



OFFICE ADMINISTRATION
Customer Service Skills Certificate
C25370G (17 CREDITS)

Name:	
Student ID:	
HCC Gmail:	
Advisor:	



Program Description

The Office Administration curriculum prepares individuals for positions in administrative support careers. It equips office professionals to respond to the demands of a dynamic computerized workplace.

Check below if RISE benchmarks met

RISE Placement Measures							
HS GPA	ACT SCORE	SAT SCORE	OLD DEV ED	MAT CREDIT	ENG CREDIT	RISE TEST	OTHER TEST

If RISE benchmarks not met, mark courses needed

Transition Level Co-requisite Courses (As Needed)									
ENG 002	MAT 003	ENG 011	MAT 010	OR	MAT 043	OR	MAT 052	OR	MAT 071

Fall I

Course Prefix	Course Title	Requisites	Course Notes	Credits	When offered			Semester/Year Course Taken	Grade
					Fall	Spring	Summer		
BUS 110	Introduction to Business	None		3	✓	✓	✓		
OST 181	Office Procedures	None		3	✓				
OST 286	Professional Development	RISE Rules Apply^		3	✓				
Semester Totals:				9					GPA:

Spring I

Course Prefix	Course Title	Requisites	Course Notes	Credits	When offered			Semester/Year Course Taken	Grade
					Fall	Spring	Summer		
BUS 137	Principles of Management	None		3	✓	✓			
CSV 110	Introduction to Customer Service	None		3		✓			
OST 284	Emerging Technologies	RISE Rules Apply^		2		✓			
Semester Totals:				8					GPA:
Program Totals:				17					overall GPA:

^RISE rules require that developmental English credit is awarded before taking certain courses.
Developmental credit is earned for DRE 098, ENG 095, ENG 011, or ENG 002 with a grade of P1.