

Area: Business & Computer Science  
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Degrees: A.A. - Administrative Professional  
 Certificates: Administrative Assistant  
 Law Office Clerical Assistant  
 Office Administration  
 Office Careers - Fast Track  
 Office Technology  
 Virtual Office Professional  
 Certificates of Completion offered by the department:  
 Office Assistant

## DEGREES AND CERTIFICATES

### Administrative Professional Degree

The administrative assistant associate degree program 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.

Requirements for Degree	31-32 Units
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 305 Introduction to Office Technology .....	1
BUSTEC 313 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)	
<b>And a minimum of 3 units from the following:</b> .....	3
BUSTEC 300 Beginning Keyboarding/Applications (1 - 3)	
<b>And a minimum of 3 units from the following:</b> .....	3
BUSTEC 310 Introduction to Word/Information Processing (1 - 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.

### Administrative Assistant Certificate

This certificate develops interpersonal, organizational, and technical skills for advancement in administrative support and office management positions. Course topics include verbal and written communication, document processing, office technology, office procedures, organizational and time management skills, supervision, critical thinking, and problem solving.

#### 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, basic financial data, and customer service.
- analyze multiple business projects and integrate office technologies and procedures to complete the required tasks.
- create, revise, and evaluate verbal and written business messages demonstrating business communication techniques.
- utilize critical thinking, problem solving, and organizational management skills to work independently and in a group to manage and complete administrative tasks.

#### Career Opportunities

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

Requirements for Certificate	21-23 Units
ACCT 101 Fundamentals of College Accounting (3) .....	3 - 4
or ACCT 301 Financial Accounting (4)	
BUS 310 Business Communications.....	3
BUSTEC 101 Computer Keyboarding: 10-Key.....	1
BUSTEC 110 Business Procedures for Professional Success.....	3
BUSTEC 127 Outlook: Tools (1) .....	1
or CISA 127 Outlook: Tools (1)	
BUSTEC 305 Introduction to Office Technology .....	1
CISA 315 Introduction to Electronic Spreadsheets (2).....	1 - 2
or CISA 320 Introduction to Database Management (1)	

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**(Administrative Assistant Certificate continued)**

MGMT 300	Introduction to Leadership in Action (3).....	3
or MGMT 304	Introduction to Management Functions (3)	
<b>And a minimum of 2 units from the following:</b> .....		
BUSTEC 300	Beginning Keyboarding/Applications (1 - 3)	2
<b>And a minimum of 3 units from the following:</b> .....		
BUSTEC 310	Introduction to Word/Information Processing (1 - 3)	3

**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>16 Units</b>
LA 300	Introduction to Law and the American Legal System.....	3
LA 350	Law Office Management.....	3
BUSTEC 100	Keyboarding Skills (1 -3).....	1 - 3 <sup>1</sup>
or BUSTEC 300	Beginning Keyboarding/Applications (1 -3)	
BUSTEC 122	Workplace Behavior and Communication Technologies.....	3
BUSTEC 305	Introduction to Office Technology.....	1
BUSTEC 310	Introduction to Word/Information Processing.....	1 - 3 <sup>2</sup>

<sup>1</sup>A total of 3 units from these courses must be taken.  
<sup>2</sup>Must be taken for 3 units.

**Office Administration Certificate**

This certificate provides the skills needed for entry-level office positions in business and industry. The course work emphasizes workforce skills in generating financial statements, formatting business correspondence, writing effectively, organizing business information, communicating with individuals, and working on teams.

**Student Learning Outcomes**

- Upon completion of this program, the student will be able to:*
- complete a variety of accounting transactions.
  - produce financial documents.
  - compose and format business documents.
  - apply administrative principles to facilitate positive workflow and productivity.

- follow proper procedures and guidelines in resolving conflict situations.
- use current business technology and software successfully and competently in the workplace.

**Career Opportunities**

Typical career opportunities include titles such as office administrator, office assistant, office associate, office clerk, office manager, office support, and office planner.

