REPORT OF NEW PROGRAM
THAT REQUIRES MORE THAN 18 UNITS OF COURSEWORK

☐ Developed for Administrative and Office Support Personnel

Office Use Only: TOP Code: 0501.00

<table>
<thead>
<tr>
<th>College:</th>
<th>Los Angeles Harbor College</th>
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<tbody>
<tr>
<td>Division/Department:</td>
<td>Business/Computer Applications and Office Technologies</td>
</tr>
<tr>
<td>Contact Person:</td>
<td>Stanley Sandell</td>
</tr>
<tr>
<td>Phone:</td>
<td>(310) 233-4181</td>
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</tbody>
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| Program Title:               | Certificate of Achievement – Business Information Worker |

**Program Description:** The Business Information Worker Certificate of Achievement is designed to prepare students for entry-level office and administrative support in a variety of fields or businesses. The program is also designed to support the “Business Information Worker” – Pathway developed by the Information and Communication Technology – Digital Media Sector Navigation Team, a component of the “Doing What’s Matter” program. This Certificate of Achievement contains those skills that business and industry recognize as needed by entry level workers.

**Program Goals:** The goal of the Business Information Workers Certificate of Achievement is to prepare students for entry-level office and administrative support in the following areas: Basic oral and written business communications; basic computer application skills, including beginning Excel, Word, and Outlook; the fundamentals of computer systems; customer service, and critical thinking and problem solving.

**Program Emphases:** The emphasis of the Business Information Worker Certificate of Achievement is to prepare students in a broad range of entry-level office skills and applications in order to prepare them for further on the job training specific to each work environment.

**Career Options:** This certificate prepares the student for a wide variety of office positions in the top industry sectors in California and the Nation. Industries included:

- Hospitality and Tourism
- Retail
- Health Care Services
- Financial Services and Real Estate
- Business Services
- Education
- Technology
- insurance
- Movie and Video Industry
- Cable and Television

In a recent meeting conducted by CalHR, the idea of adoption of this certificate was discussed and is being supported by this working group, in recognition of the fact that for entry level clerk and administrative positions, there is going to be a steady stream of opening of positions due to anticipated retirements that will as a direct consequence see movement of existing personnel in these position in
to more skilled positions.\textsuperscript{1} According to a recent Man Power Group report, a talent shortage of skilled office support staff is similar in scope to a shortage of IT staff.

<table>
<thead>
<tr>
<th>INDUSTRY</th>
<th>EMPLOYMENT PROJECTIONS</th>
<th></th>
<th></th>
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<tbody>
<tr>
<td></td>
<td>2012</td>
<td>2022</td>
<td>Increase (Decrease)</td>
</tr>
<tr>
<td>Colleges and Universities, Etc.</td>
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<td>67,400</td>
<td>5,000</td>
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<tr>
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<td>Other Financial Investment Activities, Etc.</td>
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<td>Agriculture, Forestry, Fishing &amp; Hunting, Etc.</td>
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<td>Cable and Other Subscription Programming, Etc.</td>
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<td>Other Schools and Instruction, Etc.</td>
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<td>100</td>
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<table>
<thead>
<tr>
<th>% Increase (Decrease)</th>
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<tbody>
<tr>
<td>8%</td>
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<tr>
<td>19%</td>
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<tr>
<td>4%</td>
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<tr>
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<td>17%</td>
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<td>0%</td>
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<tr>
<td>100%</td>
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Catalog Description:

This certificate of achievement is designed for students who want a fast-track course of study that will provide them with a solid foundation in Microsoft Windows and Office as well as strong digital and web literacy skills, the Business Information Worker brings efficiency and productivity to the workplace. Completion of the Business Information Worker pathway also brings indispensable critical thinking, problem solving, and interpersonal skills to the workplace.

