

## OFTD (Administrative Office Tech.)

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### **OFTD 1105 - Essential Note Taking Skills**

**(1 Credit)**

Note taking is a one-semester course designed to improve writing speed; take fast and accurate notes at meetings, on the phone, and/or at school; and enhance your professional productivity and academic success. It is an efficient, rapid writing skill designed to capture key points from spoken word or written text. Lecture: 1 hour

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### **OFTD 1120 - Microcomputer Keyboarding**

**(3 Credits)**

This course is designed for business use. It emphasizes proficiency in touch-typing keyboard mastery, proper typing techniques and the development of speed and accuracy. It also provides practice in applying these skills to document formatting such as centering and business letters. Individualized instruction units are given throughout the course. A minimum typing speed of 15 wpm is required to pass this course. Lecture: 4 hours, Lab: 1 hour - Lab Fee: \$20

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### **OFTD 1130 - Editing Skills for Office Communications I**

**(2 Credits)**

This course emphasizes the elements of style applied in written business communications. It is for the student who is developing editing skills in order to transcribe accurately. There is particular concentration on spelling, proofreading, word division, capitalization, expression of numbers and abbreviations in dictated material. Lecture: 2 hours

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### **OFTD 1140 - Office Technology & Procedures I**

**(3 Credits)**

This course is designed to provide students with a basic background in the rapidly expanding applications of office technology, including an introduction to telework telecommunications, Web research, online projects, PowerPoint presentations and Outlook. In addition, students develop their communication skills and learn about proper business attitudes with an emphasis on developing soft skills (people skills), critical thinking and problem-solving skills. Lecture: 3 hours

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### **OFTD 1160 - Basic Keyboarding Mastery**

**(2 Credits)**

This course is designed for the personal development of keyboarding skill. It is intended for the beginning student and those who have had a minimum of keyboarding instruction. The major objectives are to develop touch control of the keyboard and proper typing techniques, build basic speed and accuracy skills and provide practice in applying these beginning skills to basic document formatting. Lecture: 2 hours, Lab: 1 hour - Lab Fee: \$20

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### **OFTD 1170 - Office Transcription I**

**(2 Credits)**

This course develops entry-level proficiency in transcribing dictation from tapes to final copy. It is designed to refine and integrate office skills and applications. Emphasis is on the application of language arts skills in the production of written communications. (Prerequisites: OFTD 1120 and 1130) Lecture: 2 hours, Lab: 1 hour - Lab Fee: \$20

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### **OFTD 1180 - Speech Recognition Software Applications I**

**(1 Credit)**

This course assists students in increasing their computer-use productivity. Topics include enunciation, correcting speech errors and navigating and formatting documents. Students should be able to attain speeds of about 130 wpm or more with 95-98 percent accuracy. Lecture: 1 hour - Lab Fee: \$10

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### **OFTD 1190 - Speech Recognition Software Applications II**

**(1 Credit)**

The purpose of this course is to gain further expertise in the creation of voice-typed documents by building on the skills attained in OFTD 1180. In addition, students are trained in the use of career-specific terminology and applications. (Prerequisite: OFTD 1180) Lecture: 1 hour - Lab Fee: \$10

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**OFTD 1220 - Microsoft Office Applications I**

**(4 Credits)**

This course further refines students' keyboarding speed and accuracy. In addition, the beginning and intermediate levels of MS Word skills are covered, as well as the beginning level of MS Excel. The keyboarding speed needed to pass this course is 25-50 wpm. (Prerequisite: OFTD 1120)  
Lecture: 4 hours, Lab: 1 hour - Lab Fee: \$20

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**OFTD 1250 - Office Accounting**

**(2 Credits)**

This course develops the office worker's understanding of the basic procedures used in keeping a set of accounting records in a service business. Basic accounting principles are covered along with their implementation in an electronic office system. Lecture: 2 hours, Lab: 1 hour - Lab Fee: \$10

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**OFTD 1280 - Editing Skills for Office Communications II**

**(3 Credits)**

This course continues with the mechanics of the transcription process in business correspondence. It includes sentence structure as a foundation for an intense study of punctuation rules required for business communication. Students are trained to consult a reference manual for variations in usage. Lecture: 3 hours

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**OFTD 1370 - Business File Management**

**(2 Credits)**

This course provides a foundation in business information maintenance. It covers life cycle concepts of document control, creation, filing, storage and retrieval procedures using a manual method and introduces electronic filing. Students are also introduced to the basics of Access and Excel. Lecture: 2 hours - Lab Fee: \$20

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**OFTD 1380 - Customer Service Essentials**

**(5 Credits)**

This course will equip students with the knowledge and skills that will enable them to be a successful and proactive part of a customer service team. It focuses on strategies for effective customer service, troubleshooting skills, call-handling procedures, call center metrics, incident management, communications skills, and call center processes. This course prepares students to take the HDI Customer Service Representative Exam. Lecture: 5 hours