DEGREES, CERTIFICATES, AND TRANSFER PREPARATION INFORMATION

OFFICE TECHNOLOGY

Office workers are responsible for a variety of administrative and clerical duties necessary to run and maintain organizations efficiently. They use a variety of software, produce correspondence, maintain databases, manage projects, as well as organize meetings, manage records, and schedule appointments. Office workers find employment in a variety of settings, such as corporations, government agencies, schools, and hospitals. Some related job titles include office assistant, administrative assistant, executive assistant, and data entry/clerical.

Programs Offered

- Transfer Preparation
- Career Opportunities
- Associate Degrees
  - General Office
  - Legal Administrative Assistant
  - Medical Administrative Assistant
  - Medical Coding and Billing Specialist
- Certificates of Achievement
  - Enterprise Service Clerk
  - General Office
  - Legal Administrative Assistant
  - Legal Office Clerk
  - Medical Administrative Assistant
  - Medical Coding and Billing Specialist
  - Medical Office Clerk
- Department Certificates
  - Clerical/Data Entry
  - Electronic Medical Records Clerk
  - Hospital Inpatient Coder
  - Medical Billing/Coding
  - Medical Records Clerk/Receptionist
  - Medical Transcription

Associate Degree Requirements

An Associate degree is granted upon successful completion of a program of study with a minimum grade point average (GPA) of 2.0 (C) in degree applicable coursework and a minimum of **60 degree applicable semester units**, including:

- Completion of the area of emphasis with a grade of C or higher in each course, or with a P if the course was taken on a Pass/No Pass basis, and the P is equal to a C or higher;
- Completion of one of the following general education patterns: SMC GE or Cal-GETC;
- Completion of the SMC Global Citizenship graduation requirement.

Certificate of Achievement Requirements

A Certificate of Achievement is granted upon successful completion of a program of study with a minimum overall grade point average (GPA) of 2.0 (C) and a **designated minimum number of units**, including:

- Completion of the area of emphasis with a grade of C or higher in each course, or with a P if the course was taken on a Pass/No Pass basis, and the P is equal to a C or higher;
- Completion of at least 50% of area of emphasis units at Santa Monica College. Department Chairs have the discretion to waive the 50% minimum units required at SMC to meet the major or area of emphasis. All major coursework must be completed with a "C" or better grade.

Department Certificate Requirements

A Department Certificate is granted upon successful completion of a program of study with a **designated minimum number of units**, including:

- Completion of the area of emphasis with a grade of C or higher in each course, or with a P if the course was taken on a Pass/No Pass basis, and the P is equal to a C or higher;
- Completion of at least 50% of area of emphasis units at Santa Monica College. Department Chairs have the discretion to waive the 50% minimum units required at SMC to meet the major or area of emphasis. All major coursework must be completed with a "C" or better grade.

Note: Department Certificates are not noted on student transcripts. Students must submit a petition to the relevant academic department to be awarded a Department Certificate.

Catalog Rights

A student may satisfy the requirements of a degree that were in effect at any time of the student's ***continuous*** enrollment. Continuous enrollment means attendance in at least one semester (Fall or Spring) in each academic year.

General Office, Associate Degree or Certificate of Achievement

This program provides training in common skills used in the business office: keyboarding, computer applications, English, accounting, and business communications. General office workers obtain employment in many environments: corporate settings, government facilities, schools, and hospitals. Related job titles include administrative assistant, executive assistant, executive secretary, office assistant, and secretary. After gaining some work experience or specialized skills, many workers transfer to jobs with higher pay or greater advancement potential.

Program Learning Outcomes: Upon completion of the program, students will, using skills in Microsoft Office software, keyboarding, and English language principles, create and revise commonly used business documents. Given transaction data, the student will perform basic bookkeeping/accounting tasks, such as classifying, recording, and preparing financial documents.