Program Start Semester and Year: Fall Semester 2017

Courses Required for the Certificate of Achievement:

<table>
<thead>
<tr>
<th>Dept. Name / #</th>
<th>Course Description</th>
<th>Units</th>
<th>Sequence</th>
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<tbody>
<tr>
<td>BUS 032</td>
<td>Business Communications</td>
<td>3</td>
<td>Yr 1, Fall</td>
</tr>
<tr>
<td>CAOT 001</td>
<td>Computer Keyboarding and Document Applications 1</td>
<td>3</td>
<td>Yr 1, Fall</td>
</tr>
<tr>
<td>CAOT 067</td>
<td>Microsoft Outlook for the Office</td>
<td>2</td>
<td>Yr 1 Fall</td>
</tr>
<tr>
<td>CAOT 084</td>
<td>Microcomputing Office Application: Word Processing</td>
<td>3</td>
<td>Yr 1, Spring</td>
</tr>
<tr>
<td>CAOT 085</td>
<td>Microcomputing Office Application: Spreadsheets</td>
<td>3</td>
<td>Yr 1, Spring</td>
</tr>
<tr>
<td>CAOT 092</td>
<td>Computer Windows Applications</td>
<td>2</td>
<td>Yr 1, Spring</td>
</tr>
<tr>
<td>CO INFO 001</td>
<td>Principles of Business Computing Systems</td>
<td>3</td>
<td>Yr 1, Spring</td>
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<tr>
<td>MGMT 033</td>
<td>Personnel Management</td>
<td>3</td>
<td>Yr 1, Fall</td>
</tr>
<tr>
<td>CAOT 047</td>
<td>Applied Office Practice</td>
<td>2</td>
<td>Yr 1, Spring</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>24</td>
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\textsuperscript{1} CalHR Working Group meeting, February 5, 2015.
Student Learning Objectives:

Upon completion of this Certificate of Achievement, the student will be able to:

1. Operate the keyboard by touch keying letters, numbers, and symbols; demonstrate the ability to keyboard at least 25wpm/5'/5e
2. Show the ability to use word processing functions, create, format, edit and produce documents.
3. Proofread keyboarding work and to further develop skills in capitalization, punctuation, and spelling.
4. Recognize, evaluate, and correct errors in content and format of documents.
5. Demonstrate the ability to keyboard commonly used business correspondence in mail ready format; Create, edit, save, print, and close various types of business documents (letters, memos, tables, envelopes).
6. Successfully apply office skills in a real workplace.
7. Employ Excel skills to navigate around a worksheet, enter various types of data, select cells, and apply themes. Edit, view, save, print, and close worksheets.
8. Create formulas to calculate values, utilizing the proper syntax and order of operations. Apply payment (PMT) and future value (FV) functions to analyze loans and investments and employ what-if-analysis on worksheet data.
9. Create various types of charts in Excel and other Microsoft office applications using the integrated chart engine feature and save workbooks for use with prior Excel versions, convert workbooks to text, PDF, and XPS file formats, share Excel data with Word, PowerPoint, and Access.
10. Employ Excel skills to create a worksheet insert and modify pictures and clip art, create and modify custom templates, track and consolidate changes made by multiple authors. Create PivotTables and change their fields, create Pivot Charts from PivotTable data. Record and run macros to automate tasks and add custom task buttons to worksheets.
11. Create and edit the Address book. Schedule appointments and group meetings with Outlook Calendar; evaluate and update to include recurring, changed, or deleted calendar items or tasks.
12. Set up, organize, and edit Contacts and Tasks folders.
14. Create HTML messages, add hyperlinks to messages, and create stationery.
15. Manage files and folders in Windows Explorer and the Computer folder window.
16. Choose Control Panel and Personalization Window settings to customize the Windows work environment.
17. Manage and manipulate open Windows, files, folders, and gadgets on the Desktop.
18. Use word processing software to demonstrate file functions including creating, modifying, saving, retrieving, and printing documents.
Los Angeles Community College District    Instruction and Student Services

19. Apply formatting features such as fonts, margins, indents, cut/paste, headers, footers, page orientation, and justification.
20. Correctly format a research report using the Modern Language Association (MLA) format.
21. Demonstrate the ability to complete a mail merge by creating form letters, envelopes and labels with a data source and a main document

Program Learning Objectives:

1. Display proficiency with microcomputer software applications: word processing, spreadsheets, presentation design, databases, desktop publishing and bookkeeping and accounting applications.
2. Analyze, assess, and produce business documents that are a solution to given problems.
3. Demonstrate a proficient level of keyboarding speed and accuracy.
4. Demonstrate proficient communication (written and oral) skills as required in the workplace.
5. Demonstrate appropriate academic, ethical, and professional use of computer technology to communicate regionally, nationally, and globally, and access the Internet for a variety of information and business purposes.