<b>Requirements for Certificate</b>		<b>21-22 Units</b>
ACCT 101	Fundamentals of College Accounting (3) .....	3 - 4
or ACCT 301	Financial Accounting (4)	
BUS 100	English for the Professional .....	3
BUSTEC 101	Computer Keyboarding: 10-Key .....	1
BUSTEC 110	Business Procedures for Professional Success.....	3
BUSTEC 122	Workplace Behavior and Communication Technologies ....	3
BUSTEC 126	Outlook: Basics (1) .....	1
or CISA 126	Outlook: Basics (1)	
BUSTEC 305	Introduction to Office Technology .....	1
<b>And a minimum of 3 units from the following:</b> .....		
BUSTEC 300	Beginning Keyboarding/Applications (1 - 3)	3
<b>And a minimum of 3 units from the following:</b> .....		
BUSTEC 310	Introduction to Word/Information Processing (1 - 3)	3

**Office Careers: Fast Track Certificate**

This fast track certificate offers the skills necessary to be successful in office careers. The course work includes mastering basic technology skills, identifying and developing interpersonal skills for the workplace, and exploring career opportunities through an internship or work experience program.

**Student Learning Outcomes**

- Upon completion of this program, the student will be able to:*
- evaluate business documents using business/industry formatting and accuracy standards.
  - perform keyboarding tasks successfully in the workplace.
  - communicate effectively in a work environment.
  - interact successfully with a diverse population in the workplace.
  - perform office tasks using business technologies and effective writing skills.
  - apply proper procedures and guidelines in resolving conflict.

**Career Opportunities**

Typical career opportunities include titles such as office assistant, office associate, office clerk, office manager, and office support.

<b>Requirements for Certificate</b>		<b>23 Units</b>
BUS 100	English for the Professional .....	3
BUSTEC 101	Computer Keyboarding: 10-Key .....	1
BUSTEC 122	Workplace Behavior and Communication Technologies ....	3
BUSTEC 126	Outlook: Basics (1) .....	1
or CISA 126	Outlook: Basics (1)	
BUSTEC 305	Introduction to Office Technology .....	1
BUSTEC 350	Virtual Office Careers and Technologies .....	3
<b>And a minimum of 2 units from the following:</b> .....		
BUS 498	Work Experience in Business (1 - 4)	2
<b>And a minimum of 3 units from the following:</b> .....		
BUSTEC 300	Beginning Keyboarding/Applications (1 - 3)	3

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**(Office Careers: Fast Track Certificate continued)**

**And a minimum of 2 units from the following:** .....2

BUSTEC 310 Introduction to Word/Information Processing (1 - 3)

CISA 305 Beginning Word Processing (2)

**And a minimum of 4 units from the following:** .....4

BUSTEC 100 Keyboarding Skills (1 - 3)

BUSTEC 127 Outlook: Tools (1)

or CISA 127 Outlook: Tools (1)

CISA 315 Introduction to Electronic Spreadsheets (2)

CISA 320 Introduction to Database Management (1)

CISA 340 Presentation Graphics (2)

CISC 305 Introduction to the Internet (1)

CISC 320 Operating Systems (1)

**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.

<b>Requirements for Certificate</b>	<b>18 Units</b>
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 305 Introduction to Office Technology .....	1
BUSTEC 332 Integrated Business Projects .....	3
<b>And a minimum of 2 units from the following:</b> .....	2
BUSTEC 300 Beginning Keyboarding/Applications (1 - 3)	
<b>And a minimum of 3 units from the following:</b> .....	3
BUSTEC 310 Introduction to Word/Information Processing (1 - 3)	
BUSTEC 313 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.

**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>15-17 Units</b>
BUS 100 English for the Professional (3).....	3
or BUS 310 Business Communications (3)	
BUSTEC 110 Business Procedures for Professional Success (3) .....	3 <sup>1</sup>
or BUSTEC 122 Workplace Behavior and Communication Technologies (3)	
BUSTEC 127 Outlook: Tools (1) .....	1
or CISA 127 Outlook: Tools (1)	
BUSTEC 300 Beginning Keyboarding/Applications .....	1 - 3
BUSTEC 350 Virtual Office Careers and Technologies.....	3
BUSTEC 332 Integrated Business Projects .....	3
CISA 320 Introduction to Database Management (1) .....	1
or CISC 306 Introduction to Web Page Creation (1)	

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

**CERTIFICATES OF COMPLETION (offered by the department)**

**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 Office Specialist .....	6

## Business Technology

### **BUSTEC 100 Keyboarding Skills 1-3 Units**

*Prerequisite:* None

*Advisory:* BUSTEC 300; or ability to touch type.

