




Business Technology

| American River College

The Business Technology department includes courses, certificates, and degrees that offer preparation for first-time employment, re-entry, or career advancement in a variety of administrative and office settings.

DIVISION DEAN	Kirsten Corbin (/about-us/faculty-and-staff-directory/kirsten-corbin)	 Business & Computer Science Division Office (/academics/arc-business-and-computer-science-division-office)
DEPARTMENT CHAIR	Heidi Bennett (/about-us/faculty-and-staff-directory/heidi-bennett)	 (916) 484-8361
		 LukashN@arc.losrios.edu (mailto:LukashN@arc.losrios.edu)

Associate Degrees

A.A. in Administrative Professional

This 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.

Degree Requirements

COURSE CODE	COURSE TITLE	UNITS
ACCT 101	Fundamentals of College Accounting (3)	3 - 4
or ACCT 301	Financial Accounting (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)	
BUSTEC 127	Outlook: Tools (1)	1
or CISA 127	Outlook: Tools (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

COURSE CODE	COURSE TITLE	UNITS
MGMT 300	Introduction to Leadership in Action (3)	3
or MGMT 304	Principles of Management (3)	
Total Units:		31 - 32

The 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.

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 Information

Typical career opportunities include clerical, administrative support, and executive assistant positions with private industry, non-profit organizations, and government entities.

A.A. in Virtual Administrative Professional

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.

Degree Requirements

COURSE CODE	COURSE TITLE	UNITS
BUS 105	Business Mathematics	3
BUS 216	Essential Records for the Small Business (1)	1
BUS 224	Customer Service	1
BUS 310	Business Communications	3
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

COURSE CODE	COURSE TITLE	UNITS
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 (I)	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)	
Total Units:		32

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.

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 Information

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.

Certificates of Achievement

Business Information Worker Certificate

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

Certificate Requirements

COURSE CODE	COURSE TITLE	UNITS
BUS 100	English for the Professional	3
BUS 224	Customer Service	1
BUS 310	Business Communications	3

COURSE CODE	COURSE TITLE	UNITS
BUSTEC 101	Computer Keyboarding: 10-Key	1
BUSTEC 126	Outlook: Basics (1)	1
or CISA 126	Outlook: Basics (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)	
CISA 315	Introduction to Electronic Spreadsheets	2
Total Units:		19

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 Information

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

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 this certificate does not qualify the holder under California state law as a Legal Assistant or Paralegal.

Certificate Requirements

COURSE CODE	COURSE TITLE	UNITS
BUS 312	Workplace Behavior and Ethics	3
BUSTEC 100.1	Keyboarding Skills: Beginning (1)	1
or BUSTEC 300.1	Keyboarding/Applications: Beginning (1)	
BUSTEC 100.2	Keyboarding Skills: Intermediate (1)	1
or BUSTEC 300.2	Keyboarding/Applications: Document Formatting (1)	
BUSTEC 305	Business Technology Essentials	1
BUSTEC 310	Introduction to Word/Information Processing	3

COURSE CODE	COURSE TITLE	UNITS
LA 300	Introduction to Law and the American Legal System	3
LA 350	Law Office Management	3
Total Units:		15

Student Learning Outcomes

Upon completion of this 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 Information

Typical career opportunities are entry-level clerical positions in a law office. In order to earn an A.A. or a Certificate to become a Legal Assistant/Paralegal, see the Legal Assisting Program requirements in the Behavior and Social Sciences Division.

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.

Certificate Requirements

COURSE CODE	COURSE TITLE	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)	
BUSTEC 127	Outlook: Tools (1)	1
or CISA 127	Outlook: Tools (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
A minimum of 3 units from the following:		3
BUSTEC 310	Introduction to Word/Information Processing (3)	

COURSE CODE	COURSE TITLE	UNITS
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)	
Total Units:		21

Student Learning Outcomes

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

- compose and format business documents.
- demonstrate effective writing techniques for business documents.
- 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.

Gainful Employment

The US Department of Education requires colleges to disclose a variety of information for any program that is eligible for financial aid that "prepares students for gainful employment in a recognized occupation." The following link provides Gainful Employment Disclosure information for this certificate program:

[Gainful Employment Information for Office Technology Certificate of Achievement \(https://web.losrios.edu/gainful-emp-info/arc/30374/30374.htm\)](https://web.losrios.edu/gainful-emp-info/arc/30374/30374.htm)

Virtual Office Professional Certificate

This certificate offers preparation as an independent entrepreneur providing administrative, creative, and technical services to clients in virtual environments. This emerging profession encourages working from home.

