office Professional degree contains three tracks that correspond to three career areas: Administrative Assistant, Legal Administrative Assistant, and Medical Administrative Assistant.

While earning an Associate of Applied Business degree, students gain strong foundational skills in administrative office procedures and practices, develop competencies using technologies like Microsoft Office Suite, and apply critical thinking and human relations skills.

Students select one of three tracks:

- The Administrative Assistant track develops skills in office, time, and project management, as well as software applications expertise.
- The Legal Administrative Assistant track develops proficiencies needed to work in law firms such as legal office procedures, court filing procedures, legal transcription, and law office protocol.
- The Medical Administrative Assistant track develops skills for medical offices and health care facilities such as medical office procedures; insurance filing; and medical coding, scheduling, and billing.

For more information, please contact the Business Technologies Division at (513) 569-1620.

To apply for this program at Cincinnati State, visit the Admissions (<http://www.cincinnati.edu/academics/admission>) section of the College website.

Administrative Office Professional (AOP)

First Year

Semester 1		Lec	Lab	Credits
FYE XXX	First Year Experience (B)	1	0	1
IM 115	Administrative Office Procedures and Practices (T)	2	3	3
IM 130	Electronic Word Processing: Microsoft Word (T)	2	3	3
XXX XXX	Track Elective 1 (T)	2	0	2
LAW 101	Business Law (B)	3	0	3
Semester 2				
BUS 190	Professional Practices (B)	1	0	1
ENG 101	English Composition 1 (G)	3	0	3
IM 120	Electronic Spreadsheets: Microsoft Excel (T)	2	3	3

IM 135	Business Document Formatting (T)	2	3	3
IM 150	Electronic Presentations: Microsoft PowerPoint (T)	2	3	3
XXX XXX	Track Elective 2 (T)	2	0	2
Semester 3				
ENG XXX	English Composition Elective (G)	3	0	3
IM XXX	Cooperative Education Elective: Information Management (T)	1	40	2
Semester 4				
ACC 101	Financial Accounting (B)	2	2	3
IM 155	Emerging Technologies and Social Media (T)	2	2	3
MAT 1XX	Mathematics Elective (G)	3	0	3
MGT 10X	Management Elective (B)	3	0	3
XXX XXX	Track Elective 3 (T)	2	0	2
Semester 5				
ACC 1XX	Accounting Software Elective (B)	1	0	1
IM 109	Introductory Database Management: Microsoft Access (T)	0	2	1
IM 145	Document Proofreading and Editing (T)	2	3	3
COMM XXX	Communication Elective (B)	3	0	3
XXX XXX	Social/Behavioral Science Elective (G)	3	0	3
XXX XXX	Capstone Elective (T)	3	0	3
Semester 6				

IM XXX Cooperative Education Elective: Information Management (T)	1	40	2
XXX XXX Arts/ Humanities Elective or Natural Science Elective (G)	3	0	3
Total Credits:	54	104	65

Electives

Accounting Software Elective

ACC 115	Accounting Software Applications: Sage (Peachtree)	2
ACC 121	Computerized Bookkeeping: QuickBooks 1	1

English Composition Elective

ENG 102	English Composition 2: Contemporary Issues	3
ENG 103	English Composition 2: Writing about Literature	3
ENG 104	English Composition 2: Technical Communication	3
ENG 105	English Composition 2: Business Communication	3

Communication Elective

COMM 105	Interpersonal Communication	3
COMM 110	Public Speaking	3

Capstone Elective

IM 260	Medical Administrative Procedures	3
IM 290	Administrative Assistant Capstone	3

Management Elective

MGT 101	Principles of Management	3
MGT 105	Human Resource Management	3

Mathematics Elective

MAT 111	Business Mathematics	3
MAT 115	Pre-Statistics	3
MAT 131	Statistics 1	3
MAT 151	College Algebra	4

Social/Behavioral Science Elective

Any Transfer Module course from ECO, GEO, HST, LBR, POL, PSY, SOC	3
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Arts/Humanities Elective (take one course from Arts/ Humanities or Natural Science)

