

Area: Business & Computer Science  
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Degrees: A.A. - Administrative Professional  
 A.A. - Virtual Administrative Professional  
 Certificates: Law Office Clerical Assistant  
 Office Technology  
 Virtual Office Professional  
 Department Certificate:  
 Office Assistant

## DEGREES AND CERTIFICATES

### Administrative Professional Degree

The degree is designed to develop advanced skills needed for upper-level administrative support and office management careers. The course work includes communication skills, organizational management, business documents and projects, teamwork, financial data, ethics, and a variety of computer and office technologies.

#### Student Learning Outcomes

*Upon completion of this program, the student will be able to:*

- manage office operations including employee supervision, records management, supplies and equipment, administrative support, financial statements, and customer service.
- evaluate business projects, generate task lists, and prioritize completion of work.
- integrate word processing, spreadsheet, database, presentation, and electronic information management systems to complete business projects.
- create, revise, and evaluate verbal and written business messages demonstrating business communication techniques.
- utilize critical thinking, problem solving, and organizational management skills to complete work independently or in a group.
- analyze ethical dilemmas, utilize ethical decision-making processes, and determine appropriate ethical behavior.

#### Career Opportunities

Typical career opportunities include clerical, administrative support, and executive assistant positions with private industry, non-profit organizations, and government entities.

<u>Requirements for Degree</u>	<u>31-32 Units</u>
ACCT 101 Fundamentals of College Accounting (3) .....	3 - 4
or ACCT 301 Financial Accounting (4)	
BUS 300 Introduction to Business .....	3
BUS 310 Business Communications.....	3
BUSTEC 101 Computer Keyboarding: 10-Key.....	1
BUSTEC 110 Business Procedures for Professional Success.....	3
BUSTEC 126 Outlook: Basics (1) .....	1
or CISA 126 Outlook: Basics (1)	
BUSTEC 127 Outlook: Tools (1).....	1
or CISA 127 Outlook: Tools (1)	
BUSTEC 300.1 Keyboarding/Applications: Beginning .....	1
BUSTEC 305 Business Technology Essentials .....	1
BUSTEC 310 Introduction to Word/Information Processing.....	3
BUSTEC 313 Web-based Conferencing and Presentations for the Business Professional .....	2
BUSTEC 332 Integrated Business Projects.....	3
CISA 315 Introduction to Electronic Spreadsheets.....	2
CISA 320 Introduction to Database Management .....	1
MGMT 300 Introduction to Leadership in Action (3).....	3
or MGMT 304 Introduction to Management Functions (3)	

**Associate Degree Requirements:** The Administrative Assistant Associate in Arts (A.A.) Degree may be obtained by completion of the required program, plus general education requirements, plus sufficient electives to meet a 60-unit total. See ARC graduation requirements.

### Virtual Administrative Professional Degree

This degree offers enterprising individuals an opportunity to develop their own business ventures to perform administrative tasks using new technology and the Internet. The current trend toward “outsourcing” work supports the growing need for virtual professionals. Confidence in being customer focused and creative are essential activities of this program. The goal of the virtual administrative professional degree is to assist students in developing a niche that meets the needs of today’s employers.

#### Student Learning Outcomes

*Upon completion of this program, the student will be able to:*

- categorize essential records into an adequate record keeping system.
- compose written communications and deliver oral presentations for business proposals and projects that focus on the audience.
- explain the importance of a business plan, financial plan, and marketing plan for a business.
- create, arrange, and edit business documents using word processing features.
- select different technologies and software to complete business projects.
- design a virtual office atmosphere which includes marketing oneself, satisfying clients, and managing resources and capital.
- manipulate and format data into a worksheet and database.
- choose appropriate search strategies when using the Internet.

#### Career Opportunities

Typical career opportunities include administrative professional, executive and/or personal assistant, real estate virtual assistant, online assistant, meeting planner, travel planner, desktop publisher, graphic designer, clerical recruiter, newsletter editor, virtual meetings organizer, and virtual assistant. Industries that virtual professionals support are sales, law, finance, church, Internet enterprises, marketing firms, public relations, direct mail, concierge, authors, contractors, and therapists.

