



OFFICE TECHNOLOGY INFORMATION



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Office support staff, such as administrative and executive assistants, virtual assistants, secretaries (including legal or medical), office managers, clerks and receptionists provide administrative support to any type of business or organization, from education and health care, government and retail trade, to manufacturing and construction. Due to evolving and increased use of technology in offices, the role of office professionals continues to change. Automation and organizational restructuring have led administrative support professionals to take on a broader range of responsibilities. Tasks that were traditionally carried out by managerial and professional staff such as conducting research, creating presentations, managing databases, preparing statistical reports and training staff are now performed by administrative support professionals. Administrative support individuals will always play a key role in the success of businesses and organizations because technology cannot take the place of good communication, interpersonal and customer-service skills.

The Office Technology Information (OFTI) program at College of DuPage provides fundamental and advanced education and practice in a wide range of skills to prepare students for successful careers as administrative support professionals. Through this program, students gain proficiencies in business correspondence, computer keyboarding, desktop publishing, document formatting, electronic communication, electronic presentation design, office procedures, professional development and word processing. Three associate degree option and six certificate options enable students to customize their studies to match their career goals and needs.

For a complete list of courses in this program visit:
cod.edu/catalog





WHY COLLEGE OF DuPAGE IS RIGHT FOR YOU

Whether you are preparing for a career in administrative support, planning to transfer to a four-year baccalaureate-granting institution, or updating your skills, College of DuPage has the right program for you.

We offer:

- Dedicated instructors with years of practical industry experience, certification and licensing.
- Instruction in top-notch facilities and on state-of-the-art equipment.
- Flexible schedules with day, evening and online learning.
- Practical, hands-on experience as well as classroom-based studies.
- Affordable programs that get you on the fast track to success without breaking the bank.
- An active and engaged advisory board made up of local industry professionals who help to maintain the quality and professional relevance of the OFTI program.



“I am proud to be a COD alum. The flexibility of the OFTI program was instrumental in enabling me to receive my degree.”

—Jackie Campagnolo, Administrative Assistant, COD Human Resources and OFTI graduate

ASSOCIATE IN APPLIED SCIENCE (A.A.S.) DEGREE IN OFFICE TECHNOLOGY INFORMATION

The Office Technology Information program provides students with professional-level knowledge and skills required to fill a variety of administrative support and management roles. The program offers the Administrative Support Specialist, Administrative Assistant and Meeting/Event Planning, and Executive Assistant degrees.

Administrative Support Specialist

The Administrative Support Specialist A.A.S. degree program prepares students for employment in a variety of administrative support jobs. The curriculum covers computer keyboarding, document formatting, business writing, electronic communication, word processing and spreadsheet applications, electronic presentations, office procedures, virtual office, and professional development. It includes an introduction to business, management and financial accounting. Students are required to complete a minimum of 64 credits of coursework, which includes 43 credits in core required classes, 18 credits in general education classes, and three credits in approved electives.

Administrative Assistant and Meeting and Event Planning

The Administrative Assistant and Meeting/Event Planning A.A.S. degree program prepares students for an administrative support position with a focus on meeting and event planning. The curriculum covers speed development keyboarding, document formatting, business writing, electronic communication, word processing and spreadsheet applications, electronic presentations, office procedures, and professional development. It includes meeting and event management, hospitality marketing management, and the student's selection of additional credits within the Hospitality and Tourism program. Students are required to complete a minimum of 65 credits of coursework, which includes 39 credits in core required classes, 18 credits in general education classes, and eight credits in program electives.

Executive Assistant

The Executive Assistant A.A.S. degree program prepares students by developing and enhancing their skills using current technologies in today's office. It is designed for students seeking career advancement or returning to the work force. Degree curriculum covers business writing, electronic communication, word processing and spreadsheet applications, electronic presentations, office procedures, and professional development; including an introduction to business, management, financial accounting, business law, business budgeting, and organizational behavior. Students are required to complete a minimum of 64 credits of coursework, which includes 46 credits in core required classes and 18 credits in general education classes.



CERTIFICATES IN OFFICE TECHNOLOGY INFORMATION

Office Technology Information certificate programs provide students and working professionals with the knowledge and expertise required to fill a variety of administrative support roles or to upgrade skills. The six certificate options are Word Specialist; Office Technology Specialist; Medical Office; Administrative Support Essentials; Administrative Support Specialist; and Administrative Assistant and Meeting/Event Planning.

