

Application Date  
2011-05-11



California Community Colleges

**SUBSTANTIAL CHANGES TO AN APPROVED CREDIT PROGRAM**

Office Clerk		Margaret Mauldin
TITLE OF PROPOSED PROGRAM Business Office Technology		CONTACT PERSON Instruction Office Specialist
TITLE OF EXISTING PROGRAM (IF DIFFERENT) 051400	1933	TITLE (760) 384-6257
EXISTING PROGRAM T.O.P. CODE CERRO COSO	EXISTING PROGRAM CONTROL NUMBER KERN	PHONE NUMBER mmauldin@cerrocoso.edu
COLLEGE 08/22/2011	DISTRICT	E-MAIL ADDRESS
PROJECTED START DATE FOR CHANGE		
<b>GOAL(S) OF PROGRAM (CHECK ALL THAT APPLY):</b>		
<input checked="" type="checkbox"/> CAREER TECHNICAL EDUCATION (CTE)	<input type="checkbox"/> TRANSFER	<input type="checkbox"/> OTHER

**Type of change requested: Check only one.**

- Add new Certificate of Achievement
- Add Degree to Existing Certificate Program
- Add new Major or Area of Emphasis to Existing Degree

**TYPE OF PROGRAM (SELECT ONLY ONE):**

- A.A. DEGREE
- A.S. DEGREE
- AA-T DEGREE (for transfer)\*
- AS-T DEGREE (for transfer)\*

**CERTIFICATE OF ACHIEVEMENT:**

- 18+ semester (or 27+ quarter) units
- 12-18 semester (or 18-27 quarter) units

\* The AA-T and AS-T degrees fulfill the requirements of California Education Code sections 66745-66749, also known as the Student Transfer Achievement Reform Act. See special instructions provided [here](#).

**Planning Summary:**

Projected Start Date  Projected Annual Completers

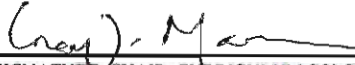
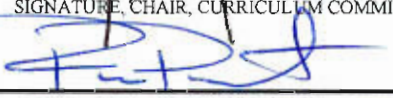

FIELDS	AS LISTED IN CURRENT INVENTORY	AS REVISED
Program Control Number	1933	1933
TOP Code	051400	051400
Local Title	Business Office Technology	Office Clerk
Units for Degree Major or Area of Emphasis	30 to 30	0 to 0
Total Units for Degree		0 to 0
Certificate Units	0 to 0	12 to 12

REQUIRED SIGNATURES

Title of Proposed Program Office Clerk College Cerro Coso Community College

LOCAL CURRICULUM APPROVAL:

Changes proposed in this application have been approved by the curriculum committee and instructional administration, and all applicable requirements of Title 5 regulations have been satisfied.

<u>5/12/11</u> DATE	 SIGNATURE, CHAIR, CURRICULUM COMMITTEE	<u>Dr. Corey Marvin, CIC Chair</u> TYPED OR PRINTED NAME
<u>5-18-11</u> DATE	 SIGNATURE, CHIEF INSTRUCTIONAL OFFICER	<u>Richard Post, Interim V.P. Acad. Aff.</u> TYPED OR PRINTED NAME
<u>12 May 2011</u> DATE	 SIGNATURE, ACADEMIC SENATE PRESIDENT	<u>Matthew Crow, Academic Senate Pres.</u> TYPED OR PRINTED NAME

CAREER TECHNICAL EDUCATION ONLY:

Program fulfills the requirements of employers in the occupation, provides students with appropriate occupational competencies, and meets any relevant professional or licensing standards.

<u>12 May 2011</u> DATE	 SIGNATURE, ADMINISTRATOR OF CTE	<u>Valerie Karnes, CTE Dean</u> TYPED OR PRINTED NAME
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Changes proposed in this application been reviewed by the Career Technical Education Regional Consortium, and approval was recommended on \_\_\_\_\_ (date).

_____ DATE	_____ SIGNATURE, CHAIR, REGIONAL CONSORTIUM	_____ TYPED OR PRINTED NAME
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COLLEGE PRESIDENT:

All provisions of Title 5, Section 55130 have been considered. All factors, taken as a whole, support establishment and maintenance of the proposed changes to an existing, approved program.

_____ DATE	_____ SIGNATURE, PRESIDENT OF THE COLLEGE	<u>Jill Board, President</u> TYPED OR PRINTED NAME
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DISTRICT APPROVAL (check one):

On \_\_\_\_\_ (date), the governing board of the \_\_\_\_\_ District approved the proposed changes to this existing program attached to this request.

The governing board has delegated to me the authority to approve substantial changes to existing programs, and I have approved the associate degree or certificate attached to this request.

_____ DATE	_____ SIGNATURE, SUPERINTENDENT/CHANCELLOR OF DISTRICT	<u>Sandra V. Serrano</u> TYPED OR PRINTED NAME
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Please retain the original signature page for your records and upload a scan of the signature page as an attachment.

# PROGRAM OF STUDY

## CC Office Clerk Cert Certificate of Achievement

OFFICE CLERK CERTIFICATE: This course of study prepares the student to perform basic competencies as an entry level office clerk whether or not the individual has previous office experience. This certificate of achievement is a foundation for the Office Assistant Certificate and the Business Office Technology Certificate or Associate of Science Degree.

### Career Opportunities in Business Office Technology

Employment preparation for such careers as Office Clerk, Receptionist, Data entry clerk, Mail room clerk, Sales clerk, Filing clerk, Inventory clerk, Counter clerk, Clerk I.

**Complete all of the following core courses:**

BSAD C070	Business Mathematics	3
BSOT C131	Basic Computer Keyboarding	1
BSOT C154	Office Personnel Seminar	3
BSOT C127	MS PowerPoint	1
CSCI C070	Computer Literacy	1
CSCI C121	Beginning Word	1
CSCI C123	Beginning Excel	1
CSCI C125	Beginning Access	1

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**Total Units**

**12**

PID 451

## DEVELOPMENT CRITERIA NARRATIVE & DOCUMENTATION

### Criteria A. Appropriateness to Mission

1. Statement of goals and objectives for existing program, including new changes.

**Department Mission:** The Department of Business and Information Technology mission is to provide computer information systems, business office technology, paralegal studies, as well as business administration and computer science transfer preparation; vocational business and computer technology education; employment retraining and computer literacy skills. We support lifelong learning and participation in a technological world. We respond to the business training and information technology needs of the community and empower students with the skills they need to be successful in the modern business environment.

**Program Mission:** The Business Office Technology Program mission is to provide an environment and curriculum designed to equip learners with the skills necessary to compete for employment in an entry-level administrative assistant position while encouraging a desire for life-long learning.

Business Office Technology Program Outcomes have been determined through observation and analysis of business and industry standards for office managers, administrative assistants, and clerks, with the goal of ensuring appropriate levels of competency in a range of strengths necessary to perform professionally and effectively in today's workplace. Each of the courses required to complete the degree is an integral part of a carefully chosen selection of elements representing competencies desired by employers and required for individuals to begin or maintain a career in today's dynamic business office. The program provides a solid environment for learners to engage with mastery performance of relevant business office skills, as well as problem solving, critical thinking, and demonstration of work ethic to the standard of what is appropriate to be successful in the field. Program rigor and scope is consistent with similar programs in the state, nationally, and internationally. Course outcomes are created and observed to guide teaching and learning activities with a goal to ensure that achievement is measured by appropriate mastery of the topics listed in the current course outlines of record. Course outlines of record are updated within appropriate title five timelines, including when changes in the workplace precipitate addition or removal of study topics, or an evolution of available teaching resources provides opportunity for a significant shift in delivery that is deemed to be beneficial to the learning process.

2. Catalog description for existing program, including new option.

**PROGRAM NAME:** BUSINESS OFFICE TECHNOLOGY ASSOCIATE OF SCIENCE DEGREE

**PROGRAM DESCRIPTION:** (60 units total, 30 units in the major) This program prepares learners for employment in challenging positions as administrative assistants and office managers through courses in communication, industry standard computer applications, business, and bookkeeping in order to meet the needs of the technologically dynamic business office. Attention to detail, a professional work ethic, and an ability to communicate effectively with others are fostered throughout.

**BUSINESS OFFICE TECHNOLOGY CERTIFICATE (30 units):** Any learner completing the courses required for the major qualifies for a certificate in Business Office Technology.

