

The Technical Certificate (T.C.) in Office Support prepares graduates to enter many vital positions in the business office setting including data entry, customer service and transaction processing.

If you are presently employed, the supplemental training will increase your knowledge, allowing you to progress in your career.

<input checked="" type="checkbox"/> Task
<input type="checkbox"/> Explore career resources at fscj.edu/student-services/career-development .
<input type="checkbox"/> Meet with your advisor each term.
<input type="checkbox"/> Satisfy the technical certificate graduation requirements.

Articulation

This certificate articulates directly into the Office Administration (2265) (A.S.) degree. Contact an advisor to determine the career education path that is best for you.

Important for You to Know

This academic roadmap does not include **developmental education courses** in reading, writing, and/or mathematics that you may be required to take. Students who place into developmental education courses are required to complete designated developmental education courses with a grade of C or higher regardless of program of study. In addition, it does not include **MAT 1033: Intermediate Algebra**, which, for many students, is a prerequisite course for MAC 1105.

Advising

(904) 381-3704 or asofficeadmin@fscj.edu.

Sample Roadmap

This roadmap provides general guidance about required courses. For specific guidance about your individual academic degree plan, please see an advisor. Also refer to the College Catalog and class schedules for additional information. **Full-time students will refer to the term-by-term recommendations, and part-time students will take courses in the order listed.**

A minimum grade of C or higher must be achieved in all professional courses.

Term 1

<input checked="" type="checkbox"/>	Course: Course Title	Credit Hours	Terms Offered
<input type="checkbox"/>	OST 1100: Keyboarding/Introduction to Word Processing	3	All
<input type="checkbox"/>	CGS 1100C: Microcomputer Applications for Business and Economics	3	All
<input type="checkbox"/>	OST 1581: Professional Development in the Work Environment	3	All
<input type="checkbox"/>	OST 1384: Introduction to Customer Service	3	All

Total Program Credit Hours

The **Office Support** T.C. program requires a **minimum of 12 credit hours**. Total program hours may vary based on the student's individual degree plan. Please see an advisor for individual guidance. This program is **not eligible** for financial aid.

Program Learning Outcomes

Upon completing this program, students will be able to demonstrate proficiency in the following program learning outcomes:

- Students will apply problem-solving techniques and critical thinking skills needed to successfully perform office management responsibilities.
- Students will apply effective time management techniques required for daily operations in a business office setting.
- Students will construct effective written forms of professional/business communication needed to interact with both internal and external customers in a professional office environment.
- Students will use technology and computer software applications, such as Word, Excel, and PowerPoint, needed to function in today's technology-driven office environment.