Word Specialist

The World Specialist certificate provides students with basic and advanced knowledge and skills in word processing and desktop publishing. Students are required to complete six credits in required coursework.

Office Technology Specialist

The Office Technology Specialist certificate provides entry-level knowledge and skills in a variety of administrative support tasks. Student are required to complete 18 credits in coursework covering current office software, electronic communications, word processing and spreadsheet applications.



Medical Office

The Medical Office certificate prepares students for entry-level administrative support positions in medical offices. Students are required to complete 24 credits in coursework covering computer keyboarding, document formatting, business correspondence, current office software, biomedical terminology, legal aspects in healthcare, medical assistant administrative procedures, and professional development.

Administrative Support Essentials

The Administrative Support Essentials certificate prepares students for entry-level employment in a variety of administrative support jobs. Students are required to complete 30 credits in coursework covering computer keyboarding, document formatting, business correspondence, current office software, electronic communication, word processing and spreadsheet applications, electronic presentation design, and professional development.

Administrative Support Specialist

The Administrative Support Specialist certificate is designed for students who wish to pursue employment as administrative assistants. Students are required to complete 46 credits in coursework covering computer keyboarding, document formatting, business correspondence, current office software, electronic communication, word processing and spreadsheet applications, electronic presentation design, virtual office, office procedures, and professional development, including an introduction to business, management and financial accounting.

Administrative Assistant and Meeting/Event Planning

The Administrative Assistant and Meeting/Event Planning certificate is designed for students who wish to pursue employment as administrative assistants with a focus on meeting and event planning. Students are required to complete 46 credits in coursework covering computer keyboarding, document formatting using current software, business correspondence, current software applications including word processing, spreadsheet, electronic communication and electronic presentation, virtual office, office procedures, professional development, meeting and event planning management, and hospitality marketing management.

EMPLOYMENT OUTLOOK

The U.S. Bureau of Labor Statistics (BLS) reports that the median annual wage for administrative assistants was \$37,230 in 2016, with top earners bringing in more than \$62,000. Secretaries and administrative assistants work in nearly every industry, particularly in schools, hospitals, governments, and legal and medical offices. Most work full time.

Overall employment of secretaries and administrative assistants is expected to grow three percent from 2016 to 2024; however, employment growth will differ by occupational specialty. Those with work experience, particularly using computer software applications to do word processing and create spreadsheets, should have the best job prospects. For more information and employment statistics in administrative support, visit www.bls.gov.

