Office workers are responsible for a variety of administrative and clerical duties necessary to run and maintain organizations efficiently. They use a variety of software, produce correspondence, maintain databases, manage projects, as well as organize meetings, manage records, and schedule appointments. Office workers find employment in a variety of settings, such as corporations, government agencies, schools, and hospitals. Some related job titles include office assistant, administrative assistant, executive assistant, and data entry/clerical.

This major may also lead to many other careers. For additional possibilities, visit the Career Services Center on campus to utilize computerized career information systems and other valuable career resources.

ASSOCIATE IN ARTS DEGREE - 60 UNITS
The suggested program assumes no previous instruction in Office Technology courses. Beginning classes may be waived if students have sufficient skills to be eligible for the advanced courses.

The Associate in Arts degree in Office Technology involves satisfactory completion of a minimum of 60 semester units with a C average or higher including at least 30-32 semester units in the General Office area of emphasis (articulated below), fulfillment of the Global Citizenship requirement, and fulfillment of all Santa Monica College general education requirements, CSU GE or IGETC.

*Students must complete the area of emphasis (major) requirements in effect at the time enrollment begins or the requirements in effect at graduation as long as continuous enrollment is maintained.

*Continuous enrollment is defined as enrollment in each Fall and Spring semester until graduation.

At least 50% of the area of emphasis (major) units must be completed at Santa Monica College.

Each course in the area of emphasis (major) must be completed with a grade of C or higher.

GENERAL OFFICE (30-32 units)
The General Office Certificate program provides training in common skills used in the business office - keyboarding, computer applications, English, accounting, and business communications. General office workers obtain employment in many environments: corporate settings, government, schools, and hospitals. Related job titles include administrative assistant, executive assistant, executive secretary, office assistant, and secretary. After gaining some work experience or specialized skills, many workers transfer to jobs with higher pay or greater advancement potential.

Required Courses: (27-29 units)
- Accounting 1, Accounting 1 (5) or Accounting 21, Business Bookkeeping (3)
- Business 32, Business Communications (3)
- CIS 1, Computer Concepts with Applications (3)
- CIS 4, Introduction to Computers, Business Applications (3)
- OFTECH 5, English Skills for the Office (3)
- CIS 30, Microsoft Excel (3)
- CIS 37A, Microsoft Word I (3)
- CIS 37B, Microsoft Word II (3)
- CIS 39, MS Outlook-Comprehensive Course (3)

Select 3 units from the following keyboarding courses:
- OFTECH 1, Keyboarding 1 (3)
- OFTECH 1A, Keyboarding 1A (1)
- OFTECH 1B, Keyboarding 1B (1)
- OFTECH 1C, Keyboarding 1C (1)
- OFTECH 9, Keyboarding Improvement (1,1,1)
- OFTECH 10, Skill Building on the Keyboard (3)

Additional graduation requirements for the Associate in Arts degree from Santa Monica College are listed on a separate sheet available in the Transfer/Counseling Center, as well as online (go to www.smc.edu/articulation).
ASSOCIATE IN ARTS DEGREE - 60 UNITS
The suggested program assumes no previous instruction in Office Technology courses. Beginning classes may be waived if students have sufficient skills to make them eligible for the advanced courses.

The Associate in Arts degree in Office Technology involves satisfactory completion of a minimum of 60 semester units with a C average or higher including at least 30 semester units in the Legal Administrative Assistant area of emphasis (articulated below), fulfillment of the Global Citizenship requirement, and fulfillment of all Santa Monica College general education requirements, CSU GE or IGETC.

*Students must complete the area of emphasis (major) requirements in effect at the time enrollment begins or the requirements in effect at graduation as long as continuous enrollment is maintained.

*Continuous enrollment is defined as enrollment in each Fall and Spring semester until graduation.

At least 50% of the area of emphasis (major) units must be completed at Santa Monica College.

Each course in the area of emphasis (major) must be completed with a grade of C or higher.

LEGAL ADMINISTRATIVE ASSISTANT (30 units)
Legal administrative assistants perform the administrative tasks in a law office, such as answering the telephone, managing files, preparing law office correspondence and legal documents, and maintaining the calendar. Legal administrative assistants are in great demand. Qualified legal administrative assistants who have strong skills can find lucrative opportunities with law firms and corporate legal departments, government agencies, and a variety of business and industries -- such as banks, insurance companies, investment firms, and real estate companies. This certificate program prepares students to pursue employment as a legal administrative assistant. Training is provided in legal terminology, law office procedures, legal research, computer technology, machine transcription document preparation, keyboarding, and written and verbal communications.

