DEGREES AND CERTIFICATES

Administrative Professional Degree
Major Code: 011052A01

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:

• analyze ethical dilemmas, utilize ethical decision-making processes, and determine appropriate ethical behavior.
• utilize critical thinking, problem solving, and organizational management skills to complete work independently or in a group.
• design a virtual office atmosphere which includes marketing oneself, satisfying clients, and managing resources and capital.
• manage office operations including employee supervision, records support, and executive assistant positions with private industry, non-profit organizations, and government entities.
• create, revise, and evaluate verbal and written business messages demonstrating business communication techniques.
• compose written communications and deliver oral presentations for business proposals and projects that focus on the audience.
• select different technologies and software to complete business projects.
• choose appropriate search strategies when using the Internet.
• manipulate and format data into a worksheet and database.
• explain the importance of a business plan, financial plan, and marketing plan for a business.
• design a virtual office atmosphere which includes marketing oneself, satisfying clients, and managing resources and capital.
• choose appropriate search strategies when using the Internet.

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

Degree: A.A. - Administrative Professional

ACCT 101 Fundamentals of College Accounting (3) .......................... 3 - 4
or ACCT 301 Financial Accounting (4) ........................................ 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) ............................................. 1
or CISA 127 Outlook: Tools (1) ............................................... 1
BUSTEC 300.1 Keyboarding/Applications: Beginning .................. 1
BUSTEC 305 Business Technology Essentials ........................... 1
BUSTEC 310 Introduction to Word/Information Processing ........... 3
BUSTEC 313 Web-based Conferencing and 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 Principles of Management (3) ............................. 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.

Virtual Administrative Professional Degree
Major Code: 011053A01

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:

• analyze ethical dilemmas, utilize ethical decision-making processes, and determine appropriate ethical behavior.
• 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 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 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

BUS 105 Business Mathematics .................................................. 3
BUS 216 Essential Records for the Small Business ..................... 1
BUS 224 Customer Service ..................................................... 1
BUS 310 Business Communications ......................................... 3

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

BUS 350  Small Business Management/Entrepreneurship .................. 3
BUSTEC 110  Business Procedures for Professional Success ................... 3
BUSTEC 300.1  Keyboarding/Applications: Beginning ............................ 1
BUSTEC 300.2  Keyboarding/Applications: Document Formatting .................. 1
BUSTEC 300.3  Keyboarding/Applications: Advanced Document Formatting .......... 1
BUSTEC 310  Introduction to Word/Information Processing .................... 3
BUSTEC 332  Integrated Business Projects ........................................... 3
BUSTEC 350  Virtual Careers and Technologies .................................... 3
CISA 315  Introduction to Electronic Spreadsheets .................................. 2
CISA 320  Introduction to Database Management ..................................... 1
CISC 305  Introduction to the Internet ................................................... 1
A minimum of 2 units from the following: ............................................. 2
BUS 498  Work Experience in Business (1 - 4)

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.

Business Information Worker Certificate
Major Code: 011048C01

This certificate prepares students for entry-level office, computer, and administrative support positions in a variety of industries.

Student Learning Outcomes
Upon completion of this program, the student will be able to:

• demonstrate proficiency in business technology applications.
• demonstrate proficiency in business administration skills.
• demonstrate proficiency in business communication skills.
• apply customer service skills in a business environment and provide a positive customer service experience.

Career Opportunities
Students who successfully complete this certificate are prepared for entry-level positions in office, computer, and administrative support positions in a variety of industries.

Requirements for Certificate  19 Units
BUS 100  English for the Professional ................................................... 3
BUS 224  Customer Service ................................................................. 1
BUS 310  Business Communications .................................................. 3
BUSTEC 101  Computer Keyboarding: 10-Key ...................................... 1
BUSTEC 126  Outlook: Basics (1) ......................................................... 1
or CISA 126  Outlook: Basics (1) ......................................................... 1
BUSTEC 300.1  Keyboarding/Applications: Beginning ......................... 1
BUSTEC 305  Business Technology Essentials ..................................... 1
BUSTEC 310  Introduction to Word/Information Processing .................. 3
BUSTEC 332  Integrated Business Projects (3) ...................................... 3
or BUS 312  Workplace Behavior and Ethics (3) .................................... 3
CISA 315  Introduction to Electronic Spreadsheets ............................... 2

Law Office Clerical Assistant Certificate
Major Code: 011064C01

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.