Area of Emphasis: (27 units)

Required Courses: (24 units)
ACCTG 1, Introduction to Financial Accounting (5)
or
ACCTG 21, Business Bookkeeping (3)

BUS 32, Business Communications (3)
CIS 1, Introduction to Computer Information Systems (3)
CIS 4, Business Information Systems with Applications (3)
CIS 30, Microsoft Excel (3)
CIS 37, Microsoft Word (3)
CIS 39, MS Outlook – Comprehensive Course (3)
OFTECH 5, English Skills for the Office (3)
Select 3 units from the following:
OFTECH 1, Keyboarding I (3)
OFTECH 1A, Keyboarding 1A (1)
OFTECH 1B, Keyboarding 1B (1)
OFTECH 1C, Keyboarding 1C (1)

OFTECH 9, Keyboarding Improvement (1)
OFTECH 10, Skill Building on the Keyboard (3)
Additional general education and graduation requirements for the Associate degree from Santa Monica College are listed in the Academics section of this catalog, as well as online (go to smc.edu/articulation).

Legal Administrative Assistant, Associate Degree or Certificate of Achievement

Legal administrative assistants perform the administrative tasks in a law office, such as answering the telephone, managing files, preparing law office correspondence and legal documents, and maintaining the calendar. Legal administrative assistants are in great demand. Qualified legal administrative assistants who have strong skills can find lucrative opportunities with law firms and corporate legal departments, government agencies, and a variety of business and industries — such as banks, insurance companies, investment firms, and real estate companies. This program prepares students to pursue employment as a legal administrative assistant. Training is provided in legal terminology, law office procedures, legal research, computer technology, machine transcription and document preparation, keyboarding, and written and verbal communications.

Program Learning Outcomes: Upon completion of the program, using transcription equipment, word processing software, and legal terminology skills, students will prepare legal documents that represent correct format, spelling, punctuation, capitalization, and number usage. Applying knowledge of law office procedures, students will demonstrate skills in workplace telecommunications, office and court calendaring, billing procedures, and filing systems.

Area of Emphasis: (27 units)

Required Courses: (24 units)
BUS 5, Business Law and the Legal Environment (3)
CIS 4, Business Information Systems with Applications (3)
CIS 30, Microsoft Excel (3)
CIS 37, Microsoft Word (3)
CIS 39, MS Outlook – Comprehensive Course (3)
OFTECH 5, English Skills for the Office (3)
OFTECH 30, Legal Office Procedures (3)
OFTECH 31, Legal Terms and Transcription (3)
Select 3 units from the following:
OFTECH 1, Keyboarding I (3)
OFTECH 1A, Keyboarding 1A (1)
OFTECH 1B, Keyboarding 1B (1)
OFTECH 1C, Keyboarding 1C (1)
OFTECH 9, Keyboarding Improvement (1)
OFTECH 10, Skill Building on the Keyboard (3)

Legal Office Clerk, Certificate of Achievement

Legal office clerks perform basic support tasks in a law office. This entry level position includes responsibilities such as producing correspondence, performing receptionist duties, answering telephones, filing, and managing calendars. The Legal Office Clerk Certificate provides training in computer technology, legal office procedures, legal terminology, machine transcription, English skills, and keyboarding. With experience, legal office clerks may advance to administrative assistants and office managers.

Program Learning Outcomes: Upon completion of the program, students will demonstrate knowledge of legal terminology, English skills, computer technology, machine transcription, and keyboarding. Students will prepare legal documents. Applying knowledge of legal office procedures, students will demonstrate skills in court calendaring, billing procedures, and filing systems.

Area of Emphasis: (12 units)

Required Courses: (12 units)
CIS 4, Business Information Systems with Applications (3)
OFTECH 5, English Skills for the Office (3)
OFTECH 30, Legal Office Procedures (3)
OFTECH 31, Legal Terms and Transcription (3)

Medical Administrative Assistant, Associate Degree or Certificate of Achievement

This program prepares students for employment in a medical environment. Students develop skills and knowledge to perform a variety of duties to aid in the efficient workflow and operations of a medical related facility. Coursework indicates medical terminology, computer technology, medical law and ethics, and "front office" tasks — such as patient scheduling, reception, coding and billing, transcription, and records management.