Required Courses: (27-29 units)
- Business 5, Business Law (3)
- CIS 4, Introduction to Computers, Business Applications (3)
- CIS 30, Microsoft Excel (3)
- CIS 37A, Microsoft Word 1 (3)
- CIS 37B, Microsoft Word 11 (3)
- CIS 39, MS Outlook-Comprehensive Course (3)
- OFTECH 5, English Skills for the Office (3)
- OFTECH 30, Legal Office Procedures (3)
- OFTECH 31, Legal Terms & Transcription (3)

Select 3 units from the following keyboarding courses:
- OFTECH 1, Keyboarding 1 (3)
- OFTECH 1A, Keyboarding 1A (1)
- OFTECH 1B, Keyboarding 1B (1)
- OFTECH 1C, Keyboarding 1C (1)
- OFTECH 9, Keyboarding Improvement (1,1,1)
- OFTECH 10, Skills Building on the Keyboard (3)

Additional graduation requirements for the Associate in Arts degree from Santa Monica College are listed on a separate sheet available in the Transfer/Counseling Center, as well as online (go to www.smc.edu/articulation).
ASSOCIATE IN ARTS DEGREE - 60 UNITS

The Associate in Arts degree in Office Technology involves satisfactory completion of a minimum of 60 semester units with a C average or higher including at least 33 semester units in the Medical Administrative Assistant area of emphasis (articulated below), fulfillment of the Global Citizenship requirement, and fulfillment of all Santa Monica College general education requirements, CSU GE or IGETC.

*Students must complete the area of emphasis (major) requirements in effect at the time enrollment begins or the requirements in effect at graduation as long as continuous enrollment is maintained.

*Continuous enrollment is defined as enrollment in each Fall and Spring semester until graduation.

At least 50% of the area of emphasis (major) units must be completed at Santa Monica College.

Each course in the area of emphasis (major) must be completed with a grade of C or higher.

MEDICAL ADMINISTRATIVE ASSISTANT (33 units)

The Medical Administrative Assistant program prepares students for employment in a medical environment. Students develop skills and knowledge to perform a variety of duties to aid in the efficient workflow and operations of a medical related facility. Coursework includes medical terminology, computer technology, medical law and ethics, and “front office” tasks – such as patient scheduling, reception, coding and billing, transcription, and records management.

<table>
<thead>
<tr>
<th>Required Courses: (30 units)</th>
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<tbody>
<tr>
<td>CIS 4, Introduction to Computers, Business Applications (3)</td>
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<td>CIS 37A, Microsoft Word 1 (3)</td>
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<tr>
<td>CIS 37B, Microsoft Word 2 (3)</td>
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<td>CIS 39, MS Outlook-Comprehensive Course (3)</td>
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<td>OFTECH 5, English Skills for the Office (3)</td>
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<tr>
<td>OFTECH 20, Medical Vocabulary (3)</td>
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<td>OFTECH 21, Medical Terms &amp; Transcription 1 (3)</td>
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<tr>
<td>OFTECH 23, Medical Billing (Medisoft) (3)</td>
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<tr>
<td>OFTECH 24, Medical Coding/Billing 1 (3)</td>
</tr>
<tr>
<td>OFTECH 27, Medical Office Procedures (3)</td>
</tr>
</tbody>
</table>

Select 3 units from the following keyboarding courses to complete 33 units:

| OFTECH 1, Keyboarding 1 (3) |
| OFTECH 1A, Keyboarding 1A (1) and OFTECH 1B, Keyboarding B (1) and OFTECH 1C, Keyboarding 1C (1) |
| OFTECH 9, Keyboarding Improvement (1,1,1) |
| OFTECH 10, Skill Building for the Keyboard (3) |
ASSOCIATE IN ARTS DEGREE - 60 UNITS
The Associate in Arts degree in Office Technology involves satisfactory completion of a minimum of 60 semester units with a C average or higher including at least 33-34 semester units in the Medical Coding and Billing Specialist area of emphasis (articulated below), fulfillment of the Global Citizenship requirement, and fulfillment of all Santa Monica College general education requirements, CSU GE or IGETC.

*Students must complete the area of emphasis (major) requirements in effect at the time enrollment begins or the requirements in effect at graduation as long as continuous enrollment is maintained.

*Continuous enrollment is defined as enrollment in each Fall and Spring semester until graduation.

At least 50% of the area of emphasis (major) units must be completed at Santa Monica College.

Each course in the area of emphasis (major) must be completed with a grade of C or higher.

MEDICAL CODING AND BILLING SPECIALIST (33-34 units)
Medical Coding and Billing Specialist are primarily responsible for submitting documentation of patient medical care to insurance companies. Duties include billing insurance companies and patients; collecting payment for services; and documenting tests, treatments, and procedures, using correct medical terminology – referred to as “coding”. The Medical Billing/Coding Certificate program provides the training that is required to perform these duties. Employment outlook for medical billing/coding workers is expected to grow much faster than the average for all occupations through 2018 due to rapid growth in the number of medical tests, treatments, and procedures that will be increasing scrutinized by third-party payers, regulators, courts, and consumers.