*Hours:* 36 hours LEC; 54 hours LAB

This course is designed for individuals with keyboarding skills (ability to touch type) who want to improve their speed and accuracy. Individualized skill improvement plans are based on computerized assessment of keyboarding speed and accuracy. Enroll any time throughout the semester. Earn one unit of credit for each module successfully completed. Certification testing is available. Individuals interested in beginning keyboarding should enroll in BUSTEC 300. Credit/No Credit only.

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

*Prerequisite:* None

*Advisory:* BUSTEC 300.

*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. 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 with a grade of "C" or better.

*Corequisite:* BUS 310.

*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 122 Workplace Behavior and Communication Technologies 3 Units**

*Prerequisite:* None

*Advisory:* BUSTEC 300, ENGRD 15, and ENGWR 51.

*Hours:* 54 hours LEC

This course introduces basic procedures that promote effective workplace practices. Specific topics include working with the office team, communicating effectively, problem solving, preparing and processing information using technology, and developing a portfolio. This course emphasizes activities and techniques that develop competencies needed in the global workplace.

### **BUSTEC 125 Office Specialist 6 Units**

*Corequisite:* BUSTEC 101

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

*Hours:* 96 hours LEC; 54 hours LAB

This course covers the skills needed for office specialist positions. The content includes computer keyboarding, word processing, and spreadsheet applications; alphabetic filing; office procedures and communications, including telephone, mail, email, and internet; human relations; and employment resources. A department certificate is granted upon successful completion of all course segments.

### **BUSTEC 126 Outlook: Basics 1 Unit**

*Same As:* CISA 126

*Advisory:* BUSTEC 300

*Hours:* 18 hours LEC

This course introduces desktop communication management for users of Microsoft Outlook. Topics include understanding and navigating the Outlook environment, creating and sending e-mail, 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 taken 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

*Hours:* 18 hours LEC

This Outlook course presents the communication tools beyond basic e-mail. Topics include working with multiple e-mail accounts, using rules and folders, incorporating advanced calendar and contact features, setting up folder sharing and delegates, and customizing Outlook. In addition, the course covers the integration of Outlook with other applications within 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 taken CISA 127.

### **BUSTEC 300 Beginning Keyboarding/Applications 1-3 Units**

*Prerequisite:* None

*Advisory:* ENGWR 102 or 103, and ENGRD 116 with a grade of "C" or better; OR ESLR 320 and ESLW 320 with a grade of "C" or better; OR placement through assessment process.

*Course Transferable to CSU*

*Hours:* 36 hours LEC; 54 hours LAB

This course provides computer training for employment or personal use. Module one covers keyboarding and skill development techniques. Modules two and three introduce Microsoft Word (word processing software) and basic formats for business correspondence - memorandums, letters, e-mail, tables, and reports. Students may enroll at any time during the semester and earn one unit of credit for each module successfully completed.

### **BUSTEC 305 Introduction to Office Technology 1 Unit**

*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**

*Prerequisite:* BUSTEC 300 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, Internet documents, and other business-related documents. Related topics include integrated office applications, macros, managing multiple-user documents, and e-mail. This course is divided into three one-unit modules. Units earned in this course are based on modules successfully completed. This course may be taken four times on different modules or software packages/versions for a maximum of six units.

**BUSTEC 313 Presentations for the  
Business Professional 2 Units**

*Prerequisite:* None

*Advisory:* BUS 310; 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. 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 310; CISA 320.

*Course Transferable to CSU*

*Hours:* 54 hours LEC

This course integrates office administration skills using the Microsoft Office suite. 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 are based on current office systems and incorporate problem-solving skills and real world business simulations.

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

*Prerequisite:* None

*Course Transferable to CSU*

*Hours:* 54 hours LEC

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