Any Transfer Module course from ART, LIT, MUS, PHI, REL, THE, COMM 130, or Any CULT, FRN, ITP, SPN	3
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Natural Science Elective (take one course from Arts/ Humanities or Natural Science)

Any Transfer Module course from BIO, CHE, EVS, PHY, PSC	3
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Administrative Assistant Track Electives

IM 111	Computer Applications 1	3
IM 160	Electronic Publications: Microsoft Publisher	3

IM 170	Electronic Project Management: Microsoft Project	3
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Legal Administrative Assistant Track Electives

IM 165	Legal Office Environment	3
IM 225	Legal Transcription and Formatting	3
LAW 150	Bankruptcy, Debt Collection and Secured Transactions	3

Medical Administrative Assistant Track Electives

MCH 101	Medical Terminology 1	2
MCH 102	Medical Terminology 2	2
MA 120	Medical Office Insurance Coding and Billing	2

Cooperative Education Electives (must take 4 credit hours)

IM 191	Part-Time Cooperative Education 1: Information Management	1
IM 192	Part-Time Cooperative Education 2: Information Management	1
IM 193	Part-Time Cooperative Education 3: Information Management	1
IM 194	Part-Time Cooperative Education 4: Information Management	1
IM 291	Full-Time Cooperative Education 1: Information Management	2
IM 292	Full-Time Cooperative Education 2: Information Management	2

Administrative Office Professional (AOP)

- Handle standard administrative office procedures and practices, such as dealing with customers, preparing presentations, ordering supplies, ordering repairs to equipment, publishing newsletters, organizing company events, supervising other clerical employees, managing multiple-line telephones, managing files, distributing mail, coordinating travel, scheduling meetings, and updating calendars.
- Demonstrate the ability to competently use up-to-date Microsoft Office application software programs (word processing, spreadsheet, graphic presentation, and database management) along with up-to-date personal computer operating system software (Windows) to produce files and documents.
- Identify, evaluate, and apply principles of office management and demonstrate competence in performing professional tasks such as administrative clerical duties; and managing office processes, projects, records, and data electronically and manually.
- Describe and apply principles of effective oral, written, and electronic communication skills for interpersonal, group, and office communication while applying critical thinking, problem solving, and human relations skills.
- Integrate information to monitor and apply principles of office management for the supervision of multi-phase business projects combined with organizational/technical skills to improve office workflow using office technology tools such as videoconferencing equipment, photocopiers, printers, scanners, and fax machines.
- Demonstrate professional/ethical behaviors and attitudes when disseminating legal, medical, or personal information.
- Communicate using digital technology, social media, videoconferencing, and voice recognition programs.

- Demonstrate proficiency in legal office procedures, court filing procedures, legal transcription, and law office protocol, for legal administrative assistants.
- Demonstrate proficiency in medical office procedures, insurance filing, medical coding, scheduling, and billing, for medical administrative assistants.

Faculty

Program Chair

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Courses

IM 100 Computer Literacy

2 Credits. 1 Lecture Hour. 2 Lab Hours.

A course on fundamental concepts and skills for using computers.
Prerequisites: None

IM 105 Keyboarding Skills

2 Credits. 1 Lecture Hour. 2 Lab Hours.

A course on fundamental techniques for building keyboarding speed and formatting documents. Students must achieve a minimum speed of 15 words per minute to pass the course.
Prerequisites: None

IM 106 Introductory Electronic Word Processing: Microsoft Word

1 Credit. 0 Lecture Hour. 2 Lab Hours.

A course on fundamental practical applications of Microsoft Word software. Topics include: creating and formatting documents, tables, and reports.

Prerequisites: AFL 085 or appropriate placement test score, and IM 105 (minimum grade C) or 20 wpm keyboarding speed

IM 107 Introductory Electronic Presentations: Microsoft PowerPoint

1 Credit. 0 Lecture Hour. 2 Lab Hours.

A course on fundamentals of developing effective slide presentations using Microsoft Office PowerPoint software. Topics include: creating and editing presentations with pictures, and adding media and animation.