Program Learning Outcomes: Upon completion of the program, students will, using knowledge of front office tasks, use appropriate procedures related to reception, telephone communications, and records management. Applying computer technology skills, medical terminology skills, and language skills, students will prepare correspondence, produce medical transcripts, and perform tasks related to patient coding and billing.

Area of Emphasis: (33 units)

Required Courses: (30 units)
CIS 4, Business Information Systems with Applications (3)
CIS 37, Microsoft Word (3)
CIS 39, MS Outlook – Comprehensive Course (3)
OFTECH 5, English Skills for the Office (3)
OFTECH 20, Medical Vocabulary (3)
OFTECH 21, Medical Terms and Transcription 1 (3)
OFTECH 23, Medical Billing (3)
OFTECH 24, Medical Coding/Billing 1 (3)
OFTECH 27, Medical Office Procedures (3)
OFTECH 28, Electronic Health Records (3)
Select 3 units from the following:
OFTECH 1, Keyboarding I (3)
OFTECH 1A, Keyboarding 1A (1)
OFTECH 1B, Keyboarding 1B (1)
OFTECH 1C, Keyboarding 1C (1)
OFTECH 9, Keyboarding Improvement (1)
OFTECH 10, Skill Building on the Keyboard (3)

Medical Coding and Billing Specialist, Associate Degree or Certificate of Achievement

Medical Coding and Billing Specialists are primarily responsible for submitting documentation of patient medical care to insurance companies. Duties include billing insurance companies and patients; collecting payment for services; and documenting tests, treatments, and procedures, using correct medical terminology — referred to as "coding." This program provides the training that is required to perform these duties.

Program Learning Outcomes: Upon completion of this program, students will, applying knowledge of diagnostic and procedural codes,

review patients' medical records and assign appropriate codes for reimbursement and billing purposes. Using a computerized patient billing system, students will enter patient and case information, process transactions and claims, create statements, and produce reports.

Area of Emphasis: (36 units)

Required Courses: (33 units)
ANATMY 1, General Human Anatomy (4)
or
BIOL 2, Human Biology (3)

CIS 4, Business Information Systems with Applications (3)
CIS 30, Microsoft Excel (3)
OFTECH 5, English Skills for the Office (3)
OFTECH 20, Medical Vocabulary (3)
OFTECH 23, Medical Billing (3)
OFTECH 24, Medical Coding/Billing 1 (3)
OFTECH 25, Medical Coding/Billing 2 (3)
OFTECH 26, Medical Coding/Billing 3 (3)
OFTECH 27, Medical Office Procedures (3)
OFTECH 28, Electronic Health Records (3)
Select 3 units from the following:
OFTECH 1, Keyboarding I (3)
OFTECH 1A, Keyboarding 1A (1)
OFTECH 1B, Keyboarding 1B (1)
OFTECH 1C, Keyboarding 1C (1)
OFTECH 9, Keyboarding Improvement (1)
OFTECH 10, Skill Building on the Keyboard (3)

Enterprise Service Clerk, Certificate of Achievement

This program will prepare students to acquire computer and office skills needed to apply for service clerk entry-level jobs in various offices in educational institutions and other city and state government facilities. Students will learn Introduction to Computers, Microsoft Office programs, and Records Management and Filing skills.

Program Learning Outcomes: Upon completion of the program, students will accurately apply professional customer relationship and management techniques in a business environment. Students will employ interpersonal and critical thinking skills as well as problem-solving.

Area of Emphasis: (14 units)

Required Courses: (14 units)
BUS 36A, Customer Service in the Digital Age (3)
CIS 1, Introduction to Computer Information Systems (3)
CIS 30, Microsoft Excel (3)
CIS 37, Microsoft Word (3)
OFTECH 33, Records Management (2)

Medical Office Clerk, Certificate of Achievement

The Medical Office Clerk Certificate prepares students to perform common tasks in a medical workplace. Students develop skills in medical terminology, medical office procedures, and basic medical coding and billing principles.

