

OFFICE ADMINISTRATION TECHNOLOGY

Associate of Applied Science Degree

- Administrative Assistant Concentration
- Bookkeeping Assistant Concentration
- Medical Office Assistant Concentration

Certificate of Completion

- Bilingual Office Specialist Option
- General Office Assistant Option
- Medical Billing
- Medical Transcription
- Bookkeeping

Because today's business world is constantly being transformed by new information processing technologies, employment opportunities in office careers are on the rise. The smooth functioning of today's automated office depends on the support of well-trained administrative, bookkeeping, and medical office assistants.

If you find satisfaction in working as a team member, are well organized, and enjoy meeting and helping new people, Office Administration Technology could be the right program for you. Students may obtain a general office assistant certificate of completion in as little as one year and then begin earning money while studying for their associate of applied science degree.

In the second year of the associate of applied science degree program in Office Administration Technology, you can prepare for a more challenging position as either a general administrative assistant, bookkeeping assistant, or medical office assistant. You will learn to use state-of-the-art technology, become familiar with various up-to-date software applications, and become proficient in a specific area of study.

The work settings where program graduates find employment are as varied as the organizations themselves. They include educational institutions; federal, state, and local government offices; medical facilities; financial institutions; corporate settings; and small and large businesses. Not only are the work settings varied, but so are the positions within each organization. Current salary ranges can be found in the Occupational Outlook Handbook at the U.S. Department of Labor web site: <http://www.bls.gov> (<https://www.bls.gov>).

Office Administration Technology Certificates

Two Office Administration Technology certificate options are available. The General Office Administration Technology option prepares students for receptionist, clerk-typist, or other entry-level positions. The Bilingual Office Specialist option qualifies students for positions requiring Spanish-English language proficiency. Also available are 18-credit specialized certificates in Medical Billing and Medical Transcription. Coursework for the certificates are applicable toward the Office Administration Technology and/or Health Information Technology associate of applied science degrees with the exception of the OATS 170 Office Communications in Spanish I and OATS 171 Office Communications in Spanish II courses. In addition, the Office Administration Technology program also has a 27-credit Bookkeeping certificate. The coursework for this certificate are fully applicable towards

the Office Administration Technology-Bookkeeping associate of applied science degree.

Office Administration Technology (Administrative Assistant) - Associate of Applied Science (<https://catalogs.nmsu.edu/dona-ana/academic-career-programs/office-administration-technology/office-administration-technology-administrative-assistant-associate-of-applied-science/>)

Office Administration Technology (Bookkeeping Assistant) - Associate of Applied Science (<https://catalogs.nmsu.edu/dona-ana/academic-career-programs/office-administration-technology/office-administration-technology-bookkeeping-assistant-associate-of-applied-science/>)

Office Administration Technology (Medical Office Assistant) - Associate of Applied Science (<https://catalogs.nmsu.edu/dona-ana/academic-career-programs/office-administration-technology/office-administration-technology-medical-office-assistant-associate-of-applied-science/>)

Bookkeeping - Certificate of Completion (<https://catalogs.nmsu.edu/dona-ana/academic-career-programs/office-administration-technology/bookkeeping-certificate/>)

Office Administration Technology - Certificate of Completion (<https://catalogs.nmsu.edu/dona-ana/academic-career-programs/office-administration-technology/office-administration-technology-certificate/>)

Medical Billing - Certificate of Completion (<https://catalogs.nmsu.edu/dona-ana/academic-career-programs/office-administration-technology/medical-billing-certificate/>)

Medical Transcription - Certificate of Completion (<https://catalogs.nmsu.edu/dona-ana/academic-career-programs/office-administration-technology/medical-transcription-certificate/>)

OATS 101. Keyboarding Basics

3 Credits (2+2P)

Covers the skills necessary to touch type on the computer keyboard using correct techniques. This includes the development of speed, accuracy, and formatting of basic business documents.

Learning Outcomes

1. Demonstrate proper "touch" keyboarding techniques on the alphabetic computer keyboard.
2. Apply keyboarding and basic formatting functions using straight-copy material to create properly formatted professional documents.
3. Show the ability to keyboard by meeting course minimum speed and accuracy.
4. Identify and apply the use of proofreader's symbols to proofread and edit straight-copy business documents.
5. Demonstrate proficiency in use of lesson software utilized throughout course.

OATS 102. Keyboarding: Document Formatting

3 Credits (2+2P)

Designed to improve keyboarding speed and accuracy; introduce formats of letters, tables and reports. A speed and accuracy competency requirement must be met.