Prerequisites: AFL 085 or appropriate placement test score, and IM 105 (minimum grade C) or 20 wpm keyboarding speed

IM 108 Introductory Electronic Spreadsheets: Microsoft Excel

1 Credit. 0 Lecture Hour. 2 Lab Hours.

A course on fundamental techniques for using Microsoft Office Excel software. Topics include: constructing worksheets, writing formulas, using functions, and creating graphs.

Prerequisites: AFL 085 and AFM 092, or appropriate placement test scores

IM 109 Introductory Database Management: Microsoft Access

1 Credit. 0 Lecture Hour. 2 Lab Hours.

A course on fundamental practical applications of Microsoft Office Access software. Topics include: developing tables, queries, and reports; working in datasheet and design view; and maintaining database files.

Prerequisites: AFL 085 or appropriate placement test score

IM 111 Computer Applications 1

3 Credits. 2 Lecture Hours. 3 Lab Hours.

A course on fundamental skills for using workplace software applications. Topics include: Microsoft Office applications for word processing (MS Word), spreadsheets (MS Excel), database management (MS Access), and presentations (MS PowerPoint); the MS Windows operating system; using the internet; and file storage.

Prerequisites: AFL 085 or appropriate placement test score, and IM 105 (minimum grade C) or 20 wpm keyboarding speed or higher

IM 112 Computer Applications 2

3 Credits. 2 Lecture Hours. 3 Lab Hours.

A continuation of IM 111, emphasizing development of advanced skills using workplace software applications for word processing, spreadsheets, database management, and presentations.

Prerequisites: IM 111 (minimum grade C)

IM 115 Administrative Office Procedures and Practices

3 Credits. 2 Lecture Hours. 3 Lab Hours.

A course on fundamental concepts and skills required to perform office administration duties and activities.

Prerequisites: AFL 085 or appropriate placement test score, and IM 105 (minimum grade C) or 20 wpm keyboarding speed
Corequisites: IM 130

IM 120 Electronic Spreadsheets: Microsoft Excel

3 Credits. 2 Lecture Hours. 3 Lab Hours.

A course on concepts and techniques for using Microsoft Office Excel spreadsheet software. Topics include: constructing worksheets, writing formulas, constructing macros, and using spreadsheets with databases.

Prerequisites: AFL 085 and AFM 092 or appropriate placement test score

IM 130 Electronic Word Processing: Microsoft Word

3 Credits. 2 Lecture Hours. 3 Lab Hours.

A course on concepts and techniques for word processing using Microsoft Office Word software. Topics include: developing letters and reports, using mail merge, and designing forms.

Prerequisites: AFL 085 or appropriate placement test score, and IM 105 (minimum grade C) or 20 wpm keyboarding speed

IM 135 Business Document Formatting

3 Credits. 2 Lecture Hours. 3 Lab Hours.

A course on composing, editing, and formatting professional business documents using appropriate business communication methods.

Prerequisites: IM 130 (minimum grade C) and 40 wpm minimum keyboarding speed

IM 140 Electronic Database Management: Microsoft Access
3 Credits. 2 Lecture Hours. 2 Lab Hours.

A course on concepts and skills for using Microsoft Office Access database management software. Topics include: designing, customizing, and maintaining database files; and integrating database files with other software applications.

Prerequisites: IM 111 or IM 130 (minimum grade C for both)

IM 145 Document Proofreading and Editing
3 Credits. 2 Lecture Hours. 3 Lab Hours.

A course on using editing and proofreading skills to produce documents that are correct, complete, concise, coherent, clear, and courteous.

Prerequisites: ENG 101, and IM 105 (minimum grade C) or 20 wpm keyboarding speed

IM 150 Electronic Presentations: Microsoft PowerPoint
3 Credits. 2 Lecture Hours. 3 Lab Hours.

