

Business Technology

Degrees: A.A. - Administrative Assistant
A.A. - Office Administration -General Office

Area: Computer Science & Information Technology
Dean: Barbara Blanchard
Phone: (916) 484-8361
Counseling: (916) 484-8572

Certificates: Administrative Assistant
General Office Administration
Office Technology
Office Careers - Fast Track

Certificate of completion offered by department:
Office Assistant

Office Administration

The Office Administration program includes courses, certificates, and degrees that offer preparation for first-time employment, re-entry, or career advancement in a variety of offices.

Certificates include Office Assistant, Officer Careers—Fast Track, General Office Administration (entry level), Administrative Assistant (professional or career level), and Office Technology (semi-technical level). Fast-track certificates can be earned in 9-18 weeks; others, in 2 semesters. Many of the courses required for a certificate apply toward an A.A. degree in General Office Administration or Administrative Assistant.

Program topics include keyboarding/word processing, integrated office applications, organization and supervision of office activities, business communications, and general office procedures. Emerging topics relate to working in a virtual office and using office technologies to coordinate and manage office activities. The curriculum is updated with the assistance of a business and industry advisory committee.

Programs are designed to provide flexibility and meet individual needs. Courses are scheduled in 6-, 9-, and 18-week time frames. Delivery methods include lecture/ discussion, self-paced, open entry/exit, and distance education.

Career Opportunities

The job outlook for well prepared office professionals is excellent. Skills obtained in any of the Office Administration programs are applicable to all careers from entry level to managerial to entrepreneurial.

Dynamic changes in office technologies continue to challenge workers to update skills and adjust to a

changing work environment. Office Administration programs include preparation for up-and-coming career choices.

Administrative Assistant

Preparation for secretarial and related administrative-support careers in an automated office environment.

Requirements for Degree Major: 35-37 units

Business Core Requirements 19-21 Units

| | |
|---|-----|
| ACCT 101 or 301 | 3-4 |
| BUS 110 or ECON 302 | 3 |
| BUS 300 | 3 |
| BUS 310 | 3 |
| BUS 340 | 3 |
| BUSTEC 300 (keyboarding competency test) | 0/1 |
| BUSTEC 310 | 3 |
| CISA 310 | 1 |

Concentration Requirements 16 Units

| | |
|----------------------|---|
| BUS 100 | 3 |
| BUSTEC 101 | 1 |
| BUSTEC 110 | 3 |
| BUSTEC 301 | 3 |
| BUSTEC 305 | 1 |
| CISA 320 or CISC 320 | 1 |
| CISC 305 or 350 | 1 |
| MGMT 300 or 304 | 3 |

Recommended Electives

BUS 105, 320, 330; CISA 320, 340; CISC 305, 320, 350, 351

Requirements for Certificate: 25-26 units

Courses Required Units

| | |
|-----------------|-----|
| ACCT 101 or 301 | 3-4 |
| BUS 100 | 3 |
| BUS 310 | 3 |
| BUSTEC 101 | 1 |
| BUSTEC 110 | 3 |
| BUSTEC 301 | 3 |
| BUSTEC 305 | 1 |
| BUSTEC 310 | 3 |
| CISA 310 or 320 | 1 |
| CISC 305 or 350 | 1 |
| MGMT 300 or 304 | 3 |

General Office Administration

Preparation for general clerical work, and related administrative-support employment.

Requirements for Degree Major: 28-29 units

Core Requirements: 15-16 Units

| | |
|---|-----|
| ACCT 101 or 301 | 3-4 |
| BUS 110 or ECON 302 | 3 |
| BUS 300 | 3 |
| BUS 340 or 345 | 3 |
| Computer Information Science Applications or BUSTEC 310 | 3 |

Concentration Requirements 13 Units

| | |
|-----------------|---|
| BUS 100 | 3 |
| BUS 310 | 3 |
| BUSTEC 101 | 1 |
| BUSTEC 301 | 3 |
| BUSTEC 305 | 1 |
| CISA 310 | 1 |
| CISC 305 or 350 | 1 |

Recommended Electives

BUS 105, 320, 330; CISA 320, 340; CISC 305, 320, 350; MGMT 300

Requirements for Certificate: 17-18 units

Courses Required 17-18 Units

| | |
|--|-----|
| ACCT 101 or 301 | 3-4 |
| BUS 100 | 3 |
| BUSTEC 101 | 1 |
| BUSTEC 301 | 3 |
| BUSTEC 305 | 1 |
| CISA 310 | 1 |
| CISC 305 or 350 | 1 |
| <i>Four units selected from the following:</i> | |
| BUS 105; BUSTEC 310; CIS A 320, 340; CISC 320 | 4 |

General Education Graduation Requirements:

Students must also complete the general education graduation requirements for an A.A. degree. See Graduation requirements.

