**BUSN – Business Technology**

**NOTE:** Credits for BUSN 1190, BUSN 1400, BUSN 1410, BUSN 1420, BUSN 1430, BUSN 1440, BUSN 2160, BUSN 2350, and BUSN 2370 or courses requiring those courses as pre-requisites are awarded only if the courses have been completed within the last seven years. Courses over seven years old may be recommended by the program chair and approved by the Dean of the School of Business/Public Services if the student presents recent, documented, in-field experience or current software certification.

**BUSN 1100 - Introduction to Keyboarding**
3.000 Credits 5.000 Contact Hours
This course introduces the touch system of keyboarding placing emphasis on correct techniques. Topics include computer hardware, computer software, file management, learning the alphabetic keyboard, the numeric keyboard and keypad, building speed and accuracy, and proofreading. Students attain a minimum of 30 GWAM (gross words a minute) on 3-minute timings with no more than 3 errors.

**BUSN 1190 - Digital Technologies in Business**
2.000 Credits 3.000 Contact Hours
Prerequisites: COMP 1000
Provides an overview of digital technology used for conducting business. Students will learn the application of business activities using various digital platforms.

**BUSN 1240 - Office Procedures**
3.000 Credits 4.000 Contact Hours
Prerequisites: COMP 1000
Emphasizes essential skills required for the business office. Topics include office protocol, time management, telecommunications and telephone techniques, office equipment, workplace mail, records management, travel/meeting arrangements, electronic mail, and workplace documents.

**BUSN 1250 - Records Management**
3.000 Credits 4.000 Contact Hours
Introduces records management concepts for use in any office environment. Topics include basic records management concepts; alphabetic, numeric, subject, and geographic filing; and records retention, transfer, and disposition of records.

**BUSN 1300 - Introduction to Business**
3.000 Credits 3.000 Contact Hours
Prerequisites: Regular Status
Introduces organization and management concepts of the business world and in the office environment. Topics include business in a global economy, starting and organizing a business, enterprise management, marketing strategies and financial management.

**BUSN 1320 – Business Interaction Skills**
3.000 Credits 3.000 Contact Hours
Equips participants with the tools to communicate and interact more effectively in person, in writing, and on the telephone with both internal and external customers. Participants also learn how to work in teams to create a collaborative environment for accomplishing goals. This course consists of the following: language of business, communication skills, working with information, business writing, team and collaborative skills, and resolving interpersonal conflict.

**BUSN 1340 – Customer Service Effectiveness**
3.000 Credits 4.000 Contact Hours
Emphasizes the importance of customer service throughout all businesses. Topics include customer service challenges and problem solving; strategies for successful customer service; effective communication and dealing with difficult customers; empowerment, motivation, and leadership; customer retention and satisfaction measurement; and excellence in customer service.

**BUSN 1400 - Word Processing Applications**
4.000 Credits 6.000 Contact Hours
Prerequisites: COMP 1000
Covers the knowledge and skills required to use word processing software through course demonstrations, laboratory exercises and projects. Minimal document keying will be necessary as students will work with existing documents to learn the functions and features of the word processing application. Topics and assignments will include word processing concepts, customizing documents, formatting content, working with visual content, organizing content, reviewing documents, sharing and securing content.

**BUSN 1410 - Spreadsheet Concepts and Applications**
4.000 Credits 6.000 Contact Hours
Prerequisites: COMP 1000
Covers the knowledge and skills required to use spreadsheet software through course demonstrations, laboratory exercises and projects. Topics and assignments will include spreadsheet concepts, creating and manipulating data, formatting data and content, creating and modifying formulas, presenting data visually, and collaborating and securing data.

**BUSN 1420 - Database Applications**
4.000 Credits 6.000 Contact Hours
Prerequisites: COMP 1000
Covers the knowledge and skills required to use database management software through course demonstrations, laboratory exercises and projects. Topics and assignments will include database concepts, structuring databases, creating and formatting database elements, entering and modifying data, creating and modifying queries, presenting and sharing data, and managing and maintaining databases.

**BUSN 1430 - Desktop Publishing and Presentation Applications**
4.000 Credits 6.000 Contact Hours
Prerequisites: COMP 1000
Covers the knowledge and skills required to use desktop publishing (DTP) software and presentation software to create business publications and presentations. Course work will include course demonstrations, laboratory exercises and projects. Topics include desktop publishing concepts, basic graphic design, publication layout, presentation design, and practical applications.

