

# BUSINESS INFORMATION WORKER - ASSOCIATE IN SCIENCE

Plan Code: 2129

This two-year program is 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.

## Program Student Learning 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.

## Program Requirements

This degree requires the completion of General Education coursework plus the following:

Code Number	Course Title	Units
<b>REQUIRED COURSES</b>		
BCOM 15	Business Communications	3
BCOM 25	Digital and Social Media	3
BCOM 263	Customer Service	3
COSA 5	Microsoft Windows Operating System	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	Keyboarding and Document Production	3
<b>Subtotal Units</b>		<b>27</b>
In ADDITION, complete THREE (3) units from the following:		
BCOM 222	Job Search Skills (3)	
BCOM 260	Channels of Business Communication (1)	
BCOM 262	Soft Skills for the Workplace (1)	
BCOM 264	Business Telecommuting Fundamentals (1)	
COSA 2	Critical Thinking Using Computers (3)	
COSA 3	Technology and Society (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)	
<b>Subtotal Units</b>		<b>3</b>
<b>Required Subtotal</b>		<b>30</b>
Complete one of the following: <sup>1</sup>		19-39

LBCC General Education (Plan A) (<https://lbcc-public.courseleaf.com/academic-requirements/general-education-transfer-degree-certificate-requirements/general-education-plans/plan-a/>)

CSU GE Breadth (Plan B) (<https://lbcc-public.courseleaf.com/academic-requirements/general-education-transfer-degree-certificate-requirements/general-education-plans/plan-b/>)

IGETC Pattern (Plan C) (<https://lbcc-public.courseleaf.com/academic-requirements/general-education-transfer-degree-certificate-requirements/general-education-plans/plan-c/>)

Electives (as needed to reach 60 degree-applicable units)<sup>2</sup>

**Minimum Degree Total 60**

<sup>1</sup> Units for the major may be double-counted for LBCC GE, CSU GE, or IGETC; see counselor for limitations.

<sup>2</sup> Elective units from course(s) numbered 1-599, if needed, to reach 60 degree-applicable units.

# BUSINESS INFORMATION WORKER - CERTIFICATE OF ACHIEVEMENT

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Plan Code: 3129

This two-year program is 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.

## Program Student Learning Outcomes

- Create a variety of business documents using business application software packages.

## Program Requirements

Code Number	Course Title	Units
<b>REQUIRED COURSES</b>		
BCOM 15	Business Communications	3
BCOM 25	Digital and Social Media	3
BCOM 263	Customer Service	3
COSA 5	Microsoft Windows Operating System	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	Keyboarding and Document Production	3
<b>Subtotal Units</b>		<b>27</b>
IN ADDITION, complete THREE (3) units from the following:		
BCOM 222	Job Search Skills (3)	
BCOM 260	Channels of Business Communication (1)	
BCOM 262	Soft Skills for the Workplace (1)	
BCOM 264	Business Telecommuting Fundamentals (1)	
COSA 2	Critical Thinking Using Computers (3)	
COSA 3	Technology and Society (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)	
<b>Subtotal Units</b>		<b>3</b>
<b>Total Units</b>		<b>30</b>

# DIGITAL AND SOCIAL MEDIA - CERTIFICATE OF ACHIEVEMENT

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Plan Code: 3135

This certificate prepares students to use digital and social media productively and gives students the framework for understanding and evaluating new technology tools and platforms as they are developed. Students learn the design and impact of digital and social media technologies, the most updated criteria for evaluating social media platforms and generating branding content, and social media etiquette and ethics.

## Program Student Learning Outcomes

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

## Program Requirements

Code Number	Course Title	Units
<b>REQUIRED COURSES</b>		
BCOM 15	Business Communications	3
BCOM 25	Digital and Social Media	3
BCOM 263	Customer Service	3
<b>Total Units</b>		<b>9</b>

# MICROSOFT ESSENTIALS - CERTIFICATE OF ACHIEVEMENT

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**Plan Code: 3136**

The Certificate of Achievement in Microsoft Essentials is a comprehensive offering of courses to give students the information and computer literacy skills necessary to effectively utilize in-demand computer and productivity software required in today's technological society.

## Program Student Learning Outcomes

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

## Program Requirements

Code Number	Course Title	Units
<b>REQUIRED COURSES</b>		
COSA 5	Microsoft Windows Operating System	3
COSA 30	Introduction to Computers	3
COSA 215	Microsoft Outlook for Windows	3
<b>Total Units</b>		<b>9</b>

# TELECOMMUTING FUNDAMENTALS - CERTIFICATE OF ACHIEVEMENT

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Plan Code: 3169

The Telecommuting Fundamentals Certificate of Achievement provides students with the in-demand knowledge of videoconferencing tools, non-video collaboration, and etiquette required for effectively working remotely.

## Program Student Learning Outcomes

- Utilize web conferencing tools to effectively communicate in a remote work environment.

## Program Requirements

Code Number	Course Title	Units
BCOM 15	Business Communications	3
BCOM 260	Channels of Business Communication	1
BCOM 264	Business Telecommuting Fundamentals	1
COSK 200	Keyboarding and Document Production	3
<b>Total Units</b>		<b>8</b>

# BUSINESS DIGITAL LITERACY - CERTIFICATE OF ACCOMPLISHMENT

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Plan Code: 4130

This certificate will develop students' current computer information competency skills in this short-term course.

## Program Student Learning Outcomes

- Differentiate and evaluate the uses and standards of computer hardware.
- Create word processing documents, worksheets, presentations and print a deliverable.