**ADMINISTRATIVE OFFICE ASSISTANT CERTIFICATE OF ACHIEVEMENT:** (18 Units) This certificate represents that the learner is equipped with the range of skills necessary to perform the duties of an entry level administrative assistant in today's technological office. Learners master skills in communication, bookkeeping, and an essential selection of intermediate computer applications for business. The Office Assistant Certificate is earned after completion of the following courses. This certificate is also appropriate for individuals who are re-training in current uses of intermediate level computer applications for the business office.

**OFFICE CLERK CERTIFICATE OF ACHIEVEMENT: (12 Units)** This certificate represents that the learner is prepared to perform basic competencies as an entry level office clerk whether or not the individual has previous

office experience. This certificate of achievement is designed to provide a foundation of introductory but essential office skills for individuals who are considering a career in office administration or for those who require computer, communication, and business orientation skills to increase employability in a variety of fields.

3. New program requirements.

**PROGRAM NAME:** BUSINESS OFFICE TECHNOLOGY ASSOCIATE OF SCIENCE DEGREE

**PROGRAM DESCRIPTION:** (60 units total, 30 units in the major) This program prepares learners for employment in challenging positions as administrative assistants and office managers through courses in communication, industry standard computer applications, business, and bookkeeping in order to meet the needs of the technologically dynamic business office. Attention to detail, a professional work ethic, and an ability to communicate effectively with others are fostered throughout.

**COURSES:**

Complete all of the following courses:

Course Number	Course Name	Units
BSAD C070	Business Mathematics	3
BSAD C072	Introduction to Accounting	3
BSAD C100	Introduction to Business	3
BSAD C145	Business Communication	3
BSOT C154	Office Personnel Seminar	3
BSOT C133	Advanced Keyboarding	1
CSCI C070	Computer Literacy	1
CSCI C121	Beginning Word	1
CSCI C151	Intermediate Word	1
CSCI C161	Advanced Word	1
CSCI C123	Beginning Excel	1
CSCI C153	Intermediate Excel	1
CSCI C125	Beginning Access	1
CSCI C155	Intermediate Access	1
BSOT C127	MS PowerPoint	1
CSCI C171	Introduction to Internet	1
		26

Select at least 4 units from the following courses:

Course Number	Course Name	Units
CSCI C129	Microsoft Outlook	1
CSCI C135	Beginning Adobe Acrobat	1
CSCI C163	Advanced Excel	1
CSCI C165	Advanced Access	1
WEXP C101	Introduction to Work Experience	1
WEXP C102	Occupational Career Work Experience	1-3

PROGRAM LEARNING OUTCOMES AND ASSESSMENT: Upon successful completion of the program, the student will be able to

- A. Achieve business standards for efficiency, time management, and quality of work while projecting a professional image including ethical standards with respect to privacy, confidentiality, and personal behavior both independently and in group situations. This will be assessed by final exams in all courses in the program.
- B. Apply fundamental principles of spelling, grammar, and punctuation to a wide variety of business communication messages, documents, and reports appropriate for the intended audience. This will be assessed by final exams in all courses in the program.
- C. Select, apply, and adapt computer software tools such as word processing, spreadsheet, data base, accounting, presentation, and desktop publishing, to business related tasks and assess the logic of the results. This will be assessed by final exams in all courses in the program.
- D. Analyze and record a variety of business financial transactions such as petty cash, bank deposits, accounts receivable, and accounts payable. This will be assessed by final comprehensive project.
- E. Apply standard records management procedures when establishing and maintaining systems to classify, organize, store, and retrieve hard copy and electronic files. This will be assessed by final exams in all courses in the program.
- F. Demonstrate active listening skills to accurately condense and record verbal information, instructions, and ideas. This will be assessed by assignments in all courses in the program.

Courses	Program Learning Outcomes					
	A.	B.	C.	D.	E.	F.
BSAD C070	X		X			
BSAD C072				X		
BSAD C100	X					
BSAD C145	X	X				X
BSOT C133			X			
BSOT C154	X	X			X	X
CSCI C070			X		X	
CSCI C121		X	X		X	
CSCI C151		X	X		X	
CSCI C161		X	X		X	
CSCI C123			X	X	X	
CSCI C153			X	X	X	
CSCI C125			X		X	
CSCI C155			X		X	
BSOT C127			X			
CSCI C171			X			
Electives	X	X	X	X	X	

**OFFICE CLERK CERTIFICATE OF ACHIEVEMENT: (12 Units)** represents that the learner is prepared to perform basic competencies as an entry level office clerk whether or not the individual has previous office experience. This certificate of achievement is designed to provide a foundation of introductory but essential office skills for individuals who are considering a career in office administration or for those who require computer, communication, and business orientation skills to increase employability in a variety of fields.

BSOT C131	Basic Computer Keyboarding	1
BSOT C154	Office Personnel Seminar	3
CSCI C070	Computer Literacy	1
CSCI C121	Beginning Word	1
CSCI C123	Beginning Excel	1
CSCI C125	Beginning Access	1
BSOT C127	PowerPoint	1
BSAD C070	Business Mathematics	3

12

**PROGRAM LEARNING OUTCOMES AND ASSESSMENTS:** Upon successful completion of the Office Clerk Certificate of Achievement (12 Units), the student will be able to

- A. Achieve business standards for efficiency, time management, and quality of work while projecting a professional image including ethical standards with respect to privacy, confidentiality, and personal behavior both independently and in group situations. This will be assessed by final exams in all courses in the program.
- B. Demonstrate introductory skills in the use of software tools such as Microsoft Word, Excel, and Access, to entry level office related tasks such as letter and report creation, basic spreadsheet creation/edit, and data entry.
- C. Apply standard records management procedures when establishing and maintaining systems to classify, organize, store, and retrieve hard copy and electronic files.
- D. Demonstrate active listening skills to accurately condense and record verbal information, instructions, and ideas.
- E. Demonstrate accuracy and efficiency using a desktop calculator to perform business mathematics calculations appropriate for routine office tasks requiring calculation.

**ADMINISTRATIVE OFFICE ASSISTANT CERTIFICATE: (18 Units)** This certificate represents that the learner is equipped with the range of skills necessary to perform the duties of an entry level administrative assistant in today's technological office. Learners master skills in communication, bookkeeping, and an essential selection of intermediate computer applications for business. The Office Assistant Certificate is earned after completion of the following courses. This certificate is also appropriate for individuals who are re-training in current uses of intermediate level computer applications for the business office.

BSAD C070	Business Mathematics	3
BSOT C132	Intermediate Keyboarding	1
BSAD C145	Business Communication	3
BSOT C154	Office Personnel Seminar	3
BSAD C072	Introduction to Accounting	3
CSCI C151	Intermediate Word	1
CSCI C153	Intermediate Excel	1
CSCI C155	Intermediate Access	1
CSCI C171	Introduction to Internet	1
CSCI C129	Beginning MS Outlook	1
Or CSCI C135	Beginning Adobe Acrobat	1

**PROGRAM LEARNING OUTCOMES AND ASSESSMENTS:** Upon successful completion of the Administrative Office Assistant Certificate (12 Units), the student will be able to

- A. Achieve business standards for efficiency, time management, and quality of work while projecting a professional image including ethical standards with respect to privacy, confidentiality, and personal behavior both independently and in group situations. This will be assessed by final exams in all courses in the program.
- B. Apply fundamental principles of spelling, grammar, and punctuation to a wide variety of business communication messages, documents, and reports, appropriate for the intended audience.
- C. Demonstrate intermediate skills and problem solving ability in the use of industry standard applications and technology such as Microsoft Word, Excel, Access, and PowerPoint, to office related tasks.
- D. Analyze and record a variety of business financial transactions such as petty cash, bank deposits, accounts receivable, and accounts payable, using a desktop calculator.
- E. Apply standard records management procedures when establishing and maintaining systems to classify, organize, store, and retrieve hard copy and electronic files.
- F. Demonstrate active listening skills to accurately condense and record verbal information, instructions, and ideas.

**Optional:** Discussion of background and rationale (if needed).

The program has been designed with steps defined by the 12, 18, and 30 unit progressions to allow learners to reach levels of achievement for the wide range of work preparedness required in the field in a logical manner. The range of positions available for business office workers/assistants/managers is very diverse and requires multi-leveled range of skills, competencies, and experience.

For this reason, the program has been designed for all learners who aspire to a career in business office work at any level. Many of the courses are offered in one unit blocks allowing learners time to achieve mastery before proceeding to the next level. The three unit courses provide the time necessary to master broad topic areas such as are required for meaningful understanding and practice of business communication in the workplace, business mathematics, and introduction to accounting. The Office Personnel Seminar course consists of modules covering essential topics that are not otherwise covered in the program, plus a focus on job search and employability skills.

