

CERTIFICATE OF COMPLETION CLERICAL

The Certificate of Completion Clerical prepares students to fulfill a wide variety of entry-level office support positions in any industry. The coursework combines computer skills, filing, word processing, office procedures, and basic bookkeeping. Students will also gain specialized skills in payroll processing, accounts payable/receivable, or desktop publishing.

Credits earned in this program can be applied to the AAS Administrative Office Professional degree.

PROGRAM STUDENT LEARNING OUTCOMES

Upon successful completion of this program the student will be able to:

- Use computers and office equipment proficiently.
- Organize and protect information resources to meet business needs.
- Perform routine bookkeeping tasks for a small sole proprietorship, partnership, or corporation, including payroll.

- Diplomatically, tactfully, and respectfully interact with diverse populations.
- Describe, explain, and apply concepts of customer service to office work.
- Research technical issues using library, Internet, and specialized reference works.
- Demonstrate effective time management techniques.
- Model professional and ethical behaviors.

GRADUATION REQUIREMENTS

Students must complete a minimum of 45 credit hours with a minimum Grade Point Average (GPA) of 2.0 or better. All courses must be passed with a grade of 'C' or better. One course must be completed at Southwestern before the Certificate of Completion Clerical is awarded.

Complete the graduation application process one term prior to the term of completion (e.g., spring term graduates must apply during winter term).

GAINFUL EMPLOYMENT DISCLOSURE

SWOCC is required by federal regulations to disclose information related to SWOCC's educational programs that lead to gainful employment in a recognized occupation. This information is intended to provide students the opportunity to measure employment outcomes associated with SWOCC's certificate programs.

Gainful employment information can be found online at socc.edu/images/ge/clerical.html.

PROGRAM REQUIREMENTS

PREREQUISITES	OA121 (3) Keyboarding I	WR90 (3) Paragraph Fundamentals (or placement test score)	MTH20 (4) Basic Mathematics (or placement test score)	Reading Score of ASSET42 COMPASS81	CIS90 (2) Computer Basics (or demonstrate proficiency)	
FALL = 15 CREDITS	OA220 (1) Electronic Calculators	OA124 (3) Keyboard Skillbuilding	WR121 (3) English Composition ¹	CIS120 (4) Concepts of Computing	CIS125W (3) Word Processing Applications	BA284 (1) Job Readiness
WINTER = 18 CREDITS	OA240 (3) Filing/Records Management	AC2764 (4) Small Business Accounting ²	BA288 (3) Customer Service	MTH82 (4) Business Mathematics ³	BA205 (4) Solving Communication Problems with Technology	
SPRING = 12 CREDITS	OA280A (3) CWE: Office Administration	(3) Specific Elective ⁴	OA116 (3) Office Procedures	BA285 (3) Human Relations in Organizations		

45 CREDITS = TOTAL PROGRAM REQUIREMENT

PROGRAM NOTES

¹WR115 may be substituted for WR121.

²BA212 may be substituted for AC2764.

³MTH60, MTH95 or higher may be substituted for MTH82.

⁴Specific Electives, choose from: BA156, BA223, BA277, CIS125WE,

any CIS/CS course not otherwise required except CIS90, WR214, 214T, or 227, or a one-year sequence in a foreign language.