## Program Requirements

Code Number	Course Title	Units
<b>REQUIRED COURSES</b>		
COSA 1	Computer Information Competency	1
<b>Total Units</b>		<b>1</b>

# CUSTOMER RELATIONS SPECIALIST - CERTIFICATE OF ACCOMPLISHMENT

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Plan Code: 4157

Students learn the communication skills and customer service techniques that are in-demand in the workforce.

## Program Student Learning Outcomes

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

## Program Requirements

Code Number	Course Title	Units
<b>REQUIRED COURSES</b>		
BCOM 15	Business Communications	3
BCOM 263	Customer Service	3
<b>Total Units</b>		<b>6</b>

# COMPUTER HARDWARE TECHNICIAN - CERTIFICATE OF COMPLETION

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**Plan Code: 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 and operations, and basic office productivity software operations.

## Program Student Learning Outcomes

- 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.

## Program Requirements

Code Number	Course Title	Hours
<b>REQUIRED COURSES</b>		
COSA 650	Intro to IT Concepts & Applications	72
COSN 605	Computer Hardware Fundamentals	72
<b>Total Hours</b>		<b>144</b>



# OFFICE TECHNOLOGIES – JOB SEARCH SKILLS - CERTIFICATE OF COMPLETION

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Plan Code: 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.

## Program Student Learning Outcomes

- Develop and complete a portfolio that presents the student(s) as the most qualified job applicant(s).

## Program Requirements

Code Number	Course Title	Hours
<b>REQUIRED COURSES</b>		
BCOM 622	The Job Search Process	18
BCOM 623	Job Search Tools	18
BCOM 624	The Interview Process	18
<b>Total Hours</b>		<b>54</b>

# OFFICE TECHNOLOGIES – MICROSOFT ACCESS - CERTIFICATE OF COMPLETION

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Plan Code: 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.

## Program Student Learning Outcomes

- Use Microsoft Access to install, configure and manage a business database system.

## Program Requirements

Code Number	Course Title	Hours
<b>REQUIRED COURSES</b>		
COSA 625	Microsoft Access, Introductory	18
COSA 626	Microsoft Access, Intermediate	18
COSA 627	Microsoft Access, Advanced	18
<b>Total Hours</b>		<b>54</b>

# OFFICE TECHNOLOGIES – MICROSOFT EXCEL - CERTIFICATE OF COMPLETION

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**Plan Code: 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.

## Program Student Learning Outcomes

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

## Program Requirements

Code Number	Course Title	Hours
<b>REQUIRED COURSES</b>		
COSA 615	Microsoft Excel, Introductory	18
COSA 616	Microsoft Excel, Intermediate	18
COSA 617	Microsoft Excel, Advanced	18
<b>Total Hours</b>		<b>54</b>

# OFFICE TECHNOLOGIES – MICROSOFT OUTLOOK - CERTIFICATE OF COMPLETION

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Plan Code: 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.

## Program Student Learning Outcomes

- Students will use Outlook features to create professional emails, manage calendar items, and customize the Outlook interface as needed.

## Program Requirements

Code Number	Course Title	Hours
<b>REQUIRED COURSES</b>		
COSA 628	Microsoft Outlook, Introductory	18
COSA 629	Microsoft Outlook, Intermediate	18
COSA 630	Microsoft Outlook, Advanced	18
<b>Total Hours</b>		<b>54</b>

Students must log in a minimum of 54 contact hours of laboratory work. The student must complete the required assessment/proficiency exams in Microsoft Outlook with a score of 70% or above in each required assessment/proficiency exam.

# OFFICE TECHNOLOGIES – MICROSOFT POWERPOINT - CERTIFICATE OF COMPLETION

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**Plan Code: 4161**

Students will learn how to use Microsoft PowerPoint for the PC and its editing, formatting, and language tools to create, format, save, revise, and print personal and professional presentations. 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.

## Program Student Learning Outcomes

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

## Program Requirements

Code Number	Course Title	Hours
<b>REQUIRED COURSES</b>		
COSA 620	Microsoft PowerPoint, Introductory	18
COSA 621	Microsoft PowerPoint, Intermediate	18
COSA 622	Microsoft PowerPoint, Advanced	18
<b>Total Hours</b>		<b>54</b>

Students must log in a minimum of 54 contact hours of laboratory work. The student must complete the required assessment/proficiency exams in Microsoft PowerPoint with a score of 70% or above in each required assessment/proficiency exam.

# OFFICE TECHNOLOGIES – MICROSOFT WORD - CERTIFICATE OF COMPLETION

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Plan Code: 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.

## Program Student Learning Outcomes

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

## Program Requirements

Code Number	Course Title	Hours
<b>REQUIRED COURSES</b>		
COSA 610	Microsoft Word, Introductory	18
COSA 611	Microsoft Word, Intermediate	18
COSA 612	Microsoft Word, Advanced	18
<b>Total Hours</b>		<b>54</b>

# TELECOMMUTING FUNDAMENTALS - CERTIFICATE OF COMPLETION

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Plan Code: 4169

This Certificate of Completion provides students with the fundamentals skills for effectively working remotely.

## Program Student Learning Outcomes

- Apply tools, methodologies, and etiquette to work remotely effectively.

## Program Requirements

Code Number	Course Title	Hours
<b>REQUIRED COURSES</b>		
BCOM 660	Channels of Business Communication	18
BCOM 664	Business Telecommuting Fundamentals	18
<b>Total Hours</b>		<b>36</b>