Requirements for Certificate  15 Units
BUS 312  Workplace Behavior and Ethics ............................................. 3
BUSTEC 100.1  Keyboarding Skills: Beginning (1) ................................. 1
BUSTEC 100.2  Keyboarding Skills: Intermediate (1) ............................. 1
BUSTEC 305  Business Technology Essentials .................................... 1
BUSTEC 310  Introduction to Word/Information Processing .................. 3
LA 300  Introduction to Law and the American Legal System ................ 3
LA 350  Law Office Management ..................................................... 3

Office Technology Certificate
Major Code: 011211C01

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  21 Units
BUS 310  Business Communications .................................................. 3
BUS 312  Workplace Behavior and Ethics ............................................. 3
BUSTEC 101  Computer Keyboarding: 10-Key ................................... 1
BUSTEC 126  Outlook: Basics (1) ......................................................... 1
or CISA 126  Outlook: Basics (1) ......................................................... 1
BUSTEC 127  Outlook: Tools (1) .......................................................... 1
or CISA 127  Outlook: Tools (1) .......................................................... 1
BUSTEC 300.1  Keyboarding/Applications: Beginning ......................... 1
BUSTEC 300.2  Keyboarding/Applications: Document Formatting .......... 1
BUSTEC 305  Business Technology Essentials .................................... 1
BUSTEC 332  Integrated Business Projects ......................................... 3
CISA 315  Introduction to Electronic Spreadsheets ............................... 2
CISA 320  Introduction to Database Management ............................... 1
And a minimum of 3 units from the following: 3
BUSTEC 310 Introduction to Word/Information Processing (3)
BUSTEC 313 Web-based Conferencing and Presentations for the Business Professional (2)
CISC 300 Computer Familiarization (1)
CISC 306 Introduction to Web Page Creation (1)

Virtual Office Professional Certificate
Major Code: 011592C01
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.

Requirements for Certificate: 16-17 Units

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<thead>
<tr>
<th>Course</th>
<th>Title</th>
<th>Units</th>
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<tbody>
<tr>
<td>BUS 100</td>
<td>English for the Professional</td>
<td>3</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 110</td>
<td>Business Procedures for Professional Success</td>
<td>3</td>
</tr>
<tr>
<td>BUSTEC 127</td>
<td>Outlook: Tools</td>
<td>1</td>
</tr>
<tr>
<td>BUSTEC 300.1</td>
<td>Keyboarding/Applications: Beginning</td>
<td>1</td>
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<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</td>
<td>1-2</td>
</tr>
<tr>
<td>or CISA 315</td>
<td>Introduction to Electronic Spreadsheets</td>
<td>2</td>
</tr>
<tr>
<td>or CISC 305</td>
<td>Introduction to the Internet</td>
<td>1</td>
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</tbody>
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Individuals 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

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

Business Technology

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 ESLW 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 ESLW 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 ESLW 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.

BUSTEC 110  Business Procedures for Professional Success  3 Units
Prerequisite: BUSTEC 300.3 with a grade of “C” or better
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 125  Clerical Assistant  6 Units
Prerequisite: BUSTEC 300.1 with a grade of “C” or better; or ability to touch type at 25 wpm.
Corequisite: BUSTEC 101
Advisory: Eligible for ENGRD 310 or ENGRD 312 AND ENGWR 300; or ESLR 340 AND ESLW 340.
Hours: 90 hours LEC; 54 hours 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.

BUSTEC 126  Outlook: Basics  1 Unit
Same As: CISA 126
Advisory: BUSTEC 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. 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 completed 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 300.1 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, 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 completed CISA 127.

BUSTEC 300.1  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 Transferrable 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 BUSTEC 300.

BUSTEC 300.2  Keyboarding/Applications: Document Formatting  1 Unit
Prerequisite: BUSTEC 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 Transferrable 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 BUSTEC 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 BUSTEC 300.
BUSTEC 300.3  **Keyboarding/Applications: Advanced Document Formatting**  1 Unit  
Prerequisite: BUSTEC 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 BUSTEC 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 BUSTEC 300.

BUSTEC 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.