A course on skills for developing effective slide presentations using Microsoft Office PowerPoint software.

Prerequisites: AFL 085 or appropriate placement test score, and IM 105 (minimum grade C) or 20 wpm keyboarding speed

IM 155 Emerging Technologies and Social Media
3 Credits. 2 Lecture Hours. 2 Lab Hours.

A course on using web tools and social media in the workplace. Topics include: Microsoft Office OneNote, speech recognition, digital cameras, scanners, tablets, web communication including blogs and podcasts, and establishing brand identity through social media.

Prerequisites: IM 111 or IM 130 (minimum grade C for both)

IM 160 Electronic Publications: Microsoft Publisher
3 Credits. 2 Lecture Hours. 2 Lab Hours.

A course on skills for preparing professional documents that combine text and images using Microsoft Publisher software.

Prerequisites: AFL 085 or appropriate placement test score, and IM 105 (minimum grade C) or 20 wpm keyboarding speed

IM 165 Legal Office Environment**3 Credits. 3 Lecture Hours. 0 Lab Hour.**

A course on legal concepts and the structure of law firms as applicable to paralegals and other support staff. Topics include: legal terminology, court systems and procedures, administrative functions, and ethics and professionalism.

Prerequisites: AFL 085 or appropriate placement test score

IM 170 Electronic Project Management: Microsoft Project
3 Credits. 2 Lecture Hours. 3 Lab Hours.

A course on skills for creating project plans and schedules using Microsoft Project software. Topics include: communicating project information, assigning and tracking resources and costs, tracking progress, and sharing project information with people and with other software applications.

Prerequisites: IM 130 (minimum grade C)

IM 191 Part-Time Cooperative Education 1: Information Management**1 Credit. 1 Lecture Hour. 20 Lab Hours.**

Students seeking an associate's degree participate in their first part-time field learning experience related to their degree. Students are expected to register for academic courses during the same semester. Students must follow cooperative education policies and procedures to earn credit. Grades issued are Satisfactory or Unsatisfactory.

Prerequisites: BUS 190 (minimum grade C)

IM 192 Part-Time Cooperative Education 2: Information Management**1 Credit. 1 Lecture Hour. 20 Lab Hours.**

Students seeking an associate's degree participate in their second part-time field learning experience related to their degree. Students are expected to register for academic courses during the same semester. Students must follow cooperative education policies and procedures to earn credit. Grades issued are Satisfactory or Unsatisfactory.

Prerequisites: IM 191

IM 193 Part-Time Cooperative Education 3: Information Management**1 Credit. 1 Lecture Hour. 20 Lab Hours.**

Students seeking an associate's degree participate in their third part-time field learning experience related to their degree. Students are expected to register for academic courses during the same semester. Students must follow cooperative education policies and procedures to earn credit. Grades issued are Satisfactory or Unsatisfactory.

Prerequisites: IM 192

IM 194 Part-Time Cooperative Education 4: Information Management**1 Credit. 1 Lecture Hour. 20 Lab Hours.**

Students seeking an associate's degree participate in their fourth part-time field learning experience related to their degree. Students are expected to register for academic courses during the same semester. Students must follow cooperative education policies and procedures to earn credit. Grades issued are Satisfactory or Unsatisfactory.

Prerequisites: IM 193

IM 195 Part-Time Cooperative Education 5: Information Management**1 Credit. 1 Lecture Hour. 20 Lab Hours.**

Students seeking an associate's degree participate in their fifth part-time field learning experience related to their degree. Students are expected to register for academic courses during the same semester. Students must follow cooperative education policies and procedures to earn credit. Grades issued are Satisfactory or Unsatisfactory.

Prerequisites: IM 194

IM 196 Part-Time Cooperative Education 6: Information Management**1 Credit. 1 Lecture Hour. 20 Lab Hours.**

Students seeking an associate's degree participate in their sixth part-time field learning experience related to their degree. Students are expected to register for academic courses during the same semester. Students must follow cooperative education policies and procedures to earn credit. Grades issued are Satisfactory or Unsatisfactory.