Certificate Requirements

COURSE CODE	COURSE TITLE	UNITS
BUS 100	English for the Professional (3)	3
BUS 312	Workplace Behavior and Ethics (3)	3 ¹
BUSTEC 110	Business Procedures for Professional Success	3
BUSTEC 127	Outlook: Tools (1)	1
BUSTEC 300.1	Keyboarding/Applications: Beginning	1
BUSTEC 300.2	Keyboarding/Applications: Document Formatting	1
BUSTEC 350	Virtual Careers and Technologies	3
CISA 320	Introduction to Database Management (1)	1 - 2
or CISA 315	Introduction to Electronic Spreadsheets (2)	
or CISC 305	Introduction to the Internet (1)	
Total Units:		16 - 17

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.

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 Information

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.

Certificate

Office Assistant Certificate

This certificate provides training in clerical procedures for entry-level office positions.

Certificate Requirements

COURSE CODE	COURSE TITLE	UNITS
BUSTEC 125	Clerical Assistant	6
Total Units:		6

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 Information

Typical career opportunities are entry-level clerical positions.

Business Technology (BUSTEC)

BUSTEC 100.1 Keyboarding Skills: Beginning

Units:	1
Hours:	12 hours LEC; 18 hours LAB
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.

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.

Student Learning Outcomes

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

- touch type using proper technique.
- touch type with increasing speed and accuracy.

BUSTEC 100.2 Keyboarding Skills: Intermediate

Units:	1
Hours:	12 hours LEC; 18 hours LAB
Prerequisite:	BUSTEC 100.1
Advisory:	Eligible for ENGRD 310 or ENGRD 312 AND ENGWR 300 or BUS 310; OR ESLR 340 AND ESLW 340.

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.

Student Learning Outcomes

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

- demonstrate speed and accuracy improvement as defined in the skill improvement plan.
- incorporate touch typing and proper keyboarding techniques to complete skill-building exercises and improve keyboarding speed.
- incorporate proofreading techniques and business vocabulary to complete skill-building exercises and timed writings.

BUSTEC 100.3 Keyboarding Skills: Advanced

Units:	1
Hours:	12 hours LEC; 18 hours LAB
Prerequisite:	BUSTEC 100.2
Advisory:	Eligible for ENGRD 310 or ENGRD 312 AND ENGWR 300 or BUS 310; OR ESLR 340 AND ESLW 340.

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.

Student Learning Outcomes

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

- demonstrate speed and accuracy improvement as defined in the skill improvement plan.
- demonstrate improved productivity by applying appropriate business keyboarding vocabulary and proofreading techniques.
- identify and correct spelling errors quickly and accurately.

BUSTEC 101 Computer Keyboarding: 10-Key

Units:	1
Hours:	12 hours LEC; 18 hours LAB
Prerequisite:	None.
Advisory:	BUSTEC 300.1 with a grade of "C" or better

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.

Student Learning Outcomes

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

- operate a numeric keypad by touch at a rate of 8,000+ keystrokes/hour with 98 percent accuracy.
- demonstrate proper ergonomic techniques for 10-key operation when completing a variety of job-related tasks.
- critique 10-key techniques and select appropriate skill-improvement activities.
- examine business documents and select the correct information for alpha/numeric input.
- complete 10-key certification testing.

BUSTEC 110 Business Procedures for Professional Success

Units:	3
Hours:	54 hours LEC
Prerequisite:	BUSTEC 300.3 with a grade of "C" or better
Advisory:	BUSTEC 310

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.

Student Learning Outcomes

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

- solve business problems involving decision making and critical thinking.
- communicate effectively both orally and in writing as a member of a business team.
- use operating systems and application software to perform business tasks.
- apply business procedures for the use and operation of business technologies.

- demonstrate supervision and management skills to facilitate workflow and productivity.
- identify strategies that address and improve ethical business behavior.
- demonstrate independent initiative and carry out oral and written instructions.

BUSTEC 125 Clerical Assistant

Units:	6
Hours:	90 hours LEC; 54 hours LAB
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.

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.