From the very beginning clerk with no supervisory experience and a narrow range of duties, to the assistant with a mid-level intermediate responsibility, to the administrative office manager at the higher end of the scale, the program provides achievement levels for all. This design also facilitates achievable levels of progress for the learner who discovers along the way if this is the right field for their aptitude and abilities. The BSOT program stepped design also ensures a solid base of skills are achieved, for the learner who continues in this field or and also for those who switch to a Business, Paralegal Studies, or Computer Information Systems degree or vice versa. This design accommodates the currently employed office worker who wants to upgrade and achieve new skills, as well as many who are in a situation where re-training is required because of injuries in other fields such as nursing.

The first level (12 units) allows the learner to achieve a base of competencies for initial entry level positions in office work. The next level (18 units) allows the student to reach an intermediate level of preparedness for both entry to the field as well as re-training, and the final level (30 units) allows a rounded and comprehensive preparedness for administrative assistant/office manager positions. Each level builds on the prior level, with the degree level providing fulfillment of all required program outcomes to a professional level.

Certain basic BSOT program courses are now essential elements of the Industrial Arts program core, as employers in that field are requesting common computer skills along with Word and Excel (base components of BSOT) for their employees.

## **Criteria B. Need**

5. **Enrollment and Completer Projections:** There are approximately 65 students who have declared Business Office Technology as a major through our online and on campus offerings. Of these, some will find this certificate

to be a foundation and starting point, particularly for those who are entering college for the first time or searching for employment for the first time or for re-training. . Additionally, The Owen's Valley Career Development Center in Bishop specifically targets and supports this particular certificate for tribal members who are pursuing post secondary education for the first time. This group consists of 12-20 people. Combined with other modes of delivery and sites, 15-25 completers are expected each year.

6. Place of proposed change in the curriculum -- relation to existing program and options; relation to other programs at your college.

The BSOT program stepped design also ensures a solid base of skills are achieved, for the learner who continues in this field or and also for those who switch to a Business, Paralegal Studies, or Computer Information Systems degree or vice versa. This design accommodates the currently employed office worker who wants to upgrade and achieve new skills, as well as many who are in a situation where re-training is required because of injuries in other fields such as nursing. This certificate of achievement is a foundation for the Office Assistant Certificate and the Business Office Technology Certificate or Associate of Science Degree.

7. The program does not represent unnecessary duplication of training programs and other regional colleges offering a similar program are too far away to impact employer's needs in our service area.

8. Analysis of labor market need or job availability (for career technical education only).

According to the 2-Year Occupational Review for Business Office Technology, completed in Fall 2010, the number of jobs in our region in the fields of Executive secretaries and administrative assistants and Secretaries (except legal, medical and executive) totals 876 in 2010 and is projected to 952 in 2015 indicating a 9% increase. The projected number of new openings is 28.

Business Office Technology is expanding to meet the documented labor market demand for degree and certificate completers. The actual number of people completing the degree or a certificate in the past five years is 14, plus three individuals completed a lower unit certificate and a degree. In the Cerro Coso service area there are many known jobs that are not documented because employer's corporate offices are out of state. For example, office positions required by aerospace contractors, the naval air warfare center at China Lake, and even our own Cerro Coso Community College classified office positions are not captured in reporting systems because the corporate offices are located outside our service area. We are expecting to increase completers to fill these and other known service area needs as the program is gaining momentum in both certificate and Business Office Technology Associate of Science Degree completers.

### **Criteria C. Curriculum Standards**

9. Transfer applicability to two 4-year institutions (if applicable).

**Attachment:** Course outlines for required courses (required for all applications).

**Attachment:** Articulation Agreements (if applicable).

### **If applicable to revised program:**

10. **Criteria D-Adequate Resources:** Facilities, additional faculty, and new equipment or library resources  
This certificate already exists at the local level and resources are adequate. In addition to the online offerings, courses in this certificate are currently offered on campus at IWV, at the computer lab at Kern River Valley campus and on site at the Owen's Valley Career Development Center in Bishop. There is no need to change or add facilities. Equipment in on campus labs is included with the IT replacement cycle for the respective classrooms. This program has one full time faculty member and approximately five to ten adjuncts who teach Business Office Technology classes throughout the region at IWV, Bishop, KRV, and online.
11. **Criteria E-Compliance:** Enrollment restrictions and licensing or accreditation standards

**CERRO COSO COMMUNITY COLLEGE  
ASSOCIATE DEGREE COURSE OUTLINE**

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Approved: Revision 11/18/05; Perkins Correction 2/26/10;

Course TOPS Code: 0514.00

Classification: I

Transferability: A

Other Dates of Approval

Content Review: Revision 6/13/08

Online Delivery:

CSU Cert:

IGETC:

UC Transfer:

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1. SUBJECT DISCIPLINE AND COURSE NUMBER: BSAD C070
2. COURSE TITLE: Business Mathematics
3. UNITS: 3.0
4. INSTRUCTIONAL METHODS / TOTAL HOURS: 54

Lecture	54
Lab	
Activity	
Open Lab	
Work Experience	
5. REQUISITES:

Prerequisite	
Co-requisite	
Advisory	Level 3 MATH
6. CATALOG COURSE DESCRIPTION: This course provides practice with a wide range of mathematical procedures used in various business applications. Students perform calculations both manually and using a calculator to solve problems in accounting, retail, finance and taxation. Learners will require access to a printing calculator with features including: round off/up key, decimal selector for 0 through 6 plus float, memory keys and 10-12 digit keyboard.
7. STUDENT LEARNING OUTCOMES: Upon successful completion of the course, the student will be able to:
  - A. Perform basic ten-key touch operations using an electronic calculator
  - B. Calculate discounts, markups, percents and prorate
  - C. Perform banking, depreciation, and payroll calculations
  - D. Calculate and explain mortgage types, installment payments and amortization
  - E. Calculate cost of inventory using different methods
  - F. Define corporate investment, shares of stock, shareholders, dividends, and stock exchange
  - G. Explain and calculate simple, compound, true interest,
  - H. Identify and Convert between International System of Measurement Units (SI) and units of the U.S. Customary System (USCS)

8. DETAILED TOPICAL OUTLINE:

- A. Using a Calculator for basic Mathematics review (A)
  - a. Keypad and calculator introduction
  - b. Addition, subtraction, multiplication and division of whole numbers
  - c. Using fractions
  - d. Using decimals
- B. Banking Applications (A, C)
  - a. The check register
  - b. Bank statements
  - c. Bank reconciliation
- C. Retail Applications (A, B)
  - a. Percents
  - b. Trade discounts
  - c. Markups
- D. Payroll Applications (A, C)
  - a. Calculating gross pay
  - b. Payroll deductions and taxes
  - c. Employer responsibilities
- E. Simple Interest (A, G)
  - a. Calculations and maturity value
  - b. Payments before the due date
  - c. Promissory notes
  - d. Discounting notes
- F. Compound Interest (A, D)
  - a. Calculating manually and with a table
  - b. The effective rate (APY)
- G. Installment Buying (A, D, G)
  - a. Finance charges
  - b. Calculating APR
  - c. Revolving charge accounts
- H. Mortgages (A, D)
  - a. Types of mortgages
  - b. Amortization
  - c. Calculating monthly payment
- I. Depreciation (A, C)
  - a. Straight-line method
  - b. Units of production method
  - c. Sum-of-the-years-digits method
  - d. Declining balance method
- J. Costing Inventory (A, E)
  - a. Specific identification
  - b. Weighted average
  - c. LIFO
  - d. FIFO
- K. Stocks and Bonds (A, F)
  - a. Investment in stocks
  - b. Investment in bonds
  - c. Yields on investments
  - d. Selling price of stocks
- L. Measurement (A, H)
  - a. International System of Units (SI)
  - b. Decimal System
  - c. U. S. Customary System (USCS)
  - d. Conversion Tables