Prerequisites: IM 195

IM 198 First Year Special Topics in Information Management**1-9 Credits. 0 Lecture Hour. 0 Lab Hour.**

A course on selected topics related to Information Management, which gives students opportunities to study information not currently covered in other courses. Grades issued are A, B, C, D, or F.

Prerequisites: Vary by section

IM 199 First Year Independent Project in Information Management
1-9 Credits. 0 Lecture Hour. 0 Lab Hour.

A project related to Information Management that is completed by one or more students to meet specific educational goals. Projects must have prior approval and supervision by Information Management faculty. Grades issued are Satisfactory or Unsatisfactory.

Prerequisites: Vary by section

IM 200 Information Systems for Managers**3 Credits. 3 Lecture Hours. 0 Lab Hour.**

A course on foundational concepts related to use of information systems such as the internet, e-mail, spreadsheet software, and database software.

Prerequisites: AFL 085 or appropriate placement test score, and IM 105 (minimum grade C) 20 wpm keyboarding speed

IM 225 Legal Transcription and Formatting**3 Credits. 2 Lecture Hours. 3 Lab Hours.**

A course on preparing and transcribing a variety of legal documents for litigation, probate, and family law practices. Topics include: legal terminology, attention to detail, and proofreading.

Prerequisites: IM 135 and IM 165 (minimum grade C for both)

IM 260 Medical Administrative Procedures**3 Credits. 2 Lecture Hours. 2 Lab Hours.**

A course on skills for appropriately operating any computerized billing and scheduling software used in medical offices. Topics include: terminology, gathering patient information, and entering transactions. Students complete case studies using billing/scheduling software.

Prerequisites: IM 115 and IM 130 (minimum grade C for both) and MCH 102

IM 290 Administrative Assistant Capstone**3 Credits. 2 Lecture Hours. 3 Lab Hours.**

Students seeking the Administrative Assistant associate degree complete projects that demonstrate proficiency in integrated use of workplace software applications, as well as proficiency in techniques for research and communication.

Prerequisites: IM 120, IM 130, IM 140, and IM 145 (minimum grade C for all)

IM 291 Full-Time Cooperative Education 1: Information Management**2 Credits. 1 Lecture Hour. 40 Lab Hours.**

Students seeking an associate's degree participate in their first full-time field learning experience related to their degree. Students must follow cooperative education policies and procedures to earn credit. Grades issued are Satisfactory or Unsatisfactory.

Prerequisites: BUS 190 (minimum grade C)

IM 292 Full-Time Cooperative Education 2: Information Management**2 Credits. 1 Lecture Hour. 40 Lab Hours.**

Students seeking an associate's degree participate in their second full-time field learning experience related to their degree. Students must follow cooperative education policies and procedures to earn credit.

Grades issued are Satisfactory or Unsatisfactory.

Prerequisites: IM 291

IM 293 Full-Time Cooperative Education 3: Information Management**2 Credits. 1 Lecture Hour. 40 Lab Hours.**

Students seeking an associate's degree participate in their third full-time field learning experience related to their degree. Students must follow cooperative education policies and procedures to earn credit.

Grades issued are Satisfactory or Unsatisfactory.

Prerequisites: IM 292

IM 298 Second Year Special Topics in Information Management**1-9 Credits. 0 Lecture Hour. 0 Lab Hour.**

A course on selected topics related to Information Management, which gives students opportunities to study information not currently covered in other courses. Grades issued are A, B, C, D, or F.

Prerequisites: Vary by section

IM 299 Second Year Independent Project in Information Management**1-9 Credits. 0 Lecture Hour. 0 Lab Hour.**

A project related to Information Management that is completed by one or more students to meet specific educational goals. Projects must have prior approval and supervision by Information Management faculty. Grades issued are Satisfactory or Unsatisfactory.

Prerequisites: Vary by section