

# OFFICE TECHNOLOGY (106)

Information provided includes course descriptions by subject only. For complete 2024-2025 programs/academic plans, please refer to Academic Programs (<http://catalog.blackhawk.edu/academics/>).

## 106-116 Customer Service Essentials

**Credits:** 1-3

This course is intended to teach students to identify internal/external customers, develop verbal, nonverbal, and listening communication skills, develop problem-solving techniques, and ways of adding value to a customer interaction. Additionally, students will examine how technology and social media impacts customer service, examine the impact of service breakdowns, and examine campaigns for customer loyalty. Students will develop the ability to lead and expand the customer service process, learn techniques for dealing with unhappy customers, and build skills for analyzing and prioritizing customer needs. The course will utilize MS Outlook as a business communication tool.

**Aid Code:** 10 - undefined.

Complete Course Listing

## 106-127 Administrative Office Communications

**Credits:** 1-3

Students will develop proofreading skills for identifying and correcting punctuation, grammar, spelling, and usage errors. This course also includes editing skills for improving format, consistency, clarity, conciseness, and completeness by incorporating the study of Business English. Activities require applying proofreading and editing skills to realistic business communications in both print and electronic formats. Touch keyboarding and basic word processing skills are helpful.

**Aid Code:** 10 - undefined.

**Pre-requisites:** COMPASS Reading Skills, 073 or ACT Reading, 16 or ASSET Reading Skills, 39 or AccuPlacer Reading Comp, 076 or Test Waived-College Degree and COMPASS Writing Skills, 070 or ACT English, 18 or ASSET Writing Skills, 44 or AccuPlacer Sentence Skills, 083 or Test Waived-College Degree

**Co-requisites:** (801-136)

Complete Course Listing

## 106-142 Customer Service Essentials

**Credits:** 0.5-1

This course is intended to teach students to identify internal/external customers, develop verbal, nonverbal, and listening communication skills, develop problem-solving techniques, and ways of adding value to a customer interaction. Students will develop the ability to lead and expand the customer service process, learn techniques for dealing with unhappy customers, and build skills for analyzing and prioritizing customer needs. The course will utilize MS Outlook as a business communication tool.

**Aid Code:** 10 - undefined.

Complete Course Listing

## 106-144 Meeting and Event Planning

**Credits:** 1-2

This course introduces learners to planning activities, managing the finances, promoting the meeting/event, facilitating the on-site needs preparing minutes, and conducting follow-up activities while communicating effectively with all stakeholders. Learners complete several in-house and local meetings and events and plan complex meetings and events that include domestic and international ground and air travel and lodging for senior executives. Learners will prepare travel itineraries and items of special interest to the traveler.

**Aid Code:** 10 - undefined.

**Pre-requisites:** (103-138 or 103-107)

Complete Course Listing

## 106-147 Administrative Office Management 1

**Credits:** 0.05-1

This course introduces the administrative professional to their leadership role in the office setting as well as conflict resolution and problem solving techniques. Learners are also introduced to process mapping tools.

**Aid Code:** 10 - undefined.

**Pre-requisites:** (103-138) and (106-142)

Complete Course Listing

## 106-148 Administrative Professional Internship

**Credits:** 0.05-1

This course is a work-based learning program at a business in the community. It is intended to provide students with actual work experience. Students will obtain a position at an approved worksite, and work a minimum of 72 hours under the supervision of both their instructor and an onsite supervisor.

**Aid Code:** 10 - undefined.

**Pre-requisites:** (106-144) and (104-112) and (102-109) and (116-193)

**Co-requisites:** (106-150) and (101-135) and (102-155)

Complete Course Listing

## 106-150 Administrative Office Management 2

**Credits:** 0.5-1

In this course, learners practice problem solving, time management, professional communication, and conflict resolution skills through research and case studies. Learners evaluate basic facilities management, safety and risk analysis, disaster preparedness, and contingency planning. Learners prepare a basic emergency action plan, and also post event analysis.

**Aid Code:** 10 - undefined.

**Pre-requisites:** 106-147

Complete Course Listing

**106-184 Web Technologies Office Management**

**Credits:** 1-3

Intended to introduce students to advanced applications used by office professionals, this course provides an introduction to programs such as Adobe Acrobat, Illustrator, and Dreamweaver, Microsoft Publisher, and/or other computer applications used by administrative professionals. Students will apply basic skills and strategies for designing and maintaining a website and/or class intranet while exploring web office processes and procedures.

**Aid Code:** 10 - undefined.

Complete Course Listing

**106-330 Intro to Medical Transcription**

**Credits:** 1-3

**Aid Code:** 31 - undefined.

Complete Course Listing

**106-335 Medical Word Processing**

**Credits:** 1-3

**Aid Code:** 31 - undefined.

Complete Course Listing

**106-340 Information Processing**

**Credits:** 1-2

**Aid Code:** 31 - undefined.

Complete Course Listing

**106-341 Keyboarding**

**Credits:** 0.5-1

**Aid Code:** 31 - undefined.

Complete Course Listing

**106-345 Inform Processing Applications**

**Credits:** 1-8

**Aid Code:** 31 - undefined.

Complete Course Listing

**106-350 Office Procedures**

**Credits:** 1-2

**Aid Code:** 31 - undefined.

Complete Course Listing

**106-368 Medical/Surgical Transcription**

**Credits:** 1-4

**Aid Code:** 31 - undefined.

Complete Course Listing

**106-400 Human Relations For Business**

**Credits:** 0.1-1.5

**Aid Code:** 47 - undefined.

Complete Course Listing

**106-471 Intro to Microsoft Word**

**Credits:** 0.2-3

**Aid Code:** 47 - undefined.

Complete Course Listing