<u>Requirements for Degree</u>	<u>32 Units</u>
BUS 105 Business Mathematics .....	3
BUS 216 Essential Records for the Small Business.....	1
BUS 224 Customer Service.....	1
BUS 310 Business Communications.....	3
BUS 350 Small Business Management/Entrepreneurship .....	3
BUSTEC 110 Business Procedures for Professional Success.....	3

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**(Virtual Administrative Professional Degree continued)**

BUSTEC 300.1	Keyboarding/Applications: Beginning .....	1
BUSTEC 300.2	Keyboarding/Applications: Document Formatting .....	1
BUSTEC 300.3	Keyboarding/Applications: Advanced Document Formatting .....	1
BUSTEC 310	Introduction to Word/Information Processing .....	3
BUSTEC 332	Integrated Business Projects.....	3
BUSTEC 350	Virtual Careers and Technologies.....	3
CISA 315	Introduction to Electronic Spreadsheets .....	2
CISA 320	Introduction to Database Management .....	1
CISC 305	Introduction to the Internet.....	1
<b>A minimum of 2 units from the following:</b> .....		<b>2</b>
BUS 498	Work Experience in Business (1 - 4)	

**Associate Degree Requirements:** The Virtual Administrative Professional Associate in Arts (A.A.) Degree may be obtained by completion of the required program, plus general education requirements, plus sufficient electives to meet a 60-unit total. See ARC graduation requirements.

**Law Office Clerical Assistant Certificate**

This certificate provides the skills needed for entry-level clerical positions in law offices. The course work emphasizes workforce skills including an introduction to the use of terms particular to the legal field.

**Completion of the Law Office Assistant Certificate does not qualify the holder under California state law as a Legal Assistant or paralegal.**

**Student Learning Outcomes**

*Upon completion of this certificate program, the student will be able to:*

- demonstrate keyboarding competence in the legal workplace.
- solve common office problems using current business technology and software applications.
- practice effective communication with law office personnel and clients.
- apply appropriate ethical standards to the special situations encountered in a law office.
- produce written documents in appropriate formats using typical legal office technology.

**Career Opportunities**

Typical career opportunities are entry-level clerical positions in a law office. In order to become a Legal Assistant/ Paralegal, see the program requirements for the A.A. or Certificate in Legal Assisting.

<b>Requirements for Certificate</b>		<b>15 Units</b>
BUS 312	Workplace Behavior and Ethics .....	3
BUSTEC 100.1	Keyboarding Skills: Beginning (1) .....	1
or BUSTEC 300.1 Keyboarding/Applications: Beginning (1)		
BUSTEC 100.2	Keyboarding Skills: Intermediate (1).....	1
or BUSTEC 300.2 Keyboarding/Applications: Document Formatting (1)		
BUSTEC 305	Business Technology Essentials .....	1
BUSTEC 310	Introduction to Word/Information Processing.....	3
LA 300	Introduction to Law and the American Legal System.....	3
LA 350	Law Office Management.....	3

**Office Technology Certificate**

This certificate offers technological skills in preparation for first-time employment, re-entry, or career advancement in a variety of office careers. Program topics include keyboarding/word processing, integrated office applications, organization and supervision of office activities, office procedures, business communications, critical thinking, and report writing.

**Student Learning Outcomes**

*Upon completion of this program, the student will be able to:*

- compose and format business documents.
- demonstrate critical thinking and effective writing techniques.
- integrate the use of word processing, spreadsheet, database, presentation, and electronic communication software to business tasks.
- incorporate technological, communication, and problem-solving skills in the business setting.

See [losrios.edu/gainful-emp-info/gedt.php?major=011211C01](http://losrios.edu/gainful-emp-info/gedt.php?major=011211C01) for Gainful Employment Disclosure.