Student Learning Outcomes

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

- identify appropriate resources and/or procedures for completing office tasks.
- classify and file documents according to the American Records Management Association (ARMA) rules.
- incorporate effective communication techniques to oral and written communications.
- prioritize tasks, prepare schedules, and use organization techniques to manage workflow.
- integrate appropriate word processing functions for maintaining productivity, including creating and editing business documents while selecting appropriate functions.
- utilize appropriate spreadsheet functions to plan, build, test, format, and print; enter formulas; sort data; and create charts or graphs.
- identify employment resources and job search techniques.
- demonstrate appropriate soft-skills required to be successful in the professional office environment.

BUSTEC 126 Outlook: Basics

Same As:	CISA 126
Units:	1
Hours:	18 hours LEC
Prerequisite:	None.
Advisory:	BUSTEC 300.1

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.

Student Learning Outcomes

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

- send and receive email utilizing the special features of Outlook.
- create and modify contacts in an address book.
- create and organize Outlook calendar items.
- incorporate tasks and to-do items into the personal information management software.
- distinguish between Outlook in an Exchange environment and a stand-alone environment.
- identify the potential risks associated with the use of email.

BUSTEC 127 Outlook: Tools

Same As:	CISA 127
Units:	1
Hours:	18 hours LEC
Prerequisite:	BUSTEC 126 or CISA 126 with a grade of "C" or better
Advisory:	BUSTEC 300.1 with a grade of "C" or better

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.

Student Learning Outcomes

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

- incorporate multiple email accounts into Outlook.
- integrate rules and folders into communication management.
- apply Outlook features to find, manage, and archive information.
- collaborate with other Outlook users by using sharing and delegates.
- customize contacts and calendars using advanced Outlook features.
- revise the Outlook user environment.

BUSTEC 300.1 Keyboarding/Applications: Beginning

Units:	1
Hours:	12 hours LEC; 18 hours LAB
Prerequisite:	None.
Advisory:	Eligible for ENGRD 310 or ENGRD 312 AND ENGWR 300 or BUS 310; OR ESLR 340 AND ESLW 340.
Transferable:	CSU

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.

Student Learning Outcomes

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

- apply the proper use of keyboarding techniques.
- demonstrate the ability to key using the touch method.
- demonstrate the ability to touch-type 25+ WPM for two minutes with a maximum of five errors.
- revise documents using proper grammar and punctuation.
- use proofreader marks to revise documents.

BUSTEC 300.2 Keyboarding/Applications: Document Formatting

Units:	1
Hours:	12 hours LEC; 18 hours LAB
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.
Transferable:	CSU

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.

Student Learning Outcomes

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

- demonstrate the ability to touch-type 35+ WPM for three minutes with a maximum of five errors.
- use proofreader marks to revise documents.
- revise documents using proper grammar and punctuation.
- create and edit properly formatted business letters and memos using appropriate word processing features.
- create and edit properly formatted business and academic reports using appropriate word processing features.
- create and edit properly formatted boxed, open, and ruled tables using appropriate word processing features.

BUSTEC 300.3 Keyboarding/Applications: Advanced Document Formatting

Units:	1
Hours:	12 hours LEC; 18 hours LAB
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.
Transferable:	CSU

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.

Student Learning Outcomes

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

- demonstrate the ability to touch-type 40+ WPM for five minutes with a maximum of five errors.
- use proofreader marks to revise documents.
- revise documents using proper grammar and punctuation.
- create and edit properly formatted business letters, personal business letters, and memos using advanced word processing features.
- create and edit properly formatted business and academic reports including report front and end matter using advanced word processing features.
- create and edit properly formatted employment documents using word processing features.

BUSTEC 305 Business Technology Essentials

Units:	1
Hours:	18 hours LEC
Prerequisite:	None.
Transferable:	CSU

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.

Student Learning Outcomes

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

- define the terms associated with business information systems and technologies.
- compare hardware and software options available for creating, storing, and distributing business information.
- choose an appropriate technology for completing work assignments.
- manage business tasks by integrating available technologies and organizational procedures.
- use the basic features of business machines including copiers, scanners, faxes, phones, and computers.
- locate sources of information on current business technology trends.

BUSTEC 310 Introduction to Word/Information Processing

Units:	3
Hours:	36 hours LEC; 54 hours LAB
Prerequisite:	BUSTEC 300.1 with a grade of "C" or better
Transferable:	CSU

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.

