### Courses

**BOC.100 Business Mathematics**  
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This course introduces students to basic mathematical functions as applied to the business world and to banking services. In addition, the process of calculating sales discounts and markup, interest, employee compensation, and sales discounts will be covered.  
Offered: Fall  
Prerequisites: The appropriate placement exam score or MAT.080 with a grade of C or better.  
Applicable toward graduation at Sandburg where program structure permits:  
Degree or Certificate: AAS, AGS, and Certificates where applicable.  
General Education – Not Applicable

**BOC.101 Business Records Management**  
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This course focuses on the development, management, and maintenance of a record management system. Basic storage and retrieval methods will be discussed and applied. Records retention, transfer, and disposition, according to records retention schedules, will also be presented. In addition, records and information management technology will be discussed.  
Offered: Fall or Spring or Summer  
Prerequisites: BOC.100  
Applicable toward graduation at Sandburg where program structure permits:  
Degree or Certificate: AAS, AGS, and Certificates where applicable.  
General Education – Not Applicable

**BOC.102 Business Communications**  
3 3  
This course covers the fundamental principles and modes of business communications. Students will be introduced to a variety of professional letters, the appropriate use of electronic mail, and the principles of oral communication. In addition, professional development topics such as resume writing and interviewing techniques will be explored.  
Offered: Fall  
Prerequisites: The appropriate placement exam score or ENG.097 with a grade of C or better or AOP.201.  
Applicable toward graduation at Sandburg where program structure permits:  
Degree or Certificate: AAS, AGS, and Certificates where applicable.  
General Education – Not Applicable

**BOC.103 Office Technology**  
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This course introduces students to a personal information management program, the electronic search and retrieval of information, basic office machines, and voice recognition software. In addition, an in-depth study of a personal information management system; voice recognition software; navigating, searching, and downloading files on the Internet; and using basic office machines will be included.  
Offered: Spring  
Prerequisites: AOP.101 with a grade of C or better  
Applicable toward graduation at Sandburg where program structure permits:  
Degree or Certificate: AAS, AGS, and Certificates where applicable.  
General Education – Not Applicable

**BOC.104 Mathematics of Finance**  
3 3  
This course is a continuation of BOC 100. Students will learn how to apply basic mathematical functions to more advanced business activities. Students will utilize basic concepts of accounting for analyzing business situations. In addition, students will analyze financial statements, interest earnings, discounts, annuities, insurance and the distribution of working capital. Introductory statistical methods will also be covered.  
Offered: Spring  
Prerequisites: BOC.100  
Applicable toward graduation at Sandburg where program structure permits:  
Degree or Certificate: AAS, AGS, and Certificates where applicable.  
General Education – Not Applicable

**BOC.107 Tech Skills for Business Environment**  
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This course provides students with instruction in basic computer skills including keyboarding, 10-key, file management, data storage and retrieval, collaborative technology, and computer hardware and software. Basic formatting rules for letters, memos, reports and tables will be covered as well as basic word processing concepts and proofreading skills. Spreadsheet and database basic terminology and usage will also be introduced. This course is designed for students who are not majoring in an office occupations program.  
Offered: Fall or Spring or Summer  
Prerequisites: BOC.107  
Applicable toward graduation at Sandburg where program structure permits:  
Degree or Certificate: AAS, AGS and Certificates where applicable.  
General Education – Not Applicable

**BOC.109 Voice Recognition I**  
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This course will be a basic introduction to voice recognition software. Topics to be covered will include adjusting and tuning the microphone, training voice recognition software to recognize the user's voice, correcting speech errors in the voice recognition software, dictating and manipulating text using basic commands and formatting basic documents. Voice recognition software uses and possibilities will be explored as they relate to business, educational, and personal environments.  
Offered: As Needed  
Prerequisites: BOC.107  
Applicable toward graduation at Sandburg where program structure permits:  
Degree or Certificate: AAS, AGS, and Certificates where applicable.  
General Education – Not Applicable
**BOC.120 Customer Service**  
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This course introduces students to the concepts and skills needed for success in retail and business careers. Topics include listening techniques, verbal and non-verbal communication skills, and the effective use of technology. The ability to effectively interact with customers, to handle customer service issues, and to establish customer relationships and loyalty will be emphasized. Students will also be introduced to methods for effectively managing stress and conflict.

Offered: Fall or Spring

Applicable toward graduation at Sandburg where program structure permits:

Degree or Certificate: AAS, AGS, and Certificates where applicable.

General Education – Not Applicable

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**BOC.201 Professional Internship 1**  
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Students who are currently employed will perform a research project on a topic of interest to the student and to his/her firm. The project will be supervised by the supervising instructor and by the job site supervisor. Permission of supervising instructor, program coordinator or Dean of Career, Technical and Health Education.

Offered: Fall or Spring

Applicable toward graduation at Sandburg where program structure permits:

Degree or Certificate: AAS, AGS, and Certificates where applicable.

General Education – Not Applicable

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**BOC.202 Professional Internship 2**  
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The objective of this course is to integrate classroom theory with business practice. Students will receive on-the-job training with selected area businesses in the public and private sector. All internship positions will be supervised by the supervising instructor and a job site supervisor. The positions associated with this internship will be non-paying positions. Courses applicable toward the chosen curriculum and permission of the supervising instructor, program coordinator or Dean of Career, Technical and Health Education required.

Offered: Fall or Spring

Applicable toward graduation at Sandburg where program structure permits:

Degree or Certificate: AAS, AGS, and Certificates where applicable.

General Education – Not Applicable