<b>Requirements for Certificate</b>		<b>21 Units</b>
BUS 310	Business Communications .....	3
BUS 312	Workplace Behavior and Ethics .....	3
BUSTEC 101	Computer Keyboarding: 10-Key .....	1
BUSTEC 126	Outlook: Basics (1) .....	1
or CISA 126 Outlook: Basics (1)		
BUSTEC 127	Outlook: Tools (1) .....	1
or CISA 127 Outlook: Tools (1)		
BUSTEC 300.1	Keyboarding/Applications: Beginning .....	1
BUSTEC 300.2	Keyboarding/Applications: Document Formatting .....	1
BUSTEC 305	Business Technology Essentials .....	1
BUSTEC 332	Integrated Business Projects .....	3
CISA 315	Introduction to Electronic Spreadsheets .....	2
CISA 320	Introduction to Database Management .....	1
<b>And a minimum of 3 units from the following:</b> .....		<b>3</b>
BUSTEC 310	Introduction to Word/Information Processing (3)	
BUSTEC 313	Web-based Conferencing and Presentations for the Business Professional (2)	
CISC 300	Computer Familiarization (1)	
CISC 306	Introduction to Web Page Creation (1)	

**Virtual Office Professional Certificate**

This certificate program offers preparation as an independent entrepreneur providing administrative, creative, and technical services to clients in virtual environments. This emerging profession encourages working from home.

**Student Learning Outcomes**

*Upon completion of this program, the student will be able to:*

- compose and format business documents demonstrating effective writing techniques and utilizing electronic technologies.
- follow procedures and guidelines for dealing with people – over the telephone, through email, and with other technologies.
- analyze the purpose of a business project, select software, and follow procedures to complete the project.
- describe the different types of virtual environments.
- use the principles of effective time management to prioritize and meet deadlines.
- list the skills and work habits necessary for success in a virtual office career.
- identify and select job and career opportunities in virtual environments.
- determine requirements for setting up a virtual office.

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**Business Technology**

*(Virtual Office Professional Certificate continued)*

**Career Opportunities**

Typical career opportunities include administrative professional, executive and/or personal assistant, real estate virtual assistant, online assistant, meeting planner, travel planner, desktop publisher, graphic designer, clerical recruiter, newsletter editor, virtual meetings organizer, and virtual office assistant.

<b>Requirements for Certificate:</b>	<b>16-17 Units</b>
BUS 100 English for the Professional .....	3
BUS 312 Workplace Behavior and Ethics.....	3 <sup>1</sup>
BUSTEC 110 Business Procedures for Professional Success.....	3
BUSTEC 127 Outlook: Tools (1) .....	1
BUSTEC 300.1 Keyboarding/Applications: Beginning .....	1
BUSTEC 300.2 Keyboarding/Applications: Document Formatting .....	1
BUSTEC 350 Virtual Careers and Technologies.....	3
CISA 320 Introduction to Database Management (1) .....	1-2
or CISA 315 Introduction to Electronic Spreadsheets (2)	
or CISC 305 Introduction to the Internet (1)	

<sup>1</sup>Individuals who hold a certificate as a Certified Administrative Professional (CAP) may receive credit for this option with evidence of completion of the CAP certification.

**DEPARTMENT CERTIFICATE**

**Office Assistant Certificate**

This certificate provides training in clerical procedures for entry-level office positions.

**Student Learning Outcomes**

*Upon completion of this program, the student will be able to:*

- perform keyboarding tasks successfully and competently in the workplace.
- solve business problems using current business technology and software applications.
- apply appropriate rules and procedures for the business environment while demonstrating critical-thinking techniques.
- produce job search documents and demonstrate job search skills.

**Career Opportunities**

Typical career opportunities are entry-level clerical positions.

<b>Requirements for Certificate:</b>	<b>6 Units</b>
BUSTEC 125 Clerical Assistant .....	6

**BUSTEC 100.1 Keyboarding Skills: Beginning 1 Unit**

*Prerequisite: BUSTEC 300.1 with a grade of "C" or better, or placement through the assessment process.*

*Advisory: Eligible for ENGRD 310 or ENGRD 312 AND ENGWR 300 or BUS 310; OR ESLR 340 AND ESLW 340.*

*Hours: 12 hours LEC; 18 hours LAB*

This course helps students improve their keyboarding speed and accuracy. Individualized skill improvement plans are based on a computerized assessment of computer keyboarding speed and accuracy. This course is not open to students who have previously completed the first module of BUSTEC 100. This course is for students who know how to correctly touch type and want to improve their keyboarding speed and accuracy. Students who want to learn to correctly touch type should take BUSTEC 300.1. Pass/No Pass only.