Student Learning Outcomes

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

- utilize word processing features to create, edit, preview, save, and print documents.
- manage files and folders.
- create business letters, personal business letters, memorandum, and reports.
- analyze document content and make accurate decisions regarding layout, production, and distribution.
- use formatting tools such as columns, tables, borders and shading, color, symbols, charts, graphics, and text boxes to enhance the appearance of business documents.
- assemble documents using appropriate word processing functions, including headers/footers, styles, templates, comments, table of contents, and index generators.
- verify document accuracy using proofreading and editing tools.

BUSTEC 313 Web-based Conferencing and Presentations for the Business Professional

Units:	2
Hours:	36 hours LEC
Prerequisite:	None.
Advisory:	BUS 310 and CISA 340
Transferable:	CSU

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.

Student Learning Outcomes

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

- describe the different types of business presentations and mediums available
- analyze the purpose of a business presentation
- select the correct presentation style and medium to deliver content
- prepare presentation content, handouts, online polls and notes for delivery
- create supportive visual aids such as slidedecks, flipcharts, and white boards
- develop charts, graphs, and other illustrations to support ideas
- evaluate presentation styles and provide feedback for improvement
- create, edit, and deliver business presentations as part of a team
- create, edit, and deliver web-based business presentations

BUSTEC 332 Integrated Business Projects

Units:	3
Hours:	54 hours LEC
Prerequisite:	BUSTEC 110 with a grade of "C" or better
Advisory:	BUSTEC 310, CISA 315, and CISA 320
Transferable:	CSU

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.

Student Learning Outcomes

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

- describe the concepts and features of integrating software functions.
- integrate the use of word processing, spreadsheet, database, presentation, and electronic communication software to create, format, revise, share, and maintain business documents and data.
- analyze the purpose of a business project and select software to complete the project.
- utilize electronic communication to send and receive business correspondence and attachments beyond the simple use of e-mail.
- organize and manage electronic files on local and cloud storage devices.
- operate in a team to create, edit, and maintain business projects.

BUSTEC 350 Virtual Careers and Technologies

Units:	3
Hours:	54 hours LEC
Prerequisite:	None.
Transferable:	CSU

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.

Student Learning Outcomes

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

- describe the different types of virtual environments
- define terms that relate to virtual environments
- assess the skills and work habits necessary for virtual careers
- analyze ways to establish and manage a virtual career
- evaluate technologies utilized in virtual careers
- apply communication tools and techniques for a virtual environment
- locate and identify job opportunities

Faculty

Heidi Bennett

Professor

Office: ARC Main, Howard Hall, H137
Email: BennetH@arc.losrios.edu
(mailto:BennetH@arc.losrios.edu)
Phone: (916) 484-8132
Web: [Heidi Bennett's Profile Page \(/about-us/faculty-and-staff-directory/heidi-bennett\)](#)

Melissa Fish

Professor

Office: ARC Main, Howard Hall, H139
Email: FishM@arc.losrios.edu (mailto:FishM@arc.losrios.edu)
Phone: (916) 484-8061
Web: [Melissa Fish's Profile Page \(/about-us/faculty-and-staff-directory/melissa-fish\)](#)

Rebecca Leveille

Adjunct Faculty

Office: ARC Main
Email: leveilr@arc.losrios.edu (mailto:leveilr@arc.losrios.edu)
Phone: (916) 286-3691 ext. 12041
Web: [Rebecca Leveille's Profile Page \(/about-us/faculty-and-staff-directory/rebecca-leveille\)](#)

Sylvovie Merchant

Adjunct Faculty

Office: ARC Main
Email: merchas@arc.losrios.edu
(mailto:merchas@arc.losrios.edu)
Phone: (916) 286-3691 ext. 12374
Web: [Sylvovie Merchant's Profile Page \(/about-us/faculty-and-staff-directory/sylvovie-merchant\)](#)

Kelly Montgomery

Adjunct Faculty

Office: ARC Main
Email: MontgoK@arc.losrios.edu
(mailto:MontgoK@arc.losrios.edu)
Phone: (916) 286-3691 ext. 12047
Web: [Kelly Montgomery's Profile Page \(/about-us/faculty-and-staff-directory/kelly-montgomery\)](#)

Randy Nordell

Professor

Office: ARC Main, Howard Hall, H136
Email: NordelR@arc.losrios.edu
(mailto:NordelR@arc.losrios.edu)
Phone: (916) 484-8140
Web: [Randy Nordell's Profile Page \(/about-us/faculty-and-staff-directory/randy-nordell\)](#)

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