Program Learning Outcomes: Upon completion of the program, students will demonstrate knowledge of medical office procedures, HIPAA, patient admissions and discharges, and appropriate telephone and scheduling procedures. Using knowledge of medical terminology and coding/billing procedures, students will demonstrate an understanding of billing, reimbursement, and collection procedures.

Area of Emphasis: (12 units)

Required Courses: (12 units)
CIS 4, Business Information Systems with Applications (3)
OFTECH 20, Medical Vocabulary (3)
OFTECH 24, Medical Coding/Billing 1 (3)
OFTECH 27, Medical Office Procedures (3)

Clerical/Data Entry, Department Certificate

Organizations need to process a rapidly growing amount of information. Data entry workers help ensure the efficient handling of information processing. Duties include inputting data into computers and performing editing, proofreading, and clerical tasks. This certificate program provides training in the essential skills to carry out these tasks. Job opportunities exist in part-time, full-time, and work-at-home positions. Data entry workers are known by various job titles, such as data entry clerk, data entry operator, data entry specialist, and clerk. Data entry jobs frequently serve as stepping stones to higher paying positions with increased responsibilities.

Program Learning Outcomes: Upon completion of the program, students will, using source materials, use Microsoft Word, Excel, Access, and PowerPoint software to input data. Applying knowledge of grammar, punctuation, vocabulary, and spelling principles, students will proofread and correct data input.

Area of Emphasis: (12 units)

Required Courses: (9 units)
CIS 4, Business Information Systems with Applications (3)
CIS 37, Microsoft Word (3)
OFTECH 5, English Skills for the Office (3)
Select 3 units from the following:
OFTECH 1, Keyboarding I (3)
OFTECH 1A, Keyboarding 1A (1)
OFTECH 1B, Keyboarding 1B (1)
OFTECH 1C, Keyboarding 1C (1)
OFTECH 9, Keyboarding Improvement (1)
OFTECH 10, Skill Building on the Keyboard (3)

Electronic Medical Records Clerk, Department Certificate

This program prepares students for entry-level clerical positions involving electronic health records (EHR). Training is provided in computer basics, medical terminology, and electronic records technology. EHR clerks work in hospitals, physicians' offices, and nursing homes — typically under the direction of a manager or supervisor.

Program Learning Outcomes: Upon completion of the program, students will be able to capture and store patient data into an EHR (Electronic Health Records) system. Using EHR software, students will document patient encounters and process physician orders in an electronic system.

Area of Emphasis: (9 units)

Required Courses: (9 units)
CIS 4, Business Information Systems with Applications (3)
OFTECH 20, Medical Vocabulary (3)
OFTECH 28, Electronic Health Records (3)

Hospital Inpatient Coder, Department Certificate

Coding is the transformation of healthcare diagnoses, procedures, medical services, and equipment into universal medical alphanumeric codes for statistical reporting and reimbursement purposes. A hospital inpatient coder reviews and codes information for patients who stay at least overnight in a hospital facility. This certificate program provides training in medical terminology, inpatient coding, and billing, reimbursement, and collection procedures.

Program Learning Outcomes: Upon completion of the program, students will demonstrate knowledge of medical terminology and correctly code inpatient facility services and diagnoses. Using knowledge of billing principles, students will demonstrate an understanding of billing, reimbursement, and collection procedures.

Area of Emphasis: (9 units)

Required Courses: (9 units)
OFTECH 20, Medical Vocabulary (3)
OFTECH 25, Medical Coding/Billing 2 (3)
OFTECH 26, Medical Coding/Billing 3 (3)

Medical Billing/Coding, Department Certificate

Medical billing/coding workers are primarily responsible for submitting documentation of patient medical care to insurance companies. Duties include billing insurance companies and patients; collecting payment for services; and documenting tests, treatments and procedures, using correct medical terminology – referred to as "coding". The Medical Billing/Coding Certificate program provides the training that is required to perform these duties.