Signature: ___________________________ Date: ________________
Chair, College Curriculum Committee

Signature: ___________________________ Date: ________________
President, Academic Senate

Signature: ___________________________ Date: ________________
Vice President, Academic Affairs

NOTE: “Employers can confidently look at the California Community College’s Business Information Worker Work Readiness Certificate/Pathway as a tool to identify qualified potential job candidates. This program provides the “hiring for attitude and training for skills” foundations for entry-level jobs.
~ Phil Blair
Executive Officer - Manpower San Diego
COURSE DESCRIPTIONS

BUSINESS 032 3.00 Units
BUSINESS COMMUNICATIONS (CSU)
Prerequisite: Completion of Business 31 or equivalent with a letter grade of ‘C’ or better. Success in today's competitive, diverse and global business environment requires excellent communication and teamwork skills. This course will help students to solve problems, use various forms of written communication, collaborate with work teams, and use technology to communicate. DE**

COMPUTER APPLICATIONS OFFICE
TECHNOLOGIES 001 3.00 Units
COMPUTER KEYBOARDING AND DOCUMENT APPLICATIONS I (Transfer Credit: CSU)
This beginning course in computer keyboarding is designed to develop mastery of the keyboard and the fundamental keyboarding techniques.

COMPUTER APPLICATIONS OFFICE
TECHNOLOGIES 084 3.00 Units
MICROCOMPUTER OFFICE APPLICATIONS: WORD PROCESSING (CSU)
Prerequisite: Satisfactory completion of a beginning keyboarding course. This course provides hands-on training in the latest Microsoft Word software and prepares students to take the Microsoft Certification Exam. It includes beginning, intermediate, and advanced levels of Microsoft Word. Instruction for this course is offered in the classroom and on-line to fit the busy schedule of students.

CAOT 085 (3.00 Units)
MICROCOMPUTER OFFICE APPLICATIONS: SPREADSHEET
1.00 hour lecture and 4.00 hours lab
Recommended Preparation: Computer keyboard ability.
Grading: Letter Graded
Course provides hands-on experience with spreadsheets. Students learn to create, edit, format and print worksheets, graphs, and reports. Covers use of formulas, functions and macros to analyze data and automate tasks. CAOT. 85 may not be substituted for CIS 16. CIS 16 may not be substituted for CAOT 85. This class is offered once a year. Instruction for this course is offered in the classroom and on-line to fit the busy schedule of students.
Transfer Credit: CSU
CO INFO 001 (3.00 Units)
PRINCIPLES OF BUSINESS COMPUTER SYSTEMS I
3.00 hours lecture and 1.00 hour lab
Grading: Letter Graded
This is an introduction to the principles and functioning of computer systems used in business. Topics pertain to operating systems, word processing spreadsheet, database and Internet through hands-on assignments using the computer. This course does not teach keyboarding skills.
Transfer Credit: UC/CSU

MANAGEMENT 033 3.00 Units
PERSONNEL MANAGEMENT (CSU)
Human resource management techniques and procedures are studied. Topics included are: selection, placement, testing, orientation, counseling, merit rating, promotion, transfer, training, and fringe benefits.

COMPUTER APPLICATIONS OFFICE TECHNOLOGIES 047 2.00 UNITS
APPLIED OFFICE PRACTICE
Prerequisite: Completion of CAOT 2 with a letter grade of “C” or better. Students get practical experience in clerical office work.

CAOT 067 (2.00 Units)
MICROCOMPUTER OFFICE APPLICATIONS: OUTLOOK
Students learn to use the features of Microsoft Outlook in the business setting. This course includes sending and receiving e-mail messages as well as managing contacts and mail. It allows students to learn and use (1) Outlook’s Calendar for scheduling appointments, planning meetings, and scheduling events; (2) Outlook’s Tasks feature; and (3) Outlook’s Notes feature.

CAOT 092 (2.00 Units)
COMPUTER WINDOWS APPLICATIONS
This course provides an in-depth study of the Windows operating system. Students will learn about the Windows environment, the Windows desktop, folder and file management, and personal information management and communication. Students will develop a personal work environment, customize the computer using the control panel, sort and filter files, manage security setting, and utilize Window's multimedia features.