**BUSTEC 100.2 Keyboarding Skills: Intermediate 1 Unit**

*Prerequisite: BUSTEC 100.1*

*Advisory: Eligible for ENGRD 310 or ENGRD 312 AND ENGWR 300 or BUS 310; OR ESLR 340 AND ESLW 340.*

*Hours: 12 hours LEC; 18 hours LAB*

This course helps students improve their keyboarding speed and accuracy and builds upon the skills learned in BUSTEC 100.1. Individualized skill improvement plans are based on a computerized assessment of computer keyboarding speed and accuracy. This course is not open to students who have previously completed the second module of BUSTEC 100. This course is for students who know how to correctly touch type and want to improve their keyboarding speed and accuracy. Pass/No Pass only.

**BUSTEC 100.3 Keyboarding Skills: Advanced 1 Unit**

*Prerequisite: BUSTEC 100.2*

*Advisory: Eligible for ENGRD 310 or ENGRD 312 AND ENGWR 300 or BUS 310; OR ESLR 340 AND ESLW 340.*

*Hours: 12 hours LEC; 18 hours LAB*

This course helps students improve their keyboarding speed and accuracy and builds upon the skills learned in BUSTEC 100.2. Individualized skill improvement plans are based on a computerized assessment of computer keyboarding speed and accuracy. This course is not open to students who have previously completed the third module of BUSTEC 100. This course is for students who know how to correctly touch type and want to improve their keyboarding speed and accuracy. Pass/No Pass only.

**BUSTEC 101 Computer Keyboarding: 10-Key 1 Unit**

*Advisory: BUSTEC 300.1 with a grade of "C" or better*

*Hours: 12 hours LEC; 18 hours LAB*

This course introduces the numeric keypad and alphanumeric data entry. Course content focuses on developing proper 10-key technique, speed, and accuracy. Simulated employment tests based on industry standards are included. Ten-key certification testing is completed at the end of the course.

**BUSTEC 110 Business Procedures for Professional Success 3 Units**

*Prerequisite:* BUSTEC 300.3 with a grade of "C" or better  
*Advisory:* BUSTEC 310  
*Hours:* 54 hours LEC

This course provides preparation for the business professional in electronic workplaces. Topics include business communication, records management, and preparation of business documents. Critical thinking, problem solving, teamwork, supervision skills, administrative procedures, and information processing technologies are used to complete assignments and activities as a business professional. These skills provide the background for advancement to supervisory and management positions. Primary emphasis is on processing documents using skills in word processing, spreadsheets, presentation graphics, database, and email. Career planning and development are addressed.

**BUSTEC 125 Clerical Assistant 6 Units**

*Prerequisite:* BUSTEC 300.1 with a grade of "C" or better; or ability to touch type at 25 wpm.  
*Corequisite:* BUSTEC 101  
*Advisory:* Eligible for ENGRD 310 or ENGRD 312 AND ENGWR 300; or ESLR 340 AND ESLW 340.  
*Hours:* 90 hours LEC; 54 hours LAB

This course covers the skills needed for entry-level clerical positions. Topics include word processing and spreadsheet applications; American Records Management Association (ARMA) filing procedures; office procedures and communications, including telephone, mail, email, and Internet; soft-skills; and employability skills.

**BUSTEC 126 Outlook: Basics 1 Unit**

*Same As:* CISA 126  
*Advisory:* BUSTEC 300.1  
*Hours:* 18 hours LEC

This course introduces Microsoft Outlook, the industry-leading personal information management software. Topics include understanding and navigating the Outlook environment, creating and sending email, using email special features, managing Outlook contacts, using an electronic calendar, and creating tasks and to-do items. BUSTEC 126/CISA 126 and BUSTEC 127/CISA 127 taken together are considered sufficient preparation to pass the Microsoft Office Specialist certification for the Microsoft Outlook application and the communications portion of the International Computer Driver's License (ICDL) Module 7: Information and Communication. This course is not open to students who have completed CISA 126.