Office Technology Certificate

Requirements for Certificate: 19 units

Courses Required Units

| | |
|-----------------|---|
| BUS 100 | 3 |
| BUS 310 | 3 |
| BUSTEC 101 | 1 |
| BUSTEC 110 | 3 |
| BUSTEC 305 | 1 |
| BUSTEC 310 | 3 |
| CISA 310 | 1 |
| CISA 320 | 1 |
| CISA 340 | 1 |
| CISC 305 or 350 | 1 |
| CISC 320 | 1 |

Office Careers Certificate - Fast Track

Requirements for Certificate 18 units

Courses Required Units

| | |
|--|---|
| BUS 100 | 3 |
| BUS 498 | 2 |
| BUSTEC 101 | 1 |
| BUSTEC 122 | 3 |
| BUSTEC 300 | 3 |
| BUSTEC 310 or CISA 300 and CISA 301 | 2 |
| CISC 300 | 1 |
| <i>Three units selected from the following:</i> | |
| BUSTEC 100; CISA 310, 320, 340; CISC 305, 320, 350 | |

Office Assistant Certificate

Requirements for Certificate: 7 units

Course Required Units

| | |
|------------|---|
| BUSTEC 125 | 7 |
|------------|---|

BUSTEC 100 Keyboarding Skills 1-3 Units

Formerly: BUS 55

Prerequisite: None

Advisory: ENGRD 15; Touch-typing.

Course Not Transferable UC or CSU

Hours: 12-36 hours LEC; 18-54 hours LAB

This course is designed for beginners and reviewers with some keyboarding skill. Individualized skill improvement plans are based on a computerized assessment of keyboarding speed and accuracy. Enroll any time up to the 12th week of the semester. This course is credit/no credit. Earn one unit of credit for each module successfully completed. Certification testing is available.

BUSTEC 101 Computer Keyboarding: 10-Key 1 Unit

Formerly: BUS 53

Prerequisite: None

Advisory: BUSTEC 300 or a keyboarding speed of 30 WAM.

Course Not Transferable UC or CSU

Hours: 12 hours LEC; 18 hours LAB

This course introduces the numeric keypad and develops the ability to key information into a computer with speed and accuracy.

BUSTEC 110 Office Administration 3 Units

Formerly: BUS 90

Prerequisite: BUSTEC 300.

Corequisite: BUS 310.

Advisory: BUSTEC 310.

Course Not Transferable UC or CSU

Hours: 36 hours LEC; 54 hours LAB

This course provides preparation for the office professional in the changing workplace. Course content covers office technology, office communications, records management, and preparation of meeting, travel, and financial documents. Career planning and career development are addressed.

BUSTEC 122 Workplace Skills for the Office 3 Units

Formerly: BUS 83

Prerequisite: None

Advisory: ENGWR 102 or ENGWR 103 and ENGRD 116 or ESLR 320 and ESLW 320; or placement through assessment.

Course Not Transferable UC or CSU

Hours: 54 hours LEC

This course introduces basic procedures that are required of office workers to perform effectively in office-related occupations. Specific topics include planning a career, working with the office team, communicating effectively, preparing and processing information, seeking employment opportunities, and developing a portfolio. This course emphasizes activities and techniques that develop competencies needed in the changing workplace.

BUSTEC 122.1 Workplace Skills: Communicating 1 Unit

Formerly: BUS 83A

Prerequisite: None

Course Not Transferable UC or CSU

Hours: 18 hours LEC

This course introduces basic oral and written procedures that are required of office workers to perform effectively in office environments. Specific topics include presenting information orally, using active listening techniques, and writing messages effectively. This course emphasizes activities and techniques that develop competencies needed in a diverse workplace. Not open to students who receive credit for BUSTEC 122.