9. LAB CONTENT DESCRIPTION (if applicable):
10. METHODS OF PRESENTATION: Course instructional methods may include but are not limited to
  - A. Demonstration
  - B. Lecture
  - C. Hands-on application of methods
11. ASSIGNMENTS AND METHODS OF EVALUATION: Assessment of student performance may include but is not limited to
  - A. Chapter Tests (A- H)
  - B. Mid-term and Final Assessments (A- H)
  - C. Workbook and Practice Assignments (A- H)
12. OUT OF CLASS ASSIGNMENTS:
  - A. Reading
  - B. Workbook Assignments
13. REQUIRED TEXTS: Reading assignments are required and may include but are not limited to  
Polinsky, M. (2003). *Solving Business Problems Using an Electronic Calculator*. 6<sup>th</sup> ed.  
Milwaukee: Glencoe McGraw-Hill.
14. REPEATIBILITY: None.
15. GRADING METHOD: Standard Letter Grade
16. CREDIT BY EXAM: Yes
17. MATERIALS FEE: None.  
If yes, justification:
18. SAM CODE: C
19. PROGRAM IDENTIFICATION: Business Office Technology
20. GENERAL EDUCATION APPLICABILITY:  
Cerro Coso  
CSU Cert  
IGETC
22. COURSE DISCIPLINE LIST: Business Office Technology, Business, Mathematics

**SIGNATURE PAGE**

SUBJECT DISCIPLINE AND COURSE NUMBER: BSAD C070

<hr/> <p>Karen O'Connor COURSE PROPOSER</p>	<hr/> <p>11/18/05 DATE</p>
<hr/> <p>Suzie Ama CIC CHAIR</p>	<hr/> <p>11/18/05 DATE</p>
<hr/> <p>Dr. Mitjl Capet VICE PRESIDENT OF ACADEMIC AFFAIR</p>	<hr/> <p>11/18/05 DATE</p>

<b>Cerro Coso Community College</b>						
<b>COURSE OUTLINE OF RECORD</b>						
<b>Form A (Course Description)</b>				<b>Date</b>	<b>9/26/2008</b>	
<b>Discipline</b>	BSOT		<b>Course No.</b>	C132	<b>Units</b>	1.0
<b>Course Title</b>		Intermediate Computer Keyboarding				
<b>Non-Credit Category</b>		<a href="#">Click here to choose Non-Credit Category.</a>				

<b>Revision Due Date</b>	<a href="#">Click here to enter a date.</a>	<b>Final Approval due NOT LATER THAN</b>	10/31/2008
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[Click link to view instructions for completing COR Form A.](#)

Methods of Instruction/Total Hours of Instruction		
<b>Lecture</b>	(1.0 unit = 18 hours)	9
<b>Lab</b>	(1.0 unit = 54 hours)	27
<b>Open Lab</b>	(1.0 unit = 54 hours)	
<b>Activity</b>	(1.0 unit = 54 hours)	
<b>Work Experience</b>	(1.0 unit = 60 hours (volunteer); 75 hours (paid))	
<b>Total Hours</b>		36

**Catalog Course Description**

Learners in this course build on a basic keyboarding foundation with correct touch typing techniques, including alphabetic, numeric, and symbol keyboarding as well as 10-Key numeric keypad. Skill-building includes introductory formatting of documents. Successful completion of this class will result in minimum keyboarding speed of 30 words per minute net.

Conditions of Enrollment	
<b>Pre-Requisite</b>	
<b>Co-Requisite</b>	
<b>Advisory</b>	BSOT C131

<b>Repeatability</b>	None	<b>Grading Method</b>	Standard Letter Grade	<b>Credit by Exam</b>	No
<b>Materials Fee</b>	No	<b>Amount</b>	N/A		
<b>Justification</b>					
<b>SAM Code</b>	C Clearly Occupational				

**Program Identification**  
Business Office Technology

<b>Transfer Applicability</b>		<b>Cerro Coso</b>		<b>CSU Certification</b>		<b>IGETC</b>
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Minimum Qualifications Discipline List	
<b>Master's Degree Required</b>	
<b>Master's Degree Not Required</b>	Business Office Technology, Computer Information Systems

Office Use Only					
<b>Approval Type</b>	Revision	<b>BT Action</b>	12/11/2008		
<b>Course TOPS Code</b>	0514.00	<b>Stand Alone Status</b>	N/A	<b>Stand Alone Approval</b>	N/A

<b>Transferability</b>	A/CSU	<b>Cerro Coso GE</b>		<b>CSU GE Certification</b>		<b>IGETC</b>
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Form Submission						
<b>COR Part A</b>	9/26/2008	<b>COR Part B</b>	9/26/2008	<b>Content Review</b>	9/26/2008	
<b>DE Addendum</b>	9/26/2008	<b>GE Addendum</b>	<a href="#">Click here to enter a date.</a>	<b>Course Deletion</b>	<a href="#">Click here to enter a date.</a>	
<b>Signature Page</b>	4/10/2009					

Approval Dates					
<b>First Review</b>	9/26/2008	<b>Second Review</b>	9/26/2008	<b>Final Approval</b>	5/1/2009

Cerro Coso Community College						
<b>COURSE OUTLINE OF RECORD</b>						
Form B (Course Content)				Date	9/26/2008	
Discipline	BSOT		Course No.	C132	Units	1.0
Course Title	Intermediate Computer Keyboarding					
Non-Credit Category	Click here to choose Non-Credit Category.					

**Student Learning Outcomes & Assessments**

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

SLO	Learning Outcome Description	Outcome Assessment Definition
A	key straight-copy alphanumeric material using correct touch techniques at a minimum rate of 30 words per minute (wpm) with 5 or few errors on a 3-minute timing.	This will be assessed and scored by a pre- and post-test.
B	key numeric copy using correct touch typing techniques on the 10-key numeric keypad with increased speed and accuracy.	This will be assessed and scored by a pre- and post-test.
C	identify and perform correct ergonomics for body position at the workstation.	This will be assessed and scored by a pre- and post-test.
		Click here to view a list of editable outcome assessment definitions.
		Click here to view a list of editable outcome assessment definitions.
		Click here to view a list of editable outcome assessment definitions.

**Detailed Topical Outline**

Topic	Sub-topic	Content
A		Key-stroking (A, B, C)
	1	Correct key-stroking for alphabet keys
	2	Correct key-stroking for numeric keys
	3	Correct key-stroking for punctuation/symbol keys
	4	Correct key-stroking for 10-Key Numeric Keypad
B		Ergonomics and body position. (C)
C		Word Processing (A, B, C)
	1	Skill-building using basic word processing methods.
	2	Introductory document formatting.

**Lab Content Description:** Learners practice correct keyboarding techniques using a computer based training program and text.

**Out of Classroom Assignments:** Where possible, students practice keyboarding at home to augment classroom practice.

**Methods of Presentation**

*Course instructional methods may include but are not limited to:*

Lecture and demonstration on keyboarding techniques and formatting of documents.

**Assignments & Methods of Evaluation**

*Assessment of student performance may include but is not limited to:*

- A. Keyboarding Drills and Lesson work (A, B, C)
- B. Three-minute Timed Writings (A, B, C)

**Required Texts**

*Reading assignments are required and may include but are not limited to:*

VanHyss, S., Forde, C., & Woo, D. (2008). *Keyboarding and Formatting Essentials, Lessons 1-60* (Second Edition ed.). Mason, Ohio: Thomson-SouthWestern.

**CERRO COSO COMMUNITY COLLEGE  
ASSOCIATE DEGREE COURSE OUTLINE**

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Approved: Updated 11/30/07; CB 09 Correction 9/25/09

Course TOPS Code: 0514.00

Classification: I

Transferability: A/CSU

Stand-Alone Status:

Not Stand-Alone: Business Office Technology, Business Management, and Entrepreneurship

Blanket Approval:

Stand-Alone:

Other Dates of Approval

Content Review: Updated 11/30/07

Online Delivery: Updated 11/30/07

CSU Cert:

IGETC:

UC Transfer:

Stand-Alone:

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1. SUBJECT DISCIPLINE AND COURSE NUMBER: BSAD C145
2. COURSE TITLE: Business Communication
3. UNITS: 3.0
4. INSTRUCTIONAL METHODS / TOTAL HOURS: 54

Lecture	54
Lab	
Activity	
Open Lab	
Work Experience	
5. REQUISITES:

Prerequisite	
Co-requisite	
Advisory	Level 1 Reading, Level 1 Writing, CSCI C121
6. CATALOG COURSE DESCRIPTION: This course presents the principles and techniques of effective written and oral business communications. Students will discuss, critique, and practice business-writing strategies to produce messages, letters, reports, and presentations, while developing critical thinking skills. Business communication in a global environment is also emphasized.
7. STUDENT LEARNING OUTCOMES AND ASSESSMENT: Upon successful completion of the course, the student will be able to
  - A. Explain and apply the principles, techniques, and strategies of effective business communication and how to apply those principles at work, in teams, and in a multi-cultural business environment. This will be assessed through a project and scored with a rubric.
  - B. Prepare business communication including letters, reports, presentations, and other messages that are clear, concise, courteous, complete and grammatically correct. This will be assessed by written assignments and scored with a rubric.

