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.

Requirements for Degree

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

31-32 Units

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 recruit, 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.

Requirements for Degree

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Units</th>
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<tbody>
<tr>
<td>BUS 105 Business Mathematics</td>
<td>3</td>
</tr>
<tr>
<td>BUS 216 Essential Records for the Small Business</td>
<td>1</td>
</tr>
<tr>
<td>BUS 224 Customer Service</td>
<td>1</td>
</tr>
<tr>
<td>BUS 310 Business Communications</td>
<td>3</td>
</tr>
<tr>
<td>BUS 350 Small Business Management/Entrepreneurship</td>
<td>3</td>
</tr>
<tr>
<td>BUSTEC 110 Business Procedures for Professional Success</td>
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</table>

32 Units

(continued on next page)
(Virtual Administrative Professional Degree continued)

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUSTEC 300.1</td>
<td>Keyboarding/Applications: Beginning</td>
<td>1</td>
</tr>
<tr>
<td>BUSTEC 300.2</td>
<td>Keyboarding/Applications: Document Formatting</td>
<td>1</td>
</tr>
<tr>
<td>BUSTEC 300.3</td>
<td>Keyboarding/Applications: Advanced Document Formatting</td>
<td>1</td>
</tr>
<tr>
<td>BUSTEC 310</td>
<td>Introduction to Word/Information Processing</td>
<td>3</td>
</tr>
<tr>
<td>BUSTEC 332</td>
<td>Integrated Business Projects</td>
<td>3</td>
</tr>
<tr>
<td>BUSTEC 350</td>
<td>Virtual Careers and Technologies</td>
<td>3</td>
</tr>
<tr>
<td>CISA 315</td>
<td>Introduction to Electronic Spreadsheets</td>
<td>2</td>
</tr>
<tr>
<td>CISA 320</td>
<td>Introduction to Database Management</td>
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<tr>
<td>CISC 305</td>
<td>Introduction to the Internet</td>
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A minimum of 2 units from the following: 2

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<thead>
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<tbody>
<tr>
<td>BUS 498</td>
<td>Work Experience in Business (1 - 4)</td>
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</table>

**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.

**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 for Gainful Employment Disclosure.

**Requirements for Certificate**

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Units</th>
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<tbody>
<tr>
<td>BUS 310</td>
<td>Business Communications</td>
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<tr>
<td>BUS 312</td>
<td>Workplace Behavior and Ethics</td>
<td>3</td>
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<tr>
<td>BUSTEC 101</td>
<td>Computer Keyboarding: 10-Key</td>
<td>1</td>
</tr>
<tr>
<td>BUSTEC 126</td>
<td>Outlook: Basics (1)</td>
<td>1</td>
</tr>
<tr>
<td>or CISA 126</td>
<td>Basics (1)</td>
<td>1</td>
</tr>
<tr>
<td>BUSTEC 127</td>
<td>Outlook: Tools (1)</td>
<td>1</td>
</tr>
<tr>
<td>or CISA 127</td>
<td>Tools (1)</td>
<td>1</td>
</tr>
<tr>
<td>BUSTEC 300.1</td>
<td>Keyboarding/Applications: Beginning</td>
<td>1</td>
</tr>
<tr>
<td>BUSTEC 300.2</td>
<td>Keyboarding/Applications: Document Formatting</td>
<td>1</td>
</tr>
<tr>
<td>BUSTEC 305</td>
<td>Business Technology Essentials</td>
<td>1</td>
</tr>
<tr>
<td>BUSTEC 310</td>
<td>Introduction to Word/Information Processing</td>
<td>3</td>
</tr>
<tr>
<td>LA 300</td>
<td>Introduction to Law and the American Legal System</td>
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<tr>
<td>LA 350</td>
<td>Law Office Management</td>
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And a minimum of 3 units from the following: 3

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<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>BUSTEC 310</td>
<td>Introduction to Word/Information Processing</td>
<td>3</td>
</tr>
<tr>
<td>BUSTEC 313</td>
<td>Web-based Conferencing and Presentations for the Business Professional</td>
<td>3</td>
</tr>
<tr>
<td>CISC 300</td>
<td>Computer Familiarization (1)</td>
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<tr>
<td>CISC 306</td>
<td>Introduction to Web Page Creation (1)</td>
<td>1</td>
</tr>
</tbody>
</table>

**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.

(continued on next page)
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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.