Prerequisite: OATS 101 or consent of instructor.

Learning Outcomes

1. Demonstrate accuracy and increase individual typing speed by meeting course typing speed requirements.
2. Demonstrate the ability to use software features to create simple, error-free quality business documents.

3. Increase skills in proofreading, editing skills (including punctuation and grammar, and use of reference manuals and materials.

OATS 105. Business English

3 Credits (3)

Training and application of the fundamentals of basic grammar, capitalization, punctuation, basic writing, sentence structure, and editing skills.

Learning Outcomes

1. Identify each of the parts of speech in written exercises, quizzes, and examinations.
2. Apply the basic rules for each of the parts of speech to written exercises.

OATS 106. Business Mathematics

3 Credits (2+2P)

Mathematical applications for business.

Prerequisite: CCDM 103 N or adequate score on math placement exam.

Learning Outcomes

1. Apply fundamental concepts to personal and business math operations.
2. Maintain a checkbook.
3. Solve percent and percentage applications.
4. Calculate discounts, markups, and markdowns.
5. Calculate wages, salaries, deductions, and net pay.
6. Compare various borrowing options and identify the most cost effective option.
7. Interpret consumer loans and credit card accounts.
8. Compare various home ownership options.
9. Calculate taxes and identify insurance options.

OATS 110. Records Management

3 Credits (3)

Principles, methods and procedures for the selection, operation and control of manual and automated records systems.

OATS 120. Accounting Procedures I

3 Credits (2+2P)

Business accounting principles and procedures. Use of special journals, cash control, and merchandising concepts. Reports for sole proprietorships.

OATS 121. Accounting Procedures II

3 Credits (2+2P)

Continuation of OATS 120, emphasizing accounting principles and procedures for notes and interest, depreciation, partnerships and corporations, cash flow and financial statement analysis. Restricted to Community Colleges campuses only.

Prerequisite: OATS 120 or ACCT 2110.

Learning Outcomes

1. Analyze business transactions, their effects on the financial statements and the interrelationships of the financial statements involving the following: a. Cash transactions b. Receivables and Net Realizable Value c. Operational Assets and Depreciation d. Inventory e. Current Liabilities f. Long-term Liabilities
2. Define, identify, and demonstrate the impact of adjusting entries on financial statements.
3. Explain and demonstrate the differences between cash and accrual basis accounting.
4. Define and identify generally accepted accounting principles.

5. Analyze owner equity transactions and their effect on the financial statements.
6. Identify the cash flow statement and explain the purpose of the cash flow statement.
7. Perform ratio analysis to evaluate financial statements.

OATS 140. Payroll Accounting

3 Credits (2+2P)

Payroll procedures including payroll tax forms and deposits. Restricted to Community Colleges campuses only.

Prerequisite: ACCT 2110 or OATS 120.

Learning Outcomes

1. Payroll Laws and Regulations.
2. New Employee Records.
3. Time and Work Records.
4. Determining Gross Earnings.
5. Determining Payroll Deductions.
6. The Payroll Register.
7. Employee Earnings Record.
8. Paying Employees.
9. Federal Payroll Taxes and Tax Returns. 1
10. State Payroll Taxes and Tax Reports. 1
11. Accounting for Payroll. 1
12. Explain the accounting treatment of all taxes and other withholdings.

OATS 150. Introduction to Medical Terminology

3 Credits (3)

The study and understanding of medical terminology as it relates to diseases, their causes and effects, and the terminology used in various medical specialties. Emphasis will be placed on learning the basic elements of medical words, appropriate spelling and use of medical terms, and use of medical abbreviations. Crosslisted with: HIT 150. Restricted to Community Colleges campuses only.

Learning Outcomes

1. Identify and define medical word roots, prefixes, and suffixes and abbreviations.
2. Examine and correctly spell medical terms using the basic elements of medical words.
3. Recall and properly pronounce common medical terms and the terminology related to the body's major organ systems.
4. Identify the primary medical terms used in various medical specialties.

OATS 170. Office Communications in Spanish I

3 Credits (3)

Develop oral and written communications skills of native or near-native speakers of Spanish. The student will learn basic letter writing skills, customer service techniques, and telephone etiquette in Spanish. Spanish speaking ability is required to enroll in this course.

Learning Outcomes

1. Identify principal parts of a business letter in Spanish.
2. Understand use appropriate grammatical structures.
3. Identify and use appropriate letter styles and phrases.
4. Identify/recognize customer needs in the Spanish business-office environment in order to serve the business client.
5. Role-play telephone conversations in Spanish.
6. Demonstrate cross-culture elements of telephone etiquette.