- C. Critique oral communication skills to determine effective techniques. This will be assessed by written critique and scored with a rubric.
  - D. Plan and produce visual aids using presentation software. This will be assessed with a project and scored with a rubric.
  - E. Identify appropriate strategies for resume writing including use of electronic media. This will be assessed with a project and scored with a rubric.
  - F. Practice effective business communication techniques in independent and group projects. This will be assessed with a project and scored with a rubric.
8. DETAILED TOPICAL OUTLINE:

- A. Building Career Success with Business Communication (A)
  - 1. The communication process
  - 2. Listening
  - 3. Non-verbal communication
  - 4. Workplace Diversity
- B. The Writing Process (A, B, F)
  - 1. Creating Business Messages
    - A. The Basics of Business Writing
    - B. Writing for Business Messages and Oral Presentations
    - C. Analyzing Purpose and Audience
    - D. Anticipating the Audience
    - E. Adapting to the Audience
    - F. Career Skills
  - 2. Improving Writing Techniques
    - A. Researching to Collect Information
    - B. Organizing to Show Relationships
    - C. Writing Effective Sentences
    - D. Improving Writing Techniques
    - E. Paragraph Coherence
    - F. Composing Drafts
  - 3. Revising and Proofreading Business Messages
    - A. The Process of Revision
    - B. Concise Wording
    - C. The Process of Proofreading
    - D. Edit and Revise Documents
- C. Corresponding At Work (A, B, D, E, F)
  - 1. E-Mail and Memorandums
    - A. Applying the Writing Process to Produce Effective E-mail Messages and Memos
    - B. Analyzing the Structure of E-Mail Messages and Memos
    - C. Using E-Mail Smartly and Safely
    - D. Writing Information and Procedure E-Mail Messages and Memos
    - E. Writing Request and Reply e-Mail Messages and Memos
  - 2. Direct Letters and Goodwill Messages
    - A. Writing Effective Goodwill Messages
    - B. Direct Requests for Information and Action
    - C. Direct Claims
    - D. Replies to Information Requests
    - E. Adjustment Letters
    - F. Letters of Recommendation
    - G. Writing Winning Goodwill Messages
  - 3. Persuasive Messages
    - A. Persuasive Requests
    - B. Sales Letters
  - 4. Negative Messages
    - A. Strategies for Delivering Bad News
    - B. Techniques for Delivering Bad News Sensitively

- C. Refusing Routine Requests and Claims
- D. Breaking Bad News to Customers
- E. Breaking Bad News to Employees
- F. Ethics and Indirect Strategy
- D. Reporting Workplace Data (A, B, F)
  - 1. Informal Reports
    - A. Understanding Report Basics
    - B. Guidelines for Developing Informal Reports
    - C. Six Kinds of Formal Reports (information, progress, justification, recommendation, feasibility, minutes, and summaries.
  - 2. Proposals and Formal Reports
    - A. Understanding Business Proposals
    - B. Informal Proposals
    - C. Formal Proposals
    - D. Preparing to Write Formal Reports
    - E. Researching Secondary Data
    - F. Organizing and Outlining Data
    - G. Illustrating Data
    - H. Presenting the Final Report
- E. Developing Speaking And Technology Skills (A- D)
  - 1. Communicating in Person, In Meetings, By Telephone, and Digitally
    - A. Face-to-Face Workplace Communication
    - B. Planning and Participating in Productive Business and Professional Meetings
    - C. Improving Telephone, Cell Phone, and Voice Mail Skills
    - D. Other Digital Communication Tools in the Workplace
  - 2. Making Effective and Professional Oral Presentations
    - A. Getting Ready for an Oral Presentation
    - B. Organizing Content for a Powerful Impact
    - C. Building Audience Rapport
    - D. Planning Visual Aids
    - E. Designing Multimedia Presentations
    - F. Polishing Delivery
    - G. Adapting to International and Cross Cultural Audiences
- F. Communicating For Employment (A, E)
  - 1. The Job Search, Resumes, and Cover Letters
    - A. Preparing for Employment
    - B. The Persuasive Resume
    - C. Optimizing Your Resume for Today's Technologies
    - D. Applying Final Touches
    - E. The Persuasive Cover Letter
  - 2. Employment Interviewing and Follow-Up Messages
    - A. Types of Employment Interviews
    - B. Before the Interview
    - C. The Day of Your Interview
    - D. Closing the Interview
    - E. Other Employment Letters and Documents
- G. Grammar Mechanics Review And Reinforcement Workshops (B- F)
  - 1. Nouns, Possessive Nouns, Pronouns
  - 2. Verbs and Verb Tense
  - 3. Verb Agreement (Subject/ Verb), Verb Mood (Indicative/Imperative/Subjunctive) Voice (Active/Passive)
  - 4. Adjectives and Adverbs
  - 5. Prepositions and Conjunctions
  - 6. Commas and Semi-colons
  - 7. Other Punctuation
  - 8. Capitalization
  - 9. Number style

9. LAB CONTENT DESCRIPTION (if applicable):
10. METHODS OF PRESENTATION: Course instructional methods may include but are not limited to
  - A. Textbook and electronic readings
  - B. Videos
  - C. Lectures
  - D. Discussions
11. ASSIGNMENTS AND METHODS OF EVALUATION: Assessment of student performance may include but is not limited to
  - A. Weekly Assignments: Weekly writing and chapter assignments will reinforce concepts and skills from lecture material. (A-F)
  - B. Discussion: Students will participate in discussions to critique and explore issues of communication. (A- F)
  - C. Write and revise business messages to be clear, correct, concise, courteous, complete, and free grammatical errors. (A- F)
  - D. Reports: Students will research and develop content for writing business reports. (B, C)
12. OUT OF CLASS ASSIGNMENTS: Assessment of student performance may include but is not limited to
  - A. Homework and Reading Assignments: Students will complete textbook reading assignments and practice skills in homework. This includes grammar mechanics workshops in addition to chapter topics.
  - B. Communication: Students will write a variety of business communication messages, including memos, letters, email, proposals, informal reports, proposals, and formal reports, all of professional quality.
  - C. Research: Students will conduct research into their report assignment area, evaluate and interpret information, accurately present this information through quotation, paraphrase, and/or summarizing, and properly cite sources used.
  - D. Visual Elements: In order to improve clarity, students will demonstrate effective use of visual elements such as charts, graphs, and pictures.
  - E. Final reports: Students will complete 1) a professional quality formal report of at least 6 pages, including appropriate front and back matter, organized content, effective visuals, and proper citation of sources used. 2) Resume, cover letter, and follow up messages.
13. REQUIRED TEXTS: Reading assignments are required and may include but are not limited to  
 Guffey, M. (2007). *Essentials of Business Communication*. 7<sup>th</sup> ed. Mason, OH: Natorp Boulevard Thomson SouthWestern
14. REPEATABILITY: None
15. GRADING METHOD: Standard Letter Grade
16. CREDIT BY EXAM: None
17. MATERIALS FEE: None
18. SAM CODE: C
19. PROGRAM IDENTIFICATION: Business Office Technology, Business Management, Entrepreneurship
20. GENERAL EDUCATION APPLICABILITY:  
 Cerro Coso  
 CSU Cert  
 IGETC
21. COURSE DISCIPLINE LIST: Business Administration, Business Education, Business Marketing, Business Office Technology



**CERRO COSO COMMUNITY COLLEGE  
ASSOCIATE DEGREE COURSE OUTLINE**

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Approved: Updated 2/29/08

Course TOPS Code: 0514.00

Classification: I

Transferability: A/CSU

Stand-Alone Status:

Not Stand-Alone: Business Office Technology

Blanket Approval:

Stand-Alone:

Other Dates of Approval

Content Review: Updated 2/29/08

Online Delivery: Updated 2/29/08

CSU Cert:

IGETC:

UC Transfer:

Stand-Alone:

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1. SUBJECT DISCIPLINE AND COURSE NUMBER: BSOT C154
2. COURSE TITLE: Office Personnel Seminar
3. UNITS: 3.0
4. INSTRUCTIONAL METHODS / TOTAL HOURS: 54
  - Lecture 54
  - Lab
  - Activity
  - Open Lab
  - Work Experience
5. REQUISITES:
  - Prerequisite
  - Co-requisite
  - Advisory CSC1 C151, BSAD C145
6. CATALOG COURSE DESCRIPTION: Capstone course designed to integrate and refine office skills. Students gain skills in communication, information processing, time management, ethics, records management, administrative procedures, customer service, and job search. The workplace of today as well as team work, problem-solving, and decision-making skills will be emphasized.
7. STUDENT LEARNING OUTCOMES ASSESSMENTS: Upon successful completion of the course, the student will be able to
  - A. describe the roles and responsibilities of the administrative professional in the workplace including collaboration, teamwork, leadership skills, and management characteristics. This will be assessed by a project and scored with a rubric.
  - B. recognize and display proficiency with various workplace technologies. This will be assessed by exam.
  - C. demonstrate effective business communication. This will be assessed by a writing project and scored with a rubric.