Program Learning Outcomes: Upon completion of the program, students will, applying knowledge of diagnostic and procedural codes, review patients' medical records and assign appropriate codes for reimbursement and billing purposes. Using a computerized patient billing system, the student will enter patient and case information, process transactions and claims, create statements, and produce reports.

Area of Emphasis: (15 units)

Required Courses: (12 units)
CIS 30, Microsoft Excel (3)
OFTECH 20, Medical Vocabulary (3)
OFTECH 23, Medical Billing (3)
OFTECH 24, Medical Coding/Billing 1 (3)
Select 3 units from the following:
OFTECH 1, Keyboarding I (3)
OFTECH 1A, Keyboarding 1A (1)
OFTECH 1B, Keyboarding 1B (1)
OFTECH 1C, Keyboarding 1C (1)
OFTECH 9, Keyboarding Improvement (1)
OFTECH 10, Skill Building on the Keyboard (3)

Medical Records Clerk/Receptionist, Department Certificate

This program is ideal for students who want to learn the basic skills needed to become employed in a healthcare setting. This certificate prepares students for entry-level records management/receptionist positions in hospitals, nursing homes, physician offices, and service agencies. Coursework includes training in storing, retrieving, and maintaining medical records; front desk procedures; medical vocabulary; computer technology; keyboarding; and written and verbal communications. With experience and additional education, medical records clerk/receptionists may advance to senior clerks, registered health information technicians (RHITs), registered health information administrators (RHIAs), consultants, and educators.

Program Learning Outcomes: Upon completion of this program, students will, using knowledge of recordkeeping systems, organize and retrieve patient records using alphabetic, numeric, and color-coded systems. Applying knowledge of front desk procedures, students will demonstrate knowledge of appropriate telephone skills and face-to-face communications.

Area of Emphasis: (15 units)

Required Courses: (12 units)
CIS 4, Business Information Systems with Applications (3)
OFTECH 5, English Skills for the Office (3)
OFTECH 20, Medical Vocabulary (3)
OFTECH 27, Medical Office Procedures (3)
Select 3 units from the following:
OFTECH 1, Keyboarding I (3)
OFTECH 1A, Keyboarding 1A (1)
OFTECH 1B, Keyboarding 1B (1)
OFTECH 1C, Keyboarding 1C (1)
OFTECH 9, Keyboarding Improvement (1)
OFTECH 10, Skill Building on the Keyboard (3)

Medical Transcription, Department Certificate

This program prepares students to listen to dictated recordings made by physicians and other healthcare professionals and transcribe them into medical reports, correspondences, and other administrative material. Medical transcription is a particularly flexible career that easily lends itself to many different work styles. Medical transcriptionists work in hospitals, physicians' offices, transcription service offices, clinics, laboratories, and at home. With experience, medical transcriptionists can advance to supervisory positions, home-based work, editing, or consulting.

Program Learning Outcomes: Upon completion of the program, students will, using transcription equipment and word processing software, prepare medical documents that represent correct format, spelling, capitalization, number usage, punctuation, abbreviations, symbols, and metric measurement rules. In the preparation of medical documents, the student will use a variety of reference resources.

Area of Emphasis: (15 units)

Required Courses: (12 units)
OFTECH 5, English Skills for the Office (3)
OFTECH 20, Medical Vocabulary (3)
OFTECH 21, Medical Terms and Transcription 1 (3)
OFTECH 22, Medical Terms and Transcription 2 (3)
Select 3 units from the following:
OFTECH 1, Keyboarding I (3)
OFTECH 1A, Keyboarding 1A (1)
OFTECH 1B, Keyboarding 1B (1)
OFTECH 1C, Keyboarding 1C (1)
OFTECH 9, Keyboarding Improvement (1)
OFTECH 10, Skill Building on the Keyboard (3)