Requirements for Certificate: 16-17 Units

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Units</th>
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</thead>
<tbody>
<tr>
<td>BUS 100</td>
<td>English for the Professional</td>
<td>3</td>
</tr>
<tr>
<td>BUS 312</td>
<td>Workplace Behavior and Ethics</td>
<td>3</td>
</tr>
<tr>
<td>BUSTEC 110</td>
<td>Business Procedures for Professional Success</td>
<td>3</td>
</tr>
<tr>
<td>BUSTEC 127</td>
<td>Outlook: Tools (1)</td>
<td>1</td>
</tr>
<tr>
<td>BUSTEC 300.1</td>
<td>Keyboarding/Applications: Beginning</td>
<td>1</td>
</tr>
<tr>
<td>BUSTEC 300.2</td>
<td>Keyboarding/Applications: Document Formatting</td>
<td>1</td>
</tr>
<tr>
<td>BUSTEC 350</td>
<td>Virtual Careers and Technologies</td>
<td>3</td>
</tr>
<tr>
<td>CISA 320</td>
<td>Introduction to Database Management (1)</td>
<td>1-2</td>
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<tr>
<td>or CISA 315</td>
<td>Introduction to Electronic Spreadsheets (2)</td>
<td>1</td>
</tr>
<tr>
<td>or CISC 305</td>
<td>Introduction to the Internet (1)</td>
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</tr>
</tbody>
</table>

1Individuals 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.

Requirements for Certificate: 6 Units

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUSTEC 125</td>
<td>Clerical Assistant</td>
<td>6</td>
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</tbody>
</table>

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 ELSW 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 ELSW 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 ELSW 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.
**BUS 110 Business Procedures for Professional Success** 3 Units
Prerequisite: BUS 300.3 with a grade of “C” or better
Advisory: BUS 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.

**BUS 125 Clerical Assistant** 6 Units
Prerequisite: BUS 300.1 with a grade of “C” or better; or ability to touch type at 25 wpm.
Corequisite: BUS 101
Advisory: Eligible for ENGRD 310 or ENGRD 312 AND ENGWR 300; OR ESLR 340 AND ESLW 340.
Hours: 90 hours LEC; 54 hour 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.

**BUS 126 Outlook: Basics** 1 Unit
Same As: CISA 126
Advisory: BUS 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. BUS 126/CISA 126 and BUS 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.

**BUS 127 Outlook: Tools** 1 Unit
Same As: CISA 127
Prerequisite: BUS 126 or CISA 126 with a grade of “C” or better
Advisory: BUS 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, BUS 126/CISA 126 and BUS 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.

**BUS 301 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 BUS 300.

**BUS 302 Keyboarding/Applications: Document Formatting** 1 Unit
Prerequisite: BUS 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 BUS 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 BUS 300.

**BUS 303 Keyboarding/Applications: Advanced Document Formatting** 1 Unit
Prerequisite: BUS 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 BUS 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 BUS 300.

**BUS 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.

TECOM 300  Introduction to Technical/
Professional Communication  3 Units
Advisory: Eligible for ENGRD 310 or ENGRD 312 and ENGWR 300;
OR ESLR 340 and ELSL 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.

TECOM 310  Technical/Professional
Communication: Writing Reports  3 Units
Advisory: Eligible for ENGRD 310 or ENGRD 312 AND
ENGWR 300; OR ESLR 340 AND ELSL 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.

TECOM 320  Technical/Professional
Communication: Proposal Writing  3 Units
Advisory: Eligible for ENGRD 310 or ENGRD 312 AND
ENGWR 300; OR ESLR 340 AND ELSL 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.

TECOM 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.

TECOM 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 ELSL 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.