Required Courses: (30-31 units)
- Anatomy 1, General Human Anatomy 1 (4) or Biology 2, Human Biology (3)
- CIS 4, Introduction to Computers, Business Applications (3)
- CIS 30, Microsoft Excel (3)
- OFTECH 5, English Skills for the Office (3)
- OFTECH 20, Medical Vocabulary (3)
- OFTECH 23, Medical Billing (Medisoft) (3)
- OFTECH 24, Medical Coding/Billing 1 (3)
- OFTECH 25, Medical Coding/Billing 2 (3)
- OFTECH 26, Medical Coding/Billing 3 (3)
- OFTECH 27, Medical Office Procedures (3)

Select 3 units from the following keyboarding courses:
- OFTECH 1, Keyboarding 1 (3)
- OFTECH 1A, Keyboarding 1A (1)
- OFTECH 1B, Keyboarding 1B (1)
- OFTECH 1C, Keyboarding 1C (1)
- OFTECH 9, Keyboarding Improvement (1,1,1)
- OFTECH 10, Skills Building on the Keyboard (3)

Additional graduation requirements for the Associate in Arts degree from Santa Monica College are listed on a separate sheet available in the Transfer/Counseling Center, as well as online (go to www.smc.edu/articulation).

CERTIFICATES OF ACHIEVEMENT
*Students must complete the area of emphasis (major) requirements in effect at the time enrollment begins or the requirements in effect at graduation as long as continuous enrollment is maintained.

*Continuous enrollment is defined as enrollment in each Fall and Spring semester until graduation.

At least 50% of the units required for Certificates of Achievement must be completed at Santa Monica College.

Students must receive a grade of C or higher in each course to successfully complete the Certificates of Achievement.

GENERAL OFFICE (30-32 units)
A Certificate of Achievement in General Office will be granted upon completion of the major requirements listed above.

LEGAL ADMINISTRATIVE ASSISTANT (30 units)
A Certificate of Achievement in Legal Administrative Assistant will be granted upon completion of the major requirements listed above.

MEDICAL ADMINISTRATIVE ASSISTANT (33 units)
A Certificate of Achievement in Medical Administrative Assistant will be granted upon completion of the major requirements listed above.

MEDICAL CODING AND BILLING SPECIALIST (33-34 units)
A Certificate of Achievement in Medical Coding and Billing Specialist will be granted upon completion of the major requirements listed above.
**DEPARTMENT CERTIFICATE**

*Students must complete the area of emphasis (major) requirements in effect at the time enrollment begins or the requirements in effect at graduation as long as continuous enrollment is maintained.*

*Continuous enrollment is defined as enrollment in each Fall and Spring semester until graduation.*

At least 50% of the units required for Department Certificates must be completed at Santa Monica College.

Students must receive a grade of C or higher in each course to successfully complete the Department Certificate.

**CLERICAL/DATA ENTRY (12 units)**

Organizations need to process a rapidly growing amount of information. Data entry workers help ensure the efficient handling of information processing. Duties include inputting data into computers and performing editing, proofreading, and clerical tasks. This certificate program provides training in the essential skills to carry out these tasks. Job opportunities exist in part-time, full-time, and work-at-home positions. Data entry workers are known by various job titles, such as data entry clerk, data entry operator, data entry specialist, and clerk. Data entry jobs frequently serve as stepping stones to higher paying positions with increased responsibilities.

Required Courses: (9 units)
- CIS 4, Introduction to Computers, Business Applications (3)
- CIS 37A, Microsoft Word I (3)
- OFTECH 5, English Skills for the Office (3)

Select 3 units from the following keyboarding courses:
- OFTECH 1, Keyboarding I (3)
- OFTECH 1A, Keyboarding 1A (1)
- OFTECH 1B, Keyboarding 1B (1)
- OFTECH 1C, Keyboarding 1C (1)
- OFTECH 9, Keyboarding Improvement (1,1,1)
- OFTECH 10, Skill Building on the Keyboard (3)

**MEDICAL BILLING/CODING (15 units)**

Medical Billing/Coding workers are primarily responsible for submitting documentation of patient medical care to insurance companies. Duties include billing insurance companies and patients; collecting payment for services; and documenting tests, treatments and procedures, using correct medical terminology - referred to as “coding”. The Medical Billing/Coding Certificate program provides the training that is required to perform these duties. Employment outlook for medical billing/coding workers is expected to grow much faster than the average for all occupations through 2018, due to rapid growth in the number of medical tests, treatments, and procedures that will be increasing scrutinized by third-party payers, regulators, courts, and consumers.