7. Demonstrate knowledge of specific vocabulary needed to interact with customer on the telephone.

OATS 171. Office Communications in Spanish II

3 Credits (3)

Develop oral and written communications skills of native or near-native speakers of Spanish. Emphasis placed on learning the office assistant's role within the office environment. Compose complex business correspondence and learn to make international travel arrangements. Students should have Spanish speaking ability. Restricted to Community Colleges campuses.

Prerequisite: OATS 170.

Learning Outcomes

1. Augment written and communication skills in Spanish for the business world and office setting.
2. Broad the concepts of the office workplace and the office assistant's role.
3. Translate documents from English to Spanish.
4. Familiarize with specialized business terminology.
5. Learn techniques for effectively organizing work.
6. Produce professional-looking office documents in Spanish.
7. Present effective PowerPoint presentations in Spanish and English.
8. Know guidelines for handling office calls, scheduling appointments, making travel arrangements, arranging meetings and conferences.
9. Recognize the importance of ethical behavior for the office professional. 1
10. Utilize techniques for managing stress and time management.

OATS 191. Taking Minutes & Proofreading

3 Credits (3)

Preparation and practice producing minutes suited for different meeting types and purposes. Provides strategies to prepare for meetings, to record proceedings, and to transcribe minutes while incorporating proofreading skills practice. Topics include legal requirements, meeting types, minute formats, and duties/expectations of the minute taker and the meeting chair.

Learning Outcomes

1. Understand the reasons for and legality of keeping Minutes.
2. Understand the various meeting types Minute formats.
3. Listen actively for accurate note-taking.
4. Prepare effectively for meetings.
5. Record the proceedings of different meeting types.
6. Transcribe and draft Minutes in the correct format.
7. Proofread and edit accurately.
8. Produce final Minutes in Standard Edited American English.

OATS 202. Keyboarding Document Production

3 Credits (2+2P)

Further development of keyboarding speed and accuracy. Production of complex letters, memos, tables, reports and business forms. A speed and accuracy competency requirement must be met. Restricted to Community Colleges campuses

OATS 203. Office Equipment and Procedures I

3 Credits (2+2P)

Office organization, telephone techniques, equipment and supplies, handling meetings, human relations, mail procedures, and travel.

Learning Outcomes

1. Develop an understanding of the concepts of the office workplace and the role of the office professional.

2. Utilize office software from Microsoft Office and Google.
3. Test for industry certification in Microsoft Outlook.
4. Apply knowledge, skills, and techniques to office tasks and situation.
5. Identify professional behaviors associated with an administrative professional.

OATS 205. Accounting Software I

3 Credits (2+2P)

Introduction to accounting software. Restricted to Community Colleges campuses only.

Prerequisite: Working knowledge of computers and accounting or consent of instructor.

Learning Outcomes

1. Set up Vendors/Customers on QuickBooks.
2. Make Period Ending Adjusting Entries on QuickBooks.
3. Manage Inventory using QuickBooks.
4. Set up a Company using QuickBooks.
5. Set up and Process Payroll using QuickBooks.
6. Monitor Banking Transactions using QuickBooks.
7. Monitor Jobs and Time Tracking using QuickBooks.

OATS 207. Machine Transcription

3 Credits (2+2P)

Creating office documents using transcribing equipment and word processing software. Emphasis on proofreading, editing and grammar. Restricted to Community Colleges campuses.

Prerequisite: OATS 105.

Learning Outcomes

1. Utilize transcription tools and word processing software to create business documents.
2. Apply proofreading marks to edit and compose revised letters, memos, and short business documents from transcribed material.
3. Develop active listening skills.
4. Build terminology for appropriate business language in various fields of employment.
5. Apply proper formatting, grammar, and punctuation skills to business-related documents.

OATS 208. Medical Office Procedures

3 Credits (2+2P)

Current computerized and traditional administrative medical office procedures will be introduced. Practical knowledge on managing required record keeping in a medical office environment will be emphasized. Students must have computer keyboarding ability. Restricted to Community Colleges campuses.

Prerequisite: HIT 150 or AHS 120.

Learning Outcomes

1. Demonstrate knowledge and apply the following medical office administrative procedures: (a) scheduling appointments; (b) communicating by telephone; (c) processing mail; (d) basic records management; (e) basic billing and collection procedures; (f) reception techniques; (g) originating or composing a variety of medical communications; (h) keeping financial records; (i) processing insurance claims; (j) emergency preparedness procedures.
2. Apply medical practice management and the systematizing of procedures, including utilization of computers.
3. Utilize medical terminology through assigned reading, reporting and practical applications.