- D. demonstrate elements of an effective records management system. This will be assessed by exam.
- E. differentiate between various forms of effective customer service. This will be assessed by exam.
- F. prepare job search related documents and practice effective job search strategies. This will be assessed by a project and scored with a rubric.

8. DETAILED TOPICAL OUTLINE:

- A. The Ever Changing Workplace (A, F)
  - 1. The Workplace - 2050
  - 2. The Labor Force
  - 3. Work Environment
  - 4. Organizational Types
- B. Ethics (A, C, E, F)
  - 1. Ethical Behavior
  - 2. Business Ethics
  - 3. Characteristics of Ethical Organizations
  - 4. The Ethical Administrative Professional
  - 5. Ethical Change
- C. Stress, Anger, and Time Management (A)
  - 1. Stress in Our Lives
  - 2. Stress in the Workplace
  - 3. Anger
  - 4. Time Management
- D. Information Processing (A, B, D)
  - 1. Information Processing and the Administrative Professional
  - 2. Desktop and Mobile Computing
  - 3. Computer Hardware
  - 4. Computer Software
  - 5. Electronic File Management
  - 6. Computer Ergonomics
  - 7. Networks, the Internet, and the World Wide Web
  - 8. Computer and Web Ethics
  - 9. The Future
- E. Telecommunications (A, B)
  - 1. The Telecommunication Revolution
  - 2. Workplace Collaboration Tools
  - 3. Telephone Communication
  - 4. The Ongoing Revolution
- F. Written Communication (A, C, F)
  - 1. Written Communication in the Workplace
  - 2. Choosing a Communication Method
  - 3. Planning and Organizing Written Materials
  - 4. Assuring Effective Correspondence
  - 5. Writing Letters
  - 6. Preparing Reports
  - 7. Writing Collaboratively
  - 8. Writing Internationally
  - 9. Observing Ethical and Legal Considerations
- G. Records Management (A, D)
  - 1. Paperless Office – Myth or Reality
  - 2. Records Management Defined
  - 3. Components of a Records Management System
  - 4. Indexing Rules
  - 5. Effective Decision Making
  - 6. The Future of Records Management

- H. Presentations (A, B, C)
  - 1. Enhance Written and Verbal Skills
  - 2. Prepare Mentally for the Verbal Presentation
  - 3. Prepare Your Presentation
  - 4. Rehearse
  - 5. Dress Appropriately
  - 6. Control Fear
  - 7. Presentation Day
  - 8. After the Presentation
  - 9. Team Presentations
- I. The Workplace Team (A, C, E)
  - 1. Building Teams
  - 2. Demographics of the Present and Future Workforce
  - 3. Global Nature of Organizations
  - 4. Generational Characteristics
  - 5. Teamwork
  - 6. Verbal Communication Process
  - 7. Individual and Team Values
  - 8. Verbal Communication Barriers
  - 9. Effective Verbal Communication
  - 10. Non-verbal Communication
  - 11. An Effective Workplace Team
- J. Customer Service (A, E)
  - 1. The Customer Service Organization
  - 2. Future Customers
  - 3. Customer Service Defined
  - 4. Develop Your Customer Service Skills
  - 5. Face-to-Face Customer Service Skills
  - 6. Telephone Customer Service Skills
  - 7. E-Mail Customer Service Skills
  - 8. Call Center Customer Service Skills
  - 9. Web Customer Service Skills
  - 10. Inappropriate Customer Behavior
- K. Workplace Mail and Copiers (B)
  - 1. Mail and Other Special Services
  - 2. USPS Services
  - 3. U.S. Postal Service Classifications
  - 4. Private Mail Services
  - 5. Outgoing and Incoming Mail
  - 6. Office Copiers
  - 7. Shredders
  - 8. Recycling
- L. Travel Arrangements (A)
  - 1. Corporate America – A Global Enterprise
  - 2. Domestic Travel
  - 3. International Travel
  - 4. Organizational Travel Procedures
- M. Meetings and Conferences (A, C)
  - 1. Meetings – A Way of Life in the Workplace
  - 2. Types of Meetings
  - 3. Effective Meetings
  - 4. Meeting Format
  - 5. International Meetings
  - 6. Meeting Responsibilities
  - 7. Conferences
  - 8. Conflict Resolution
- N. Job Search (C, F)

1. Skills and Interests
  2. Sources of Job Information
  3. Various Organizations
  4. Letter of Application
  5. Resume
  6. Employment Applications
  7. Job Interview Skills
  8. Advance on the Job
  9. Leave a Job
  - O. Teleworker/Virtual Assistant (A, B)
    1. Teleworking, Teleworker, and Virtual Assistant Defined
    2. Job Growth
    3. Advantages/Disadvantages of Telework
    4. Traits/Skills
    5. Telework Challenges
    6. Home Workspace
    7. Health, Life Insurance, and Retirement Benefits
    8. Survival Strategies
    9. Career Growth of the Teleworker/Virtual Assistant
  - P. Leadership Skills (A)
    1. Leading and Managing
    2. Effective Leadership Defined and Practiced
    3. Leadership Today
    4. Leadership Traits
    5. Leadership and Management Contrasted
    6. Management Responsibilities
    7. The Right to Lead
9. LAB CONTENT DESCRIPTION (if applicable):
10. METHODS OF PRESENTATION: Course instructional methods may include but are not limited to
- A. Discussion on all course topics.
  - B. Written lectures
  - C. Computer aided instruction such as presentations, videos, and exercises.
  - D. Critical thinking case problems
  - E. Presentation software
11. ASSIGNMENTS AND METHODS OF EVALUATION: Assessment of student performance may include but is not limited to
- A. Professional Development Journal
  - B. Practical exercises that simulate the workplace environment
  - C. Discussion Items
  - D. Individual and Group Integrated Workplace Projects
  - E. Written Communication
  - F. Internet Research
12. OUT OF CLASS ASSIGNMENTS:
- A. Text and other Readings
  - B. Homework exercises including writing and research on topics
  - C. Internet Research
13. REQUIRED TEXTS: Reading assignments are required and may include but are not limited to

Fulton-Calkins, P. (2007). *The Administrative Professional: Technology and Procedures*. Mason, OH: Thomson South Western.

14. REPEATABILITY: None
15. GRADING METHOD: Standard Letter Grade
16. CREDIT BY EXAM: None
17. MATERIALS FEE: None  
If yes, justification:
18. SAM CODE: B
19. PROGRAM IDENTIFICATION: Business Office Technology
20. GENERAL EDUCATION APPLICABILITY:  
Cerro Coso  
CSU Cert  
IGETC
21. COURSE DISCIPLINE LIST: Business Office Technology

SIGNATURE PAGE

SUBJECT DISCIPLINE AND COURSE NUMBER: BSOT C154

<hr/> Karen O'Connor COURSE PROPOSER	<hr/> 2/28/08 DATE
<hr/> Dr. Dennis VanderWerff CIC CHAIR	<hr/> 4/22/08 DATE
<hr/> Dr. James Fay VICE PRESIDENT OF ACADEMIC AFFAIRS	<hr/> 5/8/08 DATE