**BUSN 1440 - Document Production**
4.000 Credits 7.000 Contact Hours
Prerequisites: BUSN 1100 or the ability to key 30 gross words a minute on 3-minute timings with no more than 3 errors (see Admissions Office for testing); COMP 1000
Reinforces the touch system of keyboarding, placing emphasis on correct techniques with adequate speed and accuracy and producing properly formatted business documents. Topics include reinforcing correct keyboarding technique, building speed and accuracy, formatting business documents, language arts, proofreading, and work area management.
BUSN 2160 - Electronic Mail Applications
2.000 Credits 3.000 Contact Hours
Prerequisites: COMP 1000; Regular Status
Provides instruction in the fundamentals of communicating with others inside and outside the organization via a personal information management program. Emphasizes the concepts necessary for individuals and workgroups to organize, find, view, and share information via electronic communication channels. Topics include internal and external communication, message management, calendar management, navigation, contact and task management, and security and privacy.

BUSN 2170 - Web Page Design
2.000 Credits 3.000 Contact Hours
Prerequisites: Regular Status; COMP 1000
Provides instruction in the concepts necessary for individuals to create and manage professional quality web sites. Topics include web site creation, web page development and design, hyper link creation, test, and repair, integration, web site navigation, and web site management.

BUSN 2190 - Business Document Proofreading and Editing
3.000 Credits 5.000 Contact Hours
Prerequisites: ENGL 1010 (diploma) or ENGL 1101 (degree)
Corequisites: BUSN 1440
Emphasizes proper proofreading and editing for business documents. Topics include applying proofreading techniques and proofreaders marks with business documents; proper content, clarity, and conciseness in business documents; and business document formatting.

BUSN 2210 - Applied Office Procedures
3.000 Credits 5.000 Contact Hours
Prerequisites: BUSN 1240; BUSN 1400; BUSN 1410; BUSN 1440
Focuses on applying knowledge and skills learned in prior courses taken in the program. Topics include communications skills, telecommunications skills, records management skills, office equipment/supplies, and integrated programs/applications. Serves as a capstone course.

BUSN 2320 - Medical Document Processing/Transcription
4.000 Credits 7.000 Contact Hours
Prerequisites: ALHS 1011; ALHS 1090; BUSN 1440; ENGL 1010
Provides experience in medical machine transcription working with the most frequently used medical reports. Topics include equipment and supplies maintenance and usage, work area management, spelling, definitions, punctuation, processing/transcription speed and accuracy, resource utilization, and pronunciation.

BUSN 2330 - Advanced Medical Document Processing/Transcription
4.000 Credits 7.000 Contact Hours
Prerequisites: BUSN 2320
Continues the development of speed and accuracy in the transcription of medical reports with emphasis on a variety of medical specialization. Topics include equipment and supplies maintenance and usage, work area management, spelling, definitions, punctuation, processing/transcription speed and accuracy, resource utilization, pronunciation, and medical transcription work ethics.

BUSN 2340 - Healthcare Administrative Procedures
4.000 Credits 6.000 Contact Hours
Prerequisites: ALHS 1011; ALHS 1090; BUSN 1440; COMP 1000
Emphasizes essential skills required for the business healthcare office. Introduces the knowledge, skills, and procedures needed to understand billing purposes. Introduces the basic concept of business healthcare administrative assisting and its relationship to the other health fields. Emphasizes healthcare regulations and ethics; and, the healthcare administrative assistant's role as an agent of the physician. Provides the student with knowledge and the essentials of professional behavior. Topics include introduction to business healthcare procedures, healthcare regulations ethics, healthcare records management, scheduling appointments, health insurance, billing/collection, work area management, resource utilization, and office equipment.

BUSN 2350 - Computerized Medical Office Skills
2.000 Credits 3.000 Contact Hours
Prerequisites: ALHS 1011; ALHS 1090; BUSN 1440; COMP 1000
Provides a study of the content, code sets, storage, retrieval, control, flow, retention, maintenance of the medical administrative and electronic health record, and computerized office management. Topics include electronic health information management, electronic data interchange, coding standards, medical record and office management software, point of entry data entry, electronic coding from medical records, speed data entry in processing medical records, analysis of records to improve patient care, confidentiality, release of information, security of electronic health record, communication, technology, insurance payment, managed care, posting to accounts, appointment schedules, practice management, report generation and HIPAA security.

BUSN 2370 - Medical Office Billing/Coding/Insurance
3.000 Credits 4.000 Contact Hours
Prerequisites: ALHS 1011; ALHS 1090
Provides an introduction to medical coding skills and applications of international coding standards for billing of health care services. Provides the knowledge and skills to apply coding of diagnostic statements and procedures for billing purposes. Provides an introduction to medical coding as it relates to health insurance. Topics include International classification of diseases, code book formats; coding techniques; formats of the ICD and CPT manuals; health insurance; billing, reimbursement, and collections; and managed care.