4. Apply knowledge and application of principles of interpersonal communications.
5. Demonstrate proficiency in integrating the theoretical with the practical application through job skills.

OATS 209. Business and Technical Communications

3 Credits (3)

Effective written communication skills and techniques for career success in the work place. Composition of letters, memos, short reports, forms, and proposals, and technical descriptions and directions.

Prerequisites: ENGL 1110G and computer keyboarding ability or consent of instructor.

OATS 211. Information Processing I

3 Credits (2+2P)

Defining and applying fundamental information processing concepts and techniques using the current version of leading software. May be repeated up to 6 credits. Restricted to Community Colleges campuses

OATS 213. Word Processing I

3 Credits (2+2P)

Operation and function of a word processor. Specific equipment to be announced in the Schedule of Classes.

Prerequisite: OATS 101 or keyboarding proficiency.

OATS 215. Spreadsheet Applications

1-3 Credits

Use of spreadsheets to include graphics and business applications. Same as OECS 215. May be repeated under different subtitles listed in the Schedule of Classes.

OATS 217. Powerpoint Presentation

3 Credits (3)

Comprehensive, hands-on approach to learning and applying basic and advanced features of PowerPoint. These include text enhancements, objects, fills, colors, animation, charts, sound, video, and hyperlinks. Students demonstrate appropriate audience and communication tools to deliver presentations.

Prerequisites: OATS 211 or ability to demonstrate keyboarding and Windows proficiency.

OATS 220. Internship in Business Office Technology

2 Credits (2)

Experience in a supervised office position. Student must work at least eight hours per week. May be repeated for a maximum of 4 credits.

Prerequisites: sophomore standing and consent of instructor.

OATS 221. Internship I

1-3 Credits

Work experience that directly relates to a student's major field of study that provides the student an opportunity to explore career paths and apply knowledge and theory learned in the classroom. Internships may be paid or unpaid. Students are supervised/evaluated by both the employer and the instructor. C- or better in the course is required. Consent of Instructor required. Restricted to: BOT,HIT. majors. Restricted to Community Colleges campuses

OATS 222. Internship II

1-3 Credits

Continuation of OATS 221. May be repeated up to 6 credits. Consent of Instructor required. Restricted to: OATS & HIT majors. Graded: S/U Grading (S/U, Audit). Restricted to Community Colleges campuses only.

Prerequisite(s): OATS 221 and consent of instructor.

OATS 223. Medical Transcription I

3 Credits (2+2P)

Concepts in medical transcription are introduced on how to produce a variety of reports required in a medical office or facility utilizing accurate medical terminology, spelling, grammar, and document formatting.

Restricted to Community Colleges campuses only.

Prerequisite: HIT 150 or AHS 120 and HIT 158 and OATS 209.

Learning Outcomes

1. Identify and define the knowledge, skills, abilities, and responsibilities required of a medical transcriptionist.
2. Understand the content, purpose, and format of inpatient and outpatient medical reports.
3. Define the medical terms and abbreviations presented, either by memory or by using a dictionary/reference book.
4. Transcribe medical reports using correct capitalization, punctuation, abbreviation, symbol, and metric measurement rules.
5. Complete the transcription of case studies (consisting of several reports) for each of the human systems.

OATS 228. Medical Insurance Billing

3 Credits (2+2P)

Comprehensive overview of the insurance concepts and applications required for successfully and accurately completing and submitting insurance claims and reimbursement processes for various insurance carriers, both private and government, will be emphasized. Restricted to Community Colleges campuses.

Prerequisite: HIT 150 or AHS 120.

Learning Outcomes

1. Comprehend the ramifications of a breach of confidentiality regarding patient information.
2. Follow requirements of different insurance carriers—i.e., HMO's Independent Provider Organizations, Medicare, Medicaid, Workmen's Compensation—in processing patient claims.
3. Process insurance claim form an initial patient visit through receipt of payment from insurance carrier.
4. Match ICD-10 code to appropriate diagnosis.
5. Analyze patient records to construct the insurance claim form and apply the requirements of different insurance carriers to that claim.
6. Classify and explain the various reimbursement systems and how they impact billing.
7. Identify issues of fraud and abuse and follow ethical principles by reviewing inpatient and outpatient cases.