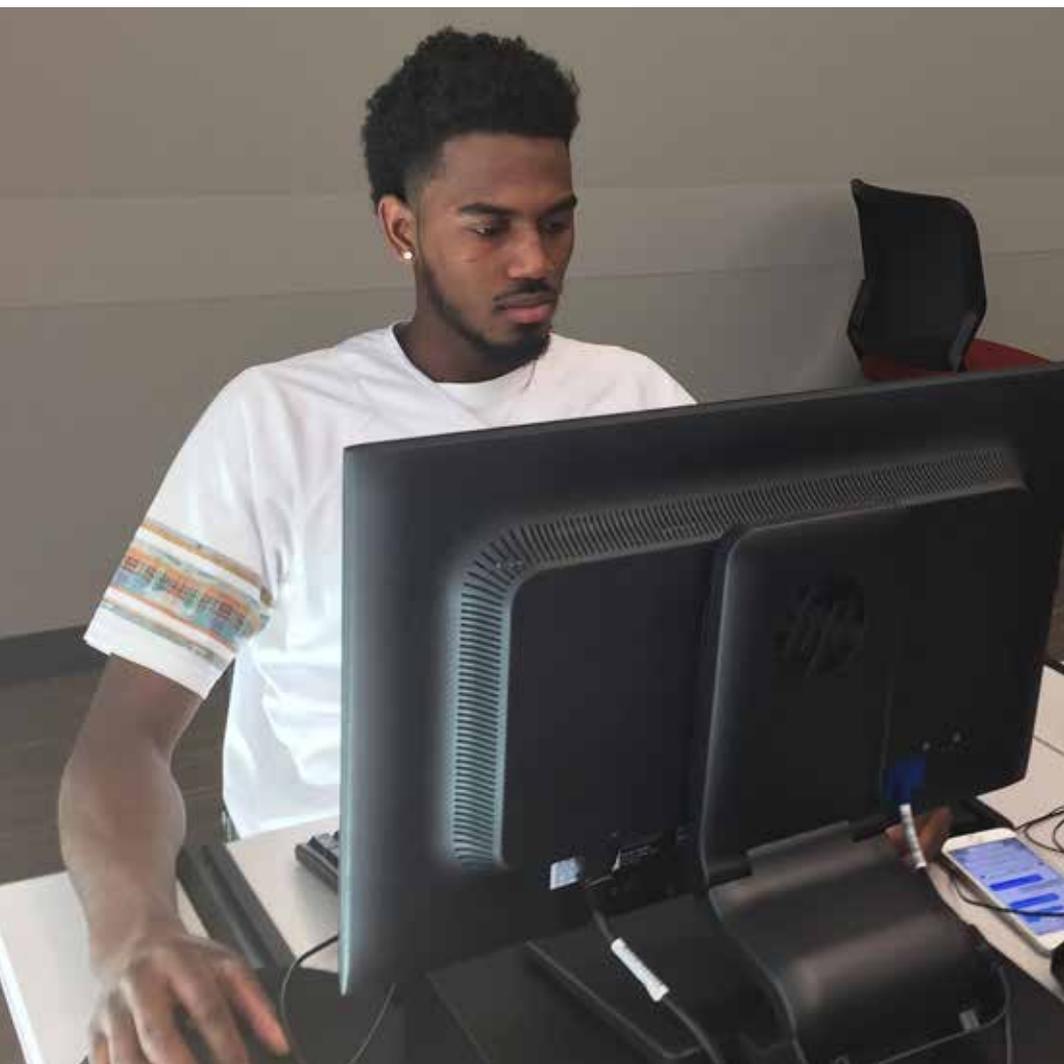
AVAILABLE SCHOLARSHIPS

Students who are planning to enroll in the Office Technology Information program at College of DuPage may be qualified to receive a financial award through a variety of supported scholarships. Visit [cod.edu/scholarships](https://www.cod.edu/scholarships) for requirements and a full list of available scholarships.

TRANSFER OPPORTUNITIES

The Illinois Articulation Initiative (IAI) facilitates the transfer of students from one Illinois institution to another. Both a general education core curriculum and a lower-division major recommendation course listing have been developed.

For more information on transfer opportunities at College of DuPage, visit [cod.edu/academics/transfer_programs](https://www.cod.edu/academics/transfer_programs).



COMMON CAREERS FOR GRADUATES OF THE OFFICE TECHNOLOGY INFORMATION PROGRAM

- **Administrative Assistants and Secretaries:** Perform a variety of clerical and organizational tasks necessary to run an organization efficiently. May also do specialized industry specific work, as in the case of legal secretaries or medical secretaries.
- **Customer Service Representatives:** Maintain customer relationships by handling questions and concerns.
- **Data Entry Specialists:** Input information from a variety of sources into a computer database.
- **Executive Assistants:** Provide high-level administrative support for an office and for top executives of an organization.
- **Healthcare Administrators:** Plan, direct and coordinate medical and health services.
- **Project Coordinators:** Work with internal and external parties to organize the various components needed to initiate, run and complete major projects.
- **Receptionists:** Perform various administrative tasks, including answering telephones and giving information to the public and others.
- **Sales Assistants:** Perform clerical and organizational tasks in support of a sales department.
- **Virtual Assistants:** Work as an independent contractor who provides administrative services to clients while operating outside the office, usually a home office.





GETTING STARTED

If you are considering this program as an area of study:

- Visit our website at cod.edu/programs/ofti
- Consult with a program coordinator or specialist:

Kay Gerken, Program Coordinator and Professor
Berg Instructional Center (BIC), Room 1E06
(630) 942-3063, gerken@cod.edu

Casey Emerich, Program Coordinator and Instructor
Berg Instructional Center (BIC), Room 1E10
(630) 942-2472, millerc308@cod.edu

Kim Groesbeck, Program Support Specialist
Berg Instructional Center (BIC), Room 1433A
(630) 942-2599, groesbec@cod.edu

- Contact the Business and Technology division office:
Technical Education Center (TEC), Room 1034, (630) 942-2592

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For Americans with Disabilities Act accommodations, call (630) 942-2141 (voice) or (630) 858-9692 (TDD).

For individuals who need language assistance, please contact Campus Central at (630) 942-2380.



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