Required Courses: (12 units)
- CIS 30, Microsoft Excel (3)
- OFTECH 20, Medical Vocabulary (3)
- OFTECH 23, Medical Billing (Medisoft) (3)
- OFTECH 24, Medical Coding/Billing I (3)

Select 3 units from the following keyboarding courses:
- OFTECH 1, Keyboarding I (3)
- OFTECH 1A, Keyboarding 1A (1)
- OFTECH 1B, Keyboarding 1B (1)
- OFTECH 1C, Keyboarding 1C (1)
- OFTECH 9, Keyboarding Improvement (1,1,1)
- OFTECH 10, Skill Building on the Keyboard (3)
**DEPARTMENT CERTIFICATE**

*Students must complete the area of emphasis (major) requirements in effect at the time enrollment begins or the requirements in effect at graduation as long as continuous enrollment is maintained.*

*Continuous enrollment is defined as enrollment in each Fall and Spring semester until graduation.*

At least 50% of the units required for Department Certificates must be completed at Santa Monica College.

**Students must receive a grade of C or higher in each course to successfully complete the Department Certificate.**

### MEDICAL RECORDS CLERK/RECEPTIONIST (15 units)

Employment of medical records technicians is expected to increase by 18 percent through 2018 - faster than the average for all occupations, according to the U.S. Department of Labor. The Medical Records Clerk/Receptionist certificate is ideal for students who want to learn the basic skills needed to become employed in a healthcare setting. This certificate prepares students for entry-level records management/receptionists’ positions in hospitals, nursing homes, physician offices, and service agencies. Coursework includes training in storing, retrieving, and maintaining medical records; front desk procedures; medical vocabulary; computer technology; keyboarding; and written and verbal communications. With experience and additional education, medical records clerk/receptionists may advance to senior clerks, registered health information technicians (RHIT’s) registered health information administrators (RHIA’s), consultants, and educators.

**Required Courses: (11 units)**

- CIS 4, Introduction to Computers, Business Applications (3)
- OFTECH 5, English Skills for the Office (3)
- OFTECH 20, Medical Vocabulary (3)
- OFTECH 27, Medical Office Procedures (3)

Select 3 units from the following keyboarding courses:

- OFTECH 1, Keyboarding 1 (3)
- OFTECH 1A, Keyboarding 1A (1)
- OFTECH 1B, Keyboarding 1B (1)
- OFTECH 1C, Keyboarding 1C (1)
- OFTECH 9, Keyboarding Improvement (1,1,1)
- OFTECH 10, Skill Building on the Keyboard (3)

### MEDICAL TRANSCRIPTION (15 units)

The Medical transcription certificate program prepares students to listen to dictated recordings made by physicians and other healthcare professionals and transcribe them into medical reports, correspondences, and other administrative material. Medical transcription is a particularly flexible career that easily lends itself to many different work styles. Medical transcriptionists work in hospitals, physicians’ offices, transcription service offices, clinics, laboratories, and at home. According to the U.S. Department of Labor, employment of medical transcriptionists is projected to grow 21-35 percent through 2018. With experience, medical transcriptionists can advance to supervisory positions, home-based work, editing, or consulting.

**Required Courses: (12 units)**

- OFTECH 5, English Skills for the Office (3)
- OFTECH 20, Medical Vocabulary (3)
- OFTECH 21, Medical Terms & Transcription I (3)
- OFTECH 22, Medical Terms & Transcription II (3)

Select 3 units of the following keyboarding courses:

- OFTECH 1, Keyboarding 1 (3)
- OFTECH 1A, Keyboarding 1A (1)
- OFTECH 1B, Keyboarding 1B (1)
- OFTECH 1C, Keyboarding 1C (1)
- OFTECH 9, Keyboarding Improvement (1,1,1)
- OFTECH 10, Skill Building on the Keyboard (3)
**DEPARTMENT CERTIFICATE**

*Students must complete the area of emphasis (major) requirements in effect at the time enrollment begins or the requirements in effect at graduation as long as continuous enrollment is maintained.*

*Continuous enrollment is defined as enrollment in each Fall and Spring semester until graduation.*

At least **50%** of the units required for Department Certificates must be completed at Santa Monica College.

**Students must receive a grade of C or higher in each course to successfully complete the Department Certificate.**

**WORD PROCESSING** *(15 units)*

This certificate prepares students for both entry-level and advanced word processing positions in a variety of office settings. It also serves as a foundation for specialization in fields such as legal transcription and desktop publishing. The Word Processing Certificate includes courses in rapid and accurate keyboarding, document editing and formatting, advanced word processing techniques, English Skills for the Office and an overview of the Microsoft Office Suite.

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