



BUSINESS INFORMATION WORKER

Curriculum Guide for Academic Year 2021-2022

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Students planning to **transfer** to a four-year college or university should refer to the ASSIST web site at www.assist.org and **consult a counselor** before beginning a program of study. Please call (562)938-4561 (LAC) or (562)938-3920 (PCC) to schedule a counseling appointment. Students may also wish to visit the Transfer Center on either campus.

Program of study leading to: Associate in Science (A.S.) Degree				
<u>BUSINESS INFORMATION WORKER REQUIRED COURSES</u>		UNITS	In Progress	Completed Grade
BCOM 15	Business Communications	3		
BCOM 25	Digital and Social Media	3		
BCOM 263	Customer Service	3		
COSA 30	Introduction to Computers	3		
COSA 5	Microsoft Windows Operating Systems	3		
COSA 10	Microsoft Word for Windows	3		
COSA 15	Microsoft Excel for Windows	3		
COSA 215	Microsoft Outlook for Windows	3		
COSK 200	Keyboarding and Document Production	3		
SUBTOTAL		27		
<u>In ADDITION, select a total of THREE (3) units from the following</u>		UNITS	In Progress	Completed Grade
BCOM 222	Job Search Skills	3		
BCOM 260	Business Telephone Procedures	1		
BCOM 262	Soft Skills for the Workplace	1		
COSA 2	Critical Thinking Using Computers	3		
COSA 20	Microsoft PowerPoint for Windows	3		
COSA 35	Microsoft Office	3		
COSK 209	Speed/Accuracy Bldg. for Typists	1		
COSK 233	Computer Keyboarding Skills	1		
SUBTOTAL UNITS		3		
TOTAL UNITS		30		

For graduation with an **Associate in Science (A.S.) Degree with a major in Business Information Worker:**

BUSINESS INFORMATION WORKER 2021-2022

A.S. = 2129; C-ACH = 3129; C-ACC = 4130; C-ACC = 4155; C-ACC = 4156; C-ACC = 4157; C-COMP = 4162

NC-COMP = 4160; NC-COMP = 4161; NC-COMP = 4164; NC-COMP = 4165; NC-COMP = 4166; NC-COMP = 4167

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- 1. Minimum Unit Requirements:** §Any course that appears on a curriculum guide and the General Education Pattern (Plan A) may fulfill both major and general education requirements (Approved by College Curriculum Committee Spring 2012). For this degree, complete a minimum of 60 units in courses numbered 1-599. Please note that additional elective units may be required to meet this minimum based upon courses selected to fulfill General Education for the Associate Degree.

Business Information Worker Major 30 Units
 General Education/ A.S. § 19 Units

- 2. Scholarship:** Maintain an **overall grade point average (GPA) of 2.0** ("C" average) based on all accredited college work applied to the degree, no matter where completed. For this **field of concentration, complete each course above** with a **grade of "C" or better**, or "P" if course is on a P/NP basis.
- 3. Residence for the Degree:** Complete at least 12 semester units of the required 60 semester units in residence at Long Beach City College in order for the college to grant an Associate of Arts and/or an Associate of Science Degree.
- 4. Residence for the Field of Concentration:** Complete fifty percent (50%) or more of the unit requirements for this field of concentration in residence; this means at **least 15 units** of the required 30 units must be **completed at Long Beach City College**. Credit earned by exam, where applicable, may be included.
- 5. General Education and Proficiency Requirements:** Complete the required A.A./A.S. General Education and Proficiency requirements*, otherwise known as "Plan A". For Plan A requirements, refer to the general catalog or view it online at <http://osca.lbcc.edu> .
- 6. General Education and Proficiency Requirements:** Complete the required A.A./A.S. General Education and Proficiency requirements*, otherwise known as "Plan A". For Plan A requirements, refer to the general catalog or view it online at <http://osca.lbcc.edu> .
- Complete and submit the degree application form to the Admissions and Records office during your final semester of course work. These forms are available in the Admissions and Records office, or online at <http://admissions.lbcc.edu/> . Refer to the Schedule of Classes (<http://schedule.lbcc.edu>) and click the "Important Dates" link to view the actual deadline for each semester.

*The requirements for general education/proficiency and the field of concentration (major) need to be from the same catalog year. This catalog year may be any year between the years of initial enrollment to the present, provided continuous enrollment throughout. See the catalog for definition of "continuous enrollment".