BUSTEC 122.2 Workplace Skills: Teambuilding 1 Unit

Formerly: BUS 83B

Prerequisite: None

Course Not Transferable UC or CSU

Hours: 18 hours LEC

This course focuses on effective interaction and communication in office environments. Specific topics include helpful and harmful team roles, team leadership skills, and conducting effective meetings. This course emphasizes activities and techniques that develop competencies needed in a diverse workplace. Not open to students who receive credit for BUSTEC 122.

BUSTEC 122.3 Workplace Skills: Problem Solving 1 Unit

Formerly: BUS 83C

Prerequisite: None

Course Not Transferable UC or CSU

Hours: 18 hours LEC

This course focuses on using basic problem solving skills in the office environment. Specific topics include identifying problems in the workplace, finding their root causes, selecting and implementing solutions. This course emphasizes activities and techniques that develop competencies needed in a diverse workplace. Not open to students who receive credit for BUSTEC 122.

BUSTEC 125 Office Assistant Training 7 Units

Formerly: BUS 56

Prerequisite: None

Advisory: ENGWR 102 or ENGWR 103 and ENGRD 116 or ESLR 320 and ESLW 320.

Course Not Transferable UC or CSU

Hours: 96 hours LEC; 90 hours LAB

This course combines the skills needed for office assistant positions into one program. The content includes computer keyboarding, word processing, and spreadsheet programs; alphabetic filing; 10-key skill development to 10,000+ keystrokes/hour; office procedures and communications, including telephone, mail, E-mail, and Internet; human relations; and employment resources. This course may be offered as a short-term, fast-track program. Certificates are granted upon successful completion of all course segments.

BUSTEC 300 Beginning Keyboarding/Applications 1-3 Units

Formerly: BUS 1

Prerequisite: None

Advisory: ENGWR 102 or 103, and ENGRD 116; OR ESLR 320 and ESLW 320.

Course Transferable to CSU

Hours: 12-36 hours LEC; 18-54 hours LAB

This course provides computer training for employment or personal use. Module 1 covers keyboarding and skill development techniques. Modules 2

and 3 introduce basic formats for business correspondence - memorandums, letters, e-mail, tables, and reports. Enroll at any time during the semester. Earn one unit of credit for each module successfully completed. This course is repeatable up to three times for a maximum of three units.

BUSTEC 301 Intermediate Keyboarding/Application 1-3 Units

Formerly: BUS 2

Prerequisite: BUSTEC 300.

Course Transferable to CSU

Hours: 12-36 hours LEC; 18-54 hours LAB

This course develops computer keyboarding, word processing, and document production skills. Formatting applications include business correspondence and reports, tables and charts, form templates, flyers, newsletters, and in-basket projects. Students may enroll up to the twelfth week. Credit is based on the number of modules successfully completed.

BUSTEC 305 Introduction to Office Technology 1 Unit

Formerly: BUS 9

Prerequisite: None

Advisory: BUSTEC 300.

Course Transferable to CSU

Hours: 18 hours LEC

This course focuses on the integration of office technology and business skills in the work environment. Topics include hardware and software; e-mail, voice, and fax communications; electronic calendars and scheduling; Internet resources; and the virtual office. This is an introductory course recommended for all business students.

BUSTEC 310 Introduction to Word/Information Processing 1-3 Units

Formerly: BUS 11

Prerequisite: BUSTEC 300.

Course Transferable to CSU

Hours: 12-36 hours LEC; 18-54 hours LAB

This course reviews basic word/information processing and introduces intermediate and advanced formatting for correspondence, tables, reports, newsletters, presentations, Internet documents, and other business information. Related topics include scanning, E-mail, calendars, scheduling, and integrated office applications. Units are based on modules successfully completed. The course may be repeated for credit on a different software package or version for a maximum of six units.

BUSTEC 311 Advanced Word/Information Processing 3 Units

Formerly: BUS 12

Prerequisite: BUSTEC 305 and 310 (3 units) with a grade of "C" or better.

Course Transferable to CSU

Hours: 36 hours LEC; 54 hours LAB

Provides training on advanced word/information processing functions. Stresses improvement of skill in organizing and producing correspondence, manuscripts, reports, and tabulations. Strengthens formatting, language arts, composition, and decision-making skills using the microcomputer.