**BUSTEC 127 Outlook: Tools 1 Unit**

*Same As:* CISA 127  
*Prerequisite:* BUSTEC 126 or CISA 126 with a grade of "C" or better  
*Advisory:* BUSTEC 300.1 with a grade of "C" or better  
*Hours:* 18 hours LEC

This course presents the advanced personal information management tools in Outlook. Topics include working with multiple email accounts, using rules and folders, incorporating advanced calendar and contact features, collaborating using sharing and delegate features, and customizing the Outlook user interface. In addition, the course covers the integration of Outlook with other applications in the Microsoft Office suite. Additionally, BUSTEC 126/CISA 126 and BUSTEC 127/CISA 127 taken together are considered sufficient preparation to pass the Microsoft Office Specialist certification for the Microsoft Outlook application and the communications portion of the International Computer Driver's License (ICDL) Module 7: Information and Communication. This course is not open to students who have completed CISA 127.

**BUSTEC 300.1 Keyboarding/Applications: Beginning 1 Unit**

*Advisory:* Eligible for ENGRD 310 or ENGRD 312 AND ENGWR 300 or BUS 310; OR ESLR 340 AND ESLW 340.  
*Course Transferable to CSU*  
*Hours:* 12 hours LEC; 18 hours LAB

This course introduces touch typing of alphabetic, numeric, and symbol keys. It covers keyboarding techniques, speed-and-accuracy development, and essential computer-keyboarding information. This course is specifically designed for the beginning typist as well as those who have been typing for a long time using improper technique. This course is not open to students who have previously completed the first module of BUSTEC 300.

**BUSTEC 300.2 Keyboarding/Applications: Document Formatting 1 Unit**

*Prerequisite:* BUSTEC 300.1 with a grade of "C" or better  
*Advisory:* Eligible for ENGRD 310 or ENGRD 312 AND ENGWR 300 or BUS 310; OR ESLR 340 AND ESLW 340.  
*Course Transferable to CSU*  
*Hours:* 12 hours LEC; 18 hours LAB

This course provides beginning to intermediate document formatting and skill development for academic, employment, personal, and businesses purposes. This course builds upon skills learned in BUSTEC 300.1 to provide students with additional computer keyboarding skills in the creation and modification of word processing documents. It covers use of an office-level word processing program to create and format business correspondence, academic reports, business reports, and tables. English grammar, spelling, punctuation, and proofreading are reinforced throughout. Timed writing tests are used to increase keyboarding speed and accuracy. This course is not open to students who have previously completed the second module of BUSTEC 300.

**BUSTEC 300.3 Keyboarding/Applications: Advanced Document Formatting 1 Unit**

*Prerequisite:* BUSTEC 300.2 with a grade of "C" or better  
*Advisory:* Eligible for ENGRD 310 or ENGRD 312 AND ENGWR 300 or BUS 310; OR ESLR 340 AND ESLW 340.  
*Course Transferable to CSU*  
*Hours:* 12 hours LEC; 18 hours LAB

This course provides advanced skill development of documents for business, academic, employment, or personal use. This course builds on skills learned in BUSTEC 300.2. This course includes enhancing proofreading proficiency, reinforcing communication skills, increasing speed and accuracy, and using features of a current office-level word processing program to create a variety of business documents with advanced formatting. This course is not open to students who have previously completed the third module of BUSTEC 300.

**BUSTEC 305 Business Technology Essentials 1 Unit**

*Course Transferable to CSU*  
*Hours:* 18 hours LEC

This course focuses on the integration of technology and administrative skills in a business environment. Topics include hardware and software; electronic, voice, and fax communications; electronic calendars; internet resources; digital copiers and scanners; and the virtual office. This is an introductory course recommended for all business students.

**BUSTEC 310 Introduction to Word/Information Processing 3 Units**

*Prerequisite:* BUSTEC 300.1 with a grade of "C" or better  
*Course Transferable to CSU*  
*Hours:* 36 hours LEC; 54 hours LAB

This course reviews basic word/information processing and introduces intermediate and advanced formatting for correspondence, tables, reports, newsletters, presentations, and other business-related documents. It emphasizes formatting and document production techniques to produce professional business documents used in today's workplace. Intermediate and advanced word processing topics include tables, columns, themes and styles, merge, graphics, macros, collaboration, and templates.