Program of study leading to: **Certificate of Achievement**

REQUIRED COURSES—Complete the 30 units of required courses as listed below:

BUSINESS INFORMATION WORKER REQUIRED COURSES		UNITS	In Progress	Completed Grade
BCOM 15	Business Communications	3		
BCOM 25	Digital and Social Media	3		
BCOM 263	Customer Service	3		
COSA 5	Microsoft Windows Operating Systems	3		
COSA 10	Microsoft Word for Windows	3		
COSA 15	Microsoft Excel for Windows	3		
COSA 30	Introduction to Computers	3		
COSA 215	Microsoft Outlook for Windows	3		
COSK 200	Beginning Keyboarding and Document Production	3		
SUBTOTAL		27		

In ADDITION, select a total of THREE (3) units from the following		UNITS	In Progress	Completed Grade
BCOM 222	Job Search Skills	3		
BCOM 260	Business Telephone Procedures	1		
BCOM 262	Soft Skills for the Workplace	1		
COSA 2	Critical Thinking Using Computers	3		
COSA 20	Microsoft PowerPoint for Windows	3		

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COSA 35	Microsoft Office	3		
COSK 209	Speed/Accuracy Bldg. for Typists	1		
COSK 233	Computer Keyboarding Skills	1		
SUBTOTAL UNITS		3		
TOTAL UNITS		30		

For graduation with a **Business Information Worker Certificate of Achievement**:

1. Complete each of the **REQUIRED COURSES** listed above with a **minimum grade of "C"**.
2. Complete fifty percent (50%) or more of the unit requirements for this field of concentration in residence; this means at **least 15 units** of the required 30 be **completed at Long Beach City College**. Credit earned by exam, where applicable, may be included.
3. Complete and submit the certificate application form to the Admissions and Records office during your final semester of course work. These forms are available in the Admissions and Records office, or online at <http://admissions.lbcc.edu/> . Refer to the Schedule of Classes (<http://schedule.lbcc.edu/>) and click the "Important Dates" link to view the actual deadline for each semester.

Program of study leading to:
Certificates of Accomplishment and Completion

Certificate: Business Digital Literacy 4130

<u>REQUIRED COURSES</u>		UNITS	In Progress	Completed Grade
COSA 1	Computer Information Competency	1		
TOTAL UNITS		1		

Certificate: Customer Relations Specialist 4157

<u>REQUIRED COURSES</u>		UNITS	In Progress	Completed Grade
BCOM 15	Business Communications	3		
BCOM 263	Customer Service	3		
TOTAL UNITS		6		

Certificate: Digital and Social Media 4156

<u>REQUIRED COURSES</u>		UNITS	In Progress	Completed Grade
BCOM 15	Business Communications	3		
BCOM 25	Digital and Social Media	3		
BCOM 263	Customer Service	3		
TOTAL UNITS		9		

Certificate: Microsoft Essentials 4155

<u>REQUIRED COURSES</u>		UNITS	In Progress	Completed Grade
COSA 5	Microsoft Windows Operating Systems	3		
COSA 30	Introduction to Computers	3		
COSA 215	Microsoft Outlook for Windows	3		
TOTAL UNITS		9		

For graduation with a **Certificate of Accomplishment**:

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1. Complete the above required courses with a minimum grade of "C", or "P" if course is graded on a P/NP basis.
 2. Fifty percent (50%) or more of the required units must be completed in residence at LBCC.
- Complete and submit the certificate application form to the Admissions and Records office during your final semester of course work. These forms are available in the Admissions and Records office, or online at <http://admissions.lbcc.edu>

**Program of study leading to:
Certificates of Completions**

Certificate: Computer Hardware Repair 4162

Students will learn the basic IT skills involved in computer systems setup, repair, and management. Skills include component replacement of PC systems, operating system installation and configuration, local area network setup, operations, and basic office productivity software operations.

<u>REQUIRED COURSES</u>		HOURS	In Progress	Completed Grade
COSA 650	Intro to IT Concepts & Applications	72		
COSA 605	Computer Hardware Fundamentals	72		
TOTAL HOURS		144		

Certificate: Office Technologies – Office Technologies – Microsoft Outlook 4160

This program provides instruction in desktop management using Microsoft Outlook. Students completing the Microsoft Outlook certificate will possess the skills necessary to effectively use Outlook software tools. Topics include sending and receiving e-mail using special features, creating contacts, planning and tracking tasks, scheduling and managing multiple calendar items, creating rules, importing and exporting contacts, archiving and customizing Outlook components.

HOURS	In Progress	Completed Grade
18		
18		
18		
TOTAL HOURS	54	

REQUIRED COURSES

COSA 628	Microsoft Outlook, Introduction
COSA 629	Microsoft Outlook, Intermediate
COSA 630	Microsoft Outlook, Advanced

Certificate: Office Technologies -- Microsoft PowerPoint 4161

This program provides instruction in desktop management using Microsoft Outlook. Students completing the Microsoft Outlook **certificate will** possess the skills necessary to effectively use Outlook software tools. Topics include sending and receiving e-mail using special features, creating contacts, planning and tracking tasks, scheduling and managing multiple calendar items, creating rules, importing and exporting contacts, archiving and customizing Outlook components.

<u>REQUIRED COURSES</u>		HOURS	In Progress	Completed Grade
COSA 620	Microsoft PowerPoint, Introduction	18		
COSA 621	Microsoft PowerPoint, Intermediate	18		
COSA 622	Microsoft PowerPoint, Advanced	18		
TOTAL HOURS		54		

Certificate: Job Search Skills 4164

The certificate in Job Search Skills will certify that students have developed occupational competence for obtaining desired positions in the workforce. This certificate will serve to verify that students have undergone self-evaluation, researched careers and companies, prepared required documentation (resume, cover letter) needed to get an interview, as well as prepared for interviews and are able to apply necessary follow-up procedures. Students are required to complete the three-course series within this program to receive the certificate of completion. There are no units associated with these noncredit classes, but students are expected to complete a total of 54 hours for completion. There are no material fees.

