Medical Office Administration Technical Standards

Technical Standards are nonacademic abilities and characteristics established to meet the essential functions of the selected program of study. This resource is provided to all potential applicants to facilitate the making of an informed decision about a program of study and future career. To better understand the nonacademic expectations of this program of study, the specific technical standards are provided below.

In the case of a qualified individual with a documented disability, appropriate and reasonable accommodations will be made unless to do so would fundamentally alter the essential instructional and training elements, cause undue hardship, or compromise safety in the classroom, lab, field, and/or clinical environment.

Standard	Definition of Standard	Example(s) of Technical Standard as applied in Program
Critical Thinking / Problem-Solving Skills	Ability to measure, calculate, reason, analyze, integrate and synthesize information sufficient for judgment.	• Identify cause and effect relationships. • Perform office administration skills in a simulated environment. • Prioritize requests. • Use various software programs required in the office administration field, including Office, Google Apps, Email (Gmail), web-

Standard	Definition of Standard	Example(s) of Technical Standard as applied in Program
		based software, and meeting software.
Interpersonal Skills	Appropriate interpersonal interaction sufficient to work collaboratively with the peers, small groups, and instructors.	● Respect the dignity and rights of all individuals during all interactions. ● Establish rapport with clients and colleagues. ● Work cooperatively with partners and individuals.
Communication Skills	Ability to effectively communicate using English verbal and non-verbal formats with faculty, clients, peers, employers, and customers.	● Communicate appropriately with clients, other students, faculty, and staff at SCC. ● Compose effective written communication, including emails, business letters, reports, and other business correspondence. ● Respond to instructions.
Mobility/Motor Skills	Physical abilities are sufficient to move in one's environment; sufficient motor function to participate in academic, technological, and field-based activities.	● Perform duties on a computer as related to records management and data entry with accuracy ● Use office equipment effectively.

Standard	Definition of Standard	Example(s) of Technical Standard as applied in Program
Physical Strength and Stamina	Sufficient physical endurance to participate fully in the clinical/field and academic settings at an appropriate level.	● Manipulate up to 10 lbs.
Sensory ● **Sight** ● **Sound** ● **Touch** ● **Smell**	Sufficient auditory, visual, and tactile ability to monitor and assess health needs.	● Use office equipment effectively. ● Respond to emergency alert systems.
Behavioral / Emotional Skills	Present self in a professional manner in field/clinical and academic settings, demonstrating integrity, accountability and reliability; function effectively and adapt to circumstances, including highly stressful or rapidly changing situations.	● Abide by the IAAP, International Association of Administrative Professionals Code of Ethics. ● Adapt to changing environments and schedules.
Environmental / Occupational Exposure	Work in an active environment and function safely.	● Work in areas that may be close, crowded, and/or noisy.

Please note: Examples are not all-inclusive.

Accessibility & Accommodations:

It is SCC's goal to create a learning environment that is accessible and inclusive. **If a student has a question as to their ability to meet the minimal technical standards listed above, they should contact the Student Accessibility Coordinator to determine if the standard can be met with accommodations.** To learn more about resources available to you, schedule a consultation or appointment, and/or establish accommodations that may be needed based on impact of a disability, please contact the Student Accessibility Coordinator at accessibility@southwesterncc.edu or 828.339.4326 (Balsam Center, Room 129A).

Signature of Understanding:

I have received a personal copy of the program specific technical standards. I was provided the opportunity to address any questions or concerns. I understand that these are enforceable, nonacademic standards required for the program of study and I certify that I have the ability to meet the technical standards of the program of study.

_____	_____	_____
Student name (printed)	Student Signature	Date