Business Management & Administration Program Descriptions

Program Areas

Administrative Support

The **Administrative Support** State Program Area prepares students for careers in administrative support and office management. Students gain entry-level through high-level technology and managerial skills needed for success in competitive business careers.   Office procedures, telephone etiquette, and the integration of computer software packages are covered. Some students will acquire desktop and graphic design, web design, and additional digital communications skills.

Administrative Support—Legal

The **Administrative Support—Legal** State Program Area prepares students for careers as legal support professionals. Students acquire the necessary terminology and knowledge of ethical legal procedures to provide clerical and administrative assistance to attorneys and paralegals. Students learn software skills needed to prepare complex legal documents as well as effective verbal and non-verbal communication techniques. Students are introduced to many of the legal specialty areas such as real estate, criminal law and bankruptcy.

Administrative Support—Medical

The State Program Area prepares students for careers as medical office support professionals in a wide variety of settings. Students learn fundamental and advanced technology skills, administrative routines and procedures followed in a medical office, along with medical terminology, patient billing, and insurance. Students learn about major insurance programs and federal health care legislation.

Court Reporting

The **Court Reporting** State Program Area prepares court reporters who are highly trained professionals possessing the skills to convert the spoken word into information that can be read, searched, and archived. Students are introduced to the rules of business English, law and legal terminology, and courtroom procedures. In addition, speed and accuracy are developed through a series of speed building courses, and students must reach minimum requirements to progress to the next level. Basic concepts and applications of computer-aided transcription are included.

Customer Service

The **Customer Service** State Program Area prepares students for careers in customer service. Customer service representatives are employed by a wide range of businesses to serve as a direct point of contact with customers in person, by phone, or other electronic means to answer questions about products/services or to handle/resolve complaints. Students gain both the technical and interpersonal skills needed to effectively serve customers.