<u>REQUIRED COURSES</u>		HOURS	In Progress	Completed Grade
BCOM 622	The Job Search Process	18		
BECOM 623	Job Search Tools	18		

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BCOM 624	The Interview Process	18		
TOTAL HOURS		54		

Certificate: Office Technologies – Microsoft Access 4165

Students will learn how to use Microsoft Access to perform database related operations necessary to a small business or organization. Database skills include the ability to create and modify data tables, data entry and lookup forms, summary and detail reports, and select, update, and delete queries. Students are required to complete the entire series of three courses within this program to receive the certificate of completion. There are no units associated with these noncredit classes, but students are expected to complete a total of 54 hours for completion.

<u>REQUIRED COURSES</u>		HOURS	In Progress	Completed Grade
COSA 625	Microsoft Access, Introductory	18		
COSA 626	Microsoft Access, intermediate	18		
COSA 627	Microsoft Access, Advanced	18		
TOTAL HOURS		54		

Certificate: Office Technologies – Microsoft Excel 4166

Students will learn how to use Microsoft Excel for the PC and its editing, formatting, language tools, functions, and arguments to create, format, save, revise, and print various business and personal spreadsheets. Students are required to complete the entire series of three courses within the Office Technologies-Microsoft Excel program to receive the certificate of completion. There are no units associated with these noncredit classes, but students are expected *to complete a total of 54 hours for completion.*

<u>REQUIRED COURSES</u>		HOURS	In Progress	Completed Grade
COSA 615	Microsoft Excel, Introductory	18		
COSA 616	Microsoft Excel, Intermediate	18		
COSA 617	Microsoft Excel, Advanced	18		
TOTAL HOURS		54		

Certificate: Office Technologies – Microsoft Word 4167

Students will learn how to use Microsoft Word for the PC and its editing, formatting, and language tools to create, format, save, revise, and print various business and report documents. Students are required to complete the entire series of three courses within this program to receive the certificate of completion. There are no units associated with these noncredit classes, but students are expected to complete a total of 54 hours for completion.

<u>REQUIRED COURSES</u>		HOURS	In Progress	Completed Grade
COSA 610	Microsoft Word, Introductory	18		
COSA 611	Microsoft Word, Intermediate	18		
COSA 612	Microsoft Word, Advanced	18		
TOTAL HOURS		54		

Career Opportunities

This **Associate Degree** is a two-year program leading to the Associate in Science (A.S.) degree. Designed to prepare students for a wide variety of office positions in the Hospitality and Tourism, Retail, Health Care Services, Financial Services and Real Estate, and Business Services Industries.

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Program Mission and Outcomes

The mission of the BUSINESS INFORMATION WORKER program is to prepare students for careers as business professionals and enhance skills for those who currently employed in the industry.

Outcomes:

- Demonstrate the ability to attain the Institutional Student Learning Outcomes (ISLOs).
- Create a variety of business documents using business applications software packages.
- Analyze the effectiveness of a variety of communication methods for use in a business environment.

Certificate of Accomplishment (Customer Relations Specialist)

- Apply effective communication skills to satisfy customers' needs and build relationships.

Certificate of Accomplishment (Digital and Social Media)

- Evaluate social media platforms to determine suitability for a variety of digital content.

Certificate of Accomplishment (Microsoft Essentials)

- Create appropriate formatted deliverables using a variety of Microsoft Office software.

Certificate of Completion (Computer Hardware Repair)

- Analyze common software and hardware problems on personal computers.
- Distinguish and explain the introductory core computer and IT concepts and technology that are used personally in society, in government, and business.

Certificate of Completion (Microsoft Outlook)

- Compose formatted emails, meeting requests, and task requests in Microsoft Outlook.
- Manage folders and contacts in Microsoft Outlook.

Certificate of Completion (Microsoft PowerPoint)

- Use Microsoft PowerPoint to create, customize, and format professional presentations.

Certificate of Completion (Job Search Skills)

- Develop and complete a portfolio that presents the student(s) as the most qualified job applicant(s)
- Demonstrate the ability to communicate the employability soft and hard skills that land them the job.

Certificate of Completion (Microsoft Access)

- Use Microsoft Access to install, configure and manage a business database system.
- Create database tables, queries, forms, and reports relating to organizational operations.
- Utilize the Microsoft access Database Management system to address data maintenance and operational needs of common business scenarios.

Certificate of Completion (Microsoft Excel)

- Use Microsoft Excel to create, customize, and format business and personal spreadsheets.

Certificate of Completion (Microsoft Word)

- Use Microsoft Word to create, customize, and format business documents.

Legend

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† This course has a prerequisite. Prerequisite courses must be complete with at least a “C” or “P” grade. Refer to the General Catalog (<http://www.lbcc.edu/cat/index.html>), the Schedule of Classes (<http://schedule.lbcc.edu/>), or the online Credit Course Outline (<http://wdb-asir.lbcc.edu/coursecurriculum/coursedetails/>) for specific prerequisite information.

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