Cerro Coso Community College						
COURSE OUTLINE OF RECORD						
Form A (Course Description)				Date	9/13/2008; 9/25/09 CB03 Correction	Page 1 of 1
Discipline	BSAD	Course No.	C072	Units	3.00	
Course Title	Introduction to Accounting					
Non-Credit Category	Click here to choose Non-Credit Category.					
Revision Due Date	Click here to enter a date.	Final Approval due NOT LATER THAN			10/31/2008	
<a href="#">Click link to view instructions for completing COR Form A.</a>						
Methods of Instruction/Total Hours of Instruction						
Lecture	(1.0 unit = 18 hours)	36				
Lab	(1.0 unit = 54 hours)	54				
Open Lab	(1.0 unit = 54 hours)					
Activity	(1.0 unit = 54 hours)					
Work Experience	(1.0 unit = 60 hours (volunteer); 75 hours (paid))					
<b>Total Hours</b>		90				
Catalog Course Description						
This course covers basic accounting concepts and procedures required to complete an accounting cycle. Account types, (assets, liabilities, equity, revenue, expenses) as well as procedures for bank reconciliation, petty cash, and payroll are introduced. Learners complete business transactions from day-to-day recordkeeping to closing entries and preparation of year end documents balance sheet, income statement, and statement of owner's equity for a sample merchandising business.						
Conditions of Enrollment						
Pre-Requisite						
Co-Requisite						
Advisory	Reading level 1, Writing level 2, BSAD C070					
Repeatability	None	Grading Method	Standard Letter Grade	Credit by Exam	No	
Materials Fee	No	Amount				
Justification						
SAM Code	C Clearly Occupational					
Program Identification						
Business Office Technology						
General Education Applicability		Cerro Coso		CSU Certification		IGETC
Minimum Qualifications Discipline List						
Master's Degree Required	Business					
Master's Degree Not Required	Business Office Technology					
Office Use Only						
Approval Type	Revision	BT Action	12/17/09			
Course TOPS Code	0514.00	Stand Alone Status	N/A	Stand Alone Approval		
Transferability						
A	Cerro Coso GE	CSU GE Certification		IGETC		
Form Submission						
COR Part A	9/25/09	COR Part B	9/26/2008	Content Review	9/26/2008	
DE Addendum	9/26/2008	GE Addendum	Click here to enter a date.	Course Deletion	Click here to enter a date.	
Signature Page	2/26/10					
Approval Dates						
First Review	9/25/09	Second Review	9/25/09	Final Approval	2/26/10	

Cerro Coso Community College

COURSE OUTLINE OF RECORD

Form B (Course Content)		Date	10/22/2008	Page 1 of 3
Discipline	BSAD	Course No.	C072	Units
				3.00
Course Title	Introduction to Accounting			
Non-Credit Category	<a href="#">Click here to choose Non-Credit Category.</a>			

**Student Learning Outcomes & Assessments**

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

SLO	Learning Outcome Description	Outcome Assessment Definition
A	Explain, identify and record, increases and decreases in General Ledger accounts.	This will be assessed by a project, scored with a rubric.
B	Accurately prepare documents in the "Accounting Cycle".	This will be assessed by a project, scored with a rubric.
C	Accurately process source documents.	This will be assessed by a project, scored with a rubric.
D	Prepare and record information.	This will be assessed by a project, scored with a rubric.
E	Analyze and accurately record closing transactions.	This will be assessed by a project, scored with a rubric.
		<a href="#">Click here to view a list of editable outcome assessment definitions.</a>

**Detailed Topical Outline**

Topic	Sub-topic	Content	SLO
A		Accounting Concepts and Procedures	A
	1	Definition of Accounting	
	2	The difference between bookkeeping and accounting	
	3	Accounting equation	
	4	Assets, Liabilities, and Equity	
	5	The Balance Sheet	
	6	Revenue, expenses, and withdrawals	
	7	Expanded accounting equation	
	8	Preparing financial statements	
	9	The Income Statement	
	10	The Balance Sheet	
B		Debits and Credits	A, B
	1	The T Account	
	2	Balancing an account	
	3	Recording business transactions	
	4	Transaction analysis	
C		The Accounting Cycle	A, B, C
	1	Analyzing and record to the journal	
	2	Posting to the ledger	
	3	Preparing the Trial Balance	
	4	Common errors	
	5	Preparing a worksheet	
	6	Adjusted trial balance	
	7	Income Statement	

**Cerro Coso Community College**

**COURSE OUTLINE OF RECORD**

<b>Form B (Course Content)</b>				<b>Date</b>	<b>10/22/2008</b>	<b>Page 2 of 3</b>
<b>Discipline</b>	<b>BSAD</b>	<b>Course No.</b>	<b>C072</b>	<b>Units</b>	<b>3.00</b>	
<b>Course Title</b>	Introduction to Accounting					
<b>Non-Credit Category</b>	<a href="#">Click here to choose Non-Credit Category.</a>					

	8	Preparing financial statements	
	9	Journalizing and posting adjusting entries	
	10	Journalizing and posting closing entries	
	11	The post closing trial balance	
<b>D</b>	1	Banking Procedures and Control of Cash	A, B, C, D
	2	Checking accounts	
	3	Bank reconciliation process	
	4	Petty cash establishment	
	5	Reconciling and replenishing of petty cash	
<b>E</b>		Payroll Concepts and Procedures	A, B, C, D, E
	1	Employee Federal and State withholding tax	
	2	Social Security tax	
	3	Workers Compensation Insurance	
	4	Payroll process	
	5	Recording and paying the payroll	
<b>F</b>		Employer's Tax Responsibilities	A, B, C, D
	1	Employer's payroll tax expense	
	2	Employer's Quarterly Federal tax return	
	3	FICA tax obligations	
	4	W2, W3, form 940 EZ	
<b>G</b>		Special Journals, Sales and Cash Receipts	A, B, C, D
	1	Gross sales	
	2	Sales returns and allowances	
	3	Sales journal and accounts receivable subsidiary ledger	
	4	Credit memorandum	
	5	Cash receipts journal	
	6	Journalizing, posting, and recording	
<b>H</b>		Special Journals, Purchases and Cash Payments	A, B, C, D
	1	Purchases	
	2	Purchase returns and allowances	
	3	Purchases journal and accounts payable subsidiary ledger	
	4	Debit memorandum	
	5	Cash payments journal	
	6	Journalizing, posting, and recording	
<b>I</b>		Worksheets	A, B, C, D, E
	1	Adjustments for merchandise Inventory	
	2	Completing a worksheet	
<b>J</b>		Completing the Accounting Cycle for a Merchandise Company	A, B, C, D, E
	1	Preparing financial statements	
	2	Income Statement	
	3	Balance Sheet	
	4	Statement of Owner's Equity	
	5	Journalizing and posting adjusting and closing entries	
	6	Preparing the Post-Closing Trial Balance	

Cerro Coso Community College						
COURSE OUTLINE OF RECORD						
Form B (Course Content)				Date	10/22/2008	Page 3 of 3
Discipline	BSAD	Course No.	C072	Units	3.00	
Course Title	Introduction to Accounting					
Non-Credit Category	Click here to choose Non-Credit Category.					

**Lab Content Description (if applicable):** Students work on hands-on written accounting projects from the text.

#### Methods of Presentation

*Course instructional methods may include but are not limited to:*

- A. Lectures on chapter learning outcomes and the accounting cycle
- B. PowerPoint presentation of chapter learning outcomes
- C. Demonstration of transaction processing, posting, completion of worksheet, adjustments, and preparation of financial documents.
- D. Web based study tools in CengageNow

#### Assignments & Methods of Evaluation

*Assessment of student performance may include but is not limited to:*

- A. Written chapter accounting problems demonstrating mastery of chapter learning outcomes (A-E)
- B. Chapter pre-test and post test (A-E)
- C. Chapter Theory quiz(A-E)
- D. Open Book Mid term theory exam demonstrating understanding of theoretical concepts (A-E)
- E. Mid-term and final project case problems demonstrating ability to journalize daily transactions, post to the General Ledger, complete a worksheet, journalize adjusting and closing entries, and prepare financial documents to complete the accounting cycle for a merchandising business. (A-E)

#### Out of Classroom Assignments

Text readings, open book theory tests, practical chapter problems, and CengageNow submission of chapter work. (A-E)

#### Required Texts

*Reading assignments are required and may include but are not limited to:*

- A. Heinz, J. & Parry, R. P. (2008). *College Accounting Chapters 1-15*. 19th. Mason: Thomson Southwestern.
- B. CengageNow course access code and Working papers for text listed above.

## COURSE OUTLINE OF RECORD

Form A (Course Description)			Date	9/25/09	Page 1 of 1
Discipline	CSCI	Course No.	C151	Units	1.00
Course Title	Intermediate Word				
Non-Credit Category	Click here to choose Non-Credit Category.				

