

## BUSINESS & OFFICE INFORMATION SYSTEMS

### CUSTOMER SUPPORT

#### Office Manager<sup>1</sup>

Communication Skills for Business\*  
Customer Service Counts  
Professional Email Etiquette  
LIFT UP Professional Development Series

#### Call Center<sup>1</sup>

Customer Service Counts

#### Customer Service

ART of Customer Service  
Communication Skills for Business\*  
Customer Service Counts  
Design for Delight Innovator\*  
Entrepreneurship and Small Business\*

### OFFICE ADMINISTRATION

#### Administrative Specialists

ART of Customer Service  
Customer Service Counts  
Design for Delight Innovator\*  
Entrepreneurship and Small Business\*  
Progressive Discipline and Successful Termination

#### Accounting & Finances

Access\*  
Excel\*  
QuickBooks Online\*  
Certified Bookkeeping Professional\*  
Business Accounting Clerk  
Business Ethics on the Job  
Communication Skills for Business\*  
Personal Finance\*\*  
Professional Email Etiquette  
Workplace Ethics

#### Administrative Support

ART of Customer Service  
Communication Skills for Business\*  
Customer Service Counts  
Design for Delight Innovator\*  
Professional Email Etiquette

### SMALL BUSINESS

ART of Customer Service  
Certified Bookkeeping Professional\*  
Communication Skills for Business\*  
Customer Service Counts  
Design for Delight Innovator\*  
Entrepreneurship and Small Business\*  
Personal Finance\*\*  
Excel\*  
QuickBooks Online\*  
PowerPoint\*  
Word\*

## PROFESSIONAL DEVELOPMENT

### BUSINESS MANAGEMENT<sup>2</sup>

ART of Customer Service  
Business Accounting Clerk  
Communication Skills for Business\*  
Customer Service Counts  
Entrepreneurship and Small Business\*  
QuickBooks Online\*

### KNOW YOUR TALENTS

PDP Assessment  
Know Your Talents  
Leadership Development  
ProScan to Placement (P2P)  
PDP Certification

### PROJECT MANAGEMENT BASICS

Project Management Ready (PMR)\*\*

### LEADERSHIP & MANAGEMENT

Communication Skills for Business\*  
LIFT UP Professional Development Series

### ALLIED HEALTH

Medical Coding and Billing  
Medical Office Administrative Assistant  
Pharmacy Technician

### LEGAL

Paralegal Studies

\* Courses in bold are tied to a certification

\*\* Coming 2024

<sup>1</sup> Includes Sales Support

## IT, PROGRAMMING, &amp; DESIGN

## SYSTEM ADMINISTRATOR

**Cisco Administrator**

IT Specialist (Network Security, Networking)\*  
 CompTIA Core (A+, Network+, Security+)\*  
 Cisco Certified Support Technician: Networking\*  
 Cisco CCNA\*

**Cloud Administrator**

IT Specialist (Device Configuration and Management, Network Security, Networking)\*  
 Azure Fundamentals\*  
 Azure Administrator\*  
 Azure AI Fundamentals\*  
 Azure Security Engineer\*

HELP DESK / TECHNICAL SUPPORT<sup>2</sup>

Digital Literacy (IC3 GS6)\*  
 Device Configuration and Management\*  
 Communication Skills for Business\*  
 ART of Customer Service  
 Customer Service Counts  
 CompTIA IT Fundamentals (ITF+)\*  
 CompTIA A+

## VIDEO &amp; GRAPHICS

**Graphic Design**

Photoshop\*  
 Illustrator\*  
 InDesign\*

**Computer-Aided Design**

AutoCAD\*  
 Fusion 360\*  
 Inventor\*  
 Revit\*

## PROGRAMMING

**Web Designer & App Developer**

Introduction to Programming  
 IT Specialist (HTML and CSS, HTML5 Application Development, Java, Javascript, Python, Software Development)\*  
 Dreamweaver\*

## DATA ANALYSIS / ARTIFICIAL INTELLIGENCE

Access\*  
 Azure Fundamentals\*  
 Azure AI Fundamentals\*  
 IT Specialist (Artificial Intelligence, Databases)\*

## CYBERSECURITY

IT Specialist - Network Security\*  
 Cisco Certified Support Technician: Cybersecurity\*  
 CompTIA Core (A+, Network+, Security+)\*  
 EC-Council (Essentials)\*  
 EC-Council (CDN, CEH)\*  
 CISSP\*

**Video Production**

Video Production 101  
 Video Editing 101  
 Premiere\*  
 After Effects\*

\* Courses in bold are tied to a certification

\*\* Coming 2024

<sup>2</sup> Includes Microsoft Office