OATS 233. Advanced Medical Transcription

3 Credits (2+2P)

Builds upon the concepts introduced in Medical Transcription I. Providing greater understanding of how to produce advanced reports of physician dictation with increasing speed and accuracy. This course furthers the student's medical transcription techniques, technologies, and editing skills needed to prepare to work in the medical transcription profession. Restricted to Community Colleges campuses only.

Prerequisite: OATS 223 and HIT 130.

Learning Outcomes

1. Recognize the terminology for diseases, conditions, and treatment protocols related to the specialties of dermatology, ophthalmology, otorhinolaryngology, pulmonology, cardiology, gastroenterology, obstetrics and gynecology, urology and nephrology, neurology, psychology, hematology and oncology, and immunology.
2. Describe the purpose and types of information contained in the most common kinds of reports transcribed.
3. Transcribe accurate and correctly formatted office notes, chart notes, consultation letters, history and physical reports, operative reports,

discharge summaries, radiology reports, pathology reports, operative reports, labor and delivery reports, emergency department reports, neuropsychological evaluations, and autopsy reports.

4. Develop proofreading and editing skills and apply them to transcription work, including speech recognized text, based on industry standards.
5. Examine the job environment of medical transcription and demonstrate an ability to work effectively and efficiently with the tools of medical transcription, including productivity tools.
6. Define and use appropriate parameters for editing, correcting, and amending the electronic patient medical record using industry-accepted standards and references.
7. Understand the importance of patient record confidentiality and apply industry guidelines to keep medical documentation secure.

OATS 239. Personal Development

3 Credits (3)

Development of a marketable, employable office systems person, to include interview, voice, manners, and apparel.

OATS 241. Auditing and Business Issues

3 Credits (3)

Introduction to basic auditing concepts, the purpose for the auditing process, and requirements of persons assisting with the audit process. The course will also deal with issues of business law including contracts, sales, torts, strict liability, and business ethics. Restricted to Community Colleges campuses only.

Prerequisite: OATS 120 or ACCT 2110.

Learning Outcomes

1. Describe the history of law and the beginnings of the American legal system.
2. Define terminology and elements involved in court practice and procedures.
3. Define criminal law.
4. Describe some of the types of tort crimes and define terminology related to them.
5. Define affirmative action and the Civil Rights Act of 1964
6. Describe the uses for contracts.
7. Explain legal capacity in reference to contracts.
8. Describe the processes involved in forming a contract.
9. Explain a third-party beneficiary contract. 1
10. Discuss some of the remedies available for a breach of contract. 1
11. Define and state the difference between and expressed and implied warranty. 1
12. Define products liability and different types. 1
13. Discuss some of the elements of consumer law. 1
14. Define bankruptcy, debtor, creditor, and debt. 1
15. Define insurance and the different types of insurance available. 1
16. Discuss the various types of tenancies. 1
17. Discuss the importance of having a will. 1
18. Discuss partnerships, limited partnerships, LLC's and corporations and the advantages and disadvantages of each. 1
19. Describe some of the different types of audits and their specific purposes. 2
20. Describe some of the methods used by businesses to assure a good audit trail. 2
21. Describe actions required in preparation for an audit. 2

22. Develop an understanding of risky transactions and internal controls that may lessen the risk of fraud and errors. 2
23. Understand that there are limitations to internal controls. 2
24. Define an internal audit function. 2
25. Prepare financial statements after year end adjusting entries.

OATS 244. Tax Preparation

3 Credits (3)

Introduces basic federal and state tax codes for preparing individual income tax returns. Emphasis on use of tax software.

Prerequisite: keyboarding proficiency.

OATS 255. Special Topics

1-4 Credits

Specific subjects to be announced in the Schedule of Classes.

OATS 270. Office Administration Technology Capstone

3 Credits (2+2P)

Refines professional skills learned in the OAT program and ties all OAT coursework together. Restricted to Community Colleges campuses.

Prerequisite: OATS 102 or OATS 129; and OATS 120; and OAT S 209 or ENGL 2210G; and OATS 211 or OECS 211.

Learning Outcomes

1. Construct professional, error-free business documents that demonstrate appropriate formats and ideas in clear, concise, and correct written and spoken language.
2. Utilize effective administration skills to enhance the productive operation of the workplace.
3. Demonstrate professional behaviors and workplace ethics for the professional office environment.
4. Demonstrate proficiency in the use of productivity software in business applications

OATS 298. Independent Study

1-3 Credits (1-3)

Individual studies directed by consenting faculty with prior approval of department head. sophomore standing with 3.0 GPA. May be repeated up to 3 credits.

Learning Outcomes

1. Varies

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