**BUSTEC 313 Web-based Conferencing and Presentations for the Business Professional 2 Units**

*Advisory:* BUS 310 and CISA 340  
*Course Transferable to CSU*  
*Hours:* 36 hours LEC

This course develops business presentation skills indispensable in today's job market. Topics include data evaluation, content planning and organizing, visual aid development, and methods of presentation including web (video) conferencing and podcasting. Strategies for interviews, meetings, training, and group presentations typically found in a business environment are explored.

**BUSTEC 332 Integrated Business Projects 3 Units**

*Prerequisite:* BUSTEC 110 with a grade of "C" or better  
*Advisory:* BUSTEC 310, CISA 315, and CISA 320  
*Course Transferable to CSU*  
*Hours:* 54 hours LEC

This course applies office administration skills and procedures using a suite of software. Course content integrates word processing, spreadsheet, database, presentation, and communication software to create, format, revise, share, and maintain business documents and data. Hands-on business projects require use of current office systems and incorporate problem-solving skills and real world business simulations.

**BUSTEC 350 Virtual Careers and Technologies 3 Units**

*Course Transferable to CSU*  
*Hours:* 54 hours LEC

This course explores careers in a virtual environment and identifies techniques and technologies needed by virtual workers. Specific topics include types of virtual environments, technologies and skills needed in a virtual office, ways to establish and manage a virtual career, effective communication, and job opportunities. This course also examines issues for career preparation in a virtual environment.

**Technical Communication****TECCOM 300 Introduction to Technical/Professional Communication 3 Units**

*Advisory:* Eligible for ENGRD 310 or ENGRD 312 and ENGWR 300; OR ESLR 340 and ESLW 340.  
*Course Transferable to CSU*  
*Hours:* 54 hours LEC

This course emphasizes principles of reader-centered writing for the workplace, focusing specifically on aspects of technical and professional communication. It covers the writing of documents used in businesses, academia, industry, and government. These documents may include memos, letters, brochures, reports, procedures, proposals, grants, scientific reports, web sites, software documentation, and case studies. This course is formerly known as ENGWR 342.

**TECCOM 310 Technical/Professional Communication: Writing Reports 3 Units**

*Advisory:* Eligible for ENGRD 310 or ENGRD 312 AND ENGWR 300; OR ESLR 340 AND ESLW 340.  
*Course Transferable to CSU*  
*Hours:* 54 hours LEC

This course emphasizes the writing of reports for the workplace and for technical and scientific disciplines. It covers audience analysis, standard report formats, research techniques, and concise, grammatical writing. This course is formerly known as ENGWR 344.

**TECCOM 320 Technical/Professional Communication: Proposal Writing 3 Units**

*Advisory:* Eligible for ENGRD 310 or ENGRD 312 AND ENGWR 300; OR ESLR 340 AND ESLW 340.  
*Course Transferable to CSU*  
*Hours:* 54 hours LEC

This course emphasizes the writing of proposals. It includes planning, writing, and evaluating proposals, both formal and informal, solicited and unsolicited. Special attention is given to requests for proposal (RFPs) and how to respond to them. This course is formerly known as ENGWR 350.

**TECCOM 330 Technical/Professional Communication: Writing Technical Manuals 3 Units**

*Advisory:* ARTNM 352 and CISA 305  
*Course Transferable to CSU*  
*Hours:* 54 hours LEC

This course is designed for professionals in all fields who need to design, create, and revise user and reference manuals in print or online formats. The course offers strategies for audience and task analysis, product learning, document design, drafting, procedure writing, and revision. Desktop publishing and/or online help development tools are used to produce a portfolio-quality print or online manual. This course is formerly known as ENGWR 352.

**TECCOM 340 Technical/Professional Communication: Developing Help Systems 1.5 Units**

*Advisory:* CISA 305; Eligible for ENGRD 310 or ENGRD 312 and ENGWR 300; OR ESLR 340 and ESLW 340.  
*Course Transferable to CSU*  
*Hours:* 27 hours LEC

This course emphasizes the design, development, and delivery of self-contained and Web-based help systems. It reviews task and audience analysis and introduces strategies for designing, writing, organizing, revising, and publishing help projects. In addition, it introduces industry-standard help development tools. This course is formerly known as ENGWR 353.