Revision Due Date	Click here to enter a date.	Final Approval due NOT LATER THAN	
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[Click link to view instructions for completing COR Form A.](#)

## Methods of Instruction/Total Hours of Instruction

Lecture	(1.0 unit = 18 hours)	9	
Lab	(1.0 unit = 54 hours)	27	
Open Lab	(1.0 unit = 54 hours)		
Activity	(1.0 unit = 54 hours)		
Work Experience	(1.0 unit = 60 hours (volunteer); 75 hours (paid))		
<b>Total Hours</b>		36	

## Catalog Course Description

This hands-on computer course is designed to provide an intermediate understanding of word processing concepts using Microsoft Word. Learners create, edit, and format documents including a business plan, form letters, mailing labels, and learn how to collaborate with others on the creation of complex documents. Features of templates, outlines, mail merge, and online distribution of web based documents are also included. This course continues preparation for the Microsoft Office Application Specialist certification exam for Microsoft Word.

## Conditions of Enrollment

Pre-Requisite	
Co-Requisite	
Advisory	CSCI C121

Repeatability	None	Grading Method	Standard Letter Grade	Credit by Exam	No
Materials Fee	No	Amount	N/A		
Justification					
SAM Code	C Clearly Occupational				

## Program Identification

Business Office Technology

Transfer Applicability		Cerro Coso		CSU Certification		IGETC
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## Minimum Qualifications Discipline List

Master's Degree Required	
Master's Degree Not Required	Business Office Technology

## Office Use Only

Approval Type	Revision	BT Action	12/17/09	
Course TOPS Code	0514.00	Stand Alone Status	N/A	Stand Alone Approval N/A

Transferability			
A/CSU	Cerro Coso GE	CSU GE Certification	IGETC

Form Submission					
COR Part A	9/25/09	COR Part B	9/26/2008	Content Review	9/26/2008
DE Addendum	9/26/2008	GE Addendum	Click here to enter a date.	Course Deletion	Click here to enter a date.
Signature Page	2/26/10				

Approval Dates					
First Review	9/25/09	Second Review	9/25/09	Final Approval	2/26/10

## Cerro Coso Community College

## COURSE OUTLINE OF RECORD

Form B (Course Content)		Date	9/14/2008	Page 1 of 3
Discipline	CSCI	Course No.	C151	Units
Course Title	Intermediate Word			
Non-Credit Category	Click here to choose Non-Credit Category.			

## Student Learning Outcomes &amp; Assessments

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

SLO	Learning Outcome Description	Outcome Assessment Definition
A	Apply intermediate word processing formatting features to create styles, outlines, templates, table of contents, as well as advanced merge functions for form letters and mailing labels.	This will be assessed by a project, scored with a rubric.
B	Work effectively with documents in a collaborative setting by using features of tracking and comments, as well as compare and combine.	This will be assessed by a project, scored with a rubric.
C	Integrate elements of office products such as Microsoft Excel spreadsheets with word processing documents.	This will be assessed by a project, scored with a rubric.
D	Modify documents for online distribution.	This will be assessed by a project, scored with a rubric.
E	Determine and apply problem solving techniques using Help and reference material for successful creation of intermediate level business documents using Microsoft Office products.	This will be assessed by a demonstration, scored with a rubric.
		Click here to view a list of editable outcome assessment definitions.

## Detailed Topical Outline

Topic	Sub-topic	Content	SLO
A		<b>Working with Templates</b>	A, E
	1	Installed templates	
	2	Document themes	
	3	Customizing themes (colors, fonts)	
	4	Saving a document as a template	
B		<b>Working with Styles</b>	A, E
	1	Style sets	
	2	Modifying styles (character and paragraph spacing)	
	3	Creating new styles	
C		<b>Outlines and Table of Contents</b>	A, E
	1	Creating a table of contents	
	2	Using Research task pane	
	3	Inserting Date	
	4	Promoting and demoting headings in an outline	
	5	Outline view	
D		<b>Using Mail Merge</b>	A, E
	1	Understanding the mail merge process	
	2	Merge fields and records	
	3	Selecting a main document	
	4	Using the mail merge task pane	
	5	Creating a data source	
	6	Editing a main document	
	7	Previewing merged document	
	8	Merging the main document and data source	

## Cerro Coso Community College

## COURSE OUTLINE OF RECORD

Form B (Course Content)			Date	9/14/2008	Page 2 of 3
Discipline	CSCI	Course No.	C151	Units	1.0
Course Title	Intermediate Word				
Non-Credit Category	Click here to choose Non-Credit Category.				

	9	Editing a data source	
	10	Sorting records	
	11	Selecting records to merge	
	12	Creating mailing labels	
	14	Creating a telephone directory	
	15	Converting text to tables and tables to text	
	16	Working with lists	
E		<b>Collaborate With Others (A, B, C, D, E)</b>	
	1	Tracking changes and making comments in a document	A, B, C, E,
	2	Revising a document with tracked changes and comments	
	3	Adjusting tracking changes options	
	4	Comparing and combining documents	
	5	Accepting and rejecting changes	
F		<b>Embedding and linking objects from other programs</b>	A, C, E
	1	Embedding an excel worksheet	
	2	Modifying the embedded worksheet	
	3	Linking an Excel chart	
	4	Modifying the linked chart	
G		<b>Creating Web Pages</b>	A, D, E
	1	Distributing documents online	
	2	Publishing documents as web pages	
	3	Using hyperlinks in Word	
	4	Bookmark in the same document with hyperlinks	
	5	Creating hyperlinks to other documents	
	6	Viewing a document in web layout view	
	7	Apply a background effect	
	8	Saving a Word document as a web page	
	9	Formatting a web page	
	10	Inserting horizontal lines	
	11	Modifying text size and color	
	12	Creating and editing hyperlinks in a web page	
	13	Breaking a link between objects	
	14	Viewing the web page in a browser	

**Lab Content Description (if applicable):** During in-class lab hours, students create projects demonstrating the ability to master topics presented in the course with one-on-one instruction by the faculty. A cohort collaborative environment is encouraged among students during lab hours.

#### Methods of Presentation

Course instructional methods may include but are not limited to:

- A. Lecture and demonstration of application techniques and functions
- B. One-on-one instruction and guidance for troubleshooting and problem solving

#### Out of Classroom Assignments

- A. Text readings
- B. Preparation of project work

## Cerro Coso Community College

## COURSE OUTLINE OF RECORD

Form B (Course Content)				Date	9/14/2008	Page 3 of 3
Discipline	CSCI	Course No.	C151	Units	1.0	
Course Title	Intermediate Word					
Non-Credit Category	<a href="#">Click here to choose Non-Credit Category.</a>					

**Assignments & Methods of Evaluation**

*Assessment of student performance may include but is not limited to:*

- A. Creation of documents: Students create documents that demonstrate skills throughout the course. (A, B, C, D, E)
- B. Projects: At the end of each tutorial, a hands-on project is completed at the mastery level relevant to content for the chapter. (A, B, C, D, E)
- C. Theory tests: Open book mid-term and final exams contribute to theoretical understanding of the material and the use of available resources (index, help, and tutorials) to find information. (A, B, C, D, E)
- D. Problem solving and critical thinking reports: Students report on special instances of engaging in the process of problem solving, exploring beyond basic features, and troubleshooting, when performing application software tasks. (A, B, C, D, E)

**Required Texts**

*Reading assignments are required and may include but are not limited to:*

- Zimmerman, S., & Zimmerman, B. (2008). *New Perspectives on Microsoft Office Word 2007 Comprehensive*. Boston: Course Technology Cengage Learning.

Cerro Coso Community College						
COURSE OUTLINE OF RECORD						
Form A (Course Description)				Date	9/26/09	Page 1 of 1
Discipline	CSCI	Course No.	C153	Units	1.00	
Course Title		Intermediate Excel				
<a href="#">Non-Credit Category</a>		Click here to choose Non-Credit Category.				
Revision Due Date	Click here to enter a date.	Final Approval due NOT LATER THAN			10/31/2008	
<a href="#">Click link to view instructions for completing COR Form A.</a>						
Methods of Instruction/Total Hours of Instruction						
Lecture	(1.0 unit = 18 hours)	9				
Lab	(1.0 unit = 54 hours)	27				
Open Lab	(1.0 unit = 54 hours)					
Activity	(1.0 unit = 54 hours)					
Work Experience	(1.0 unit = 60 hours (volunteer); 75 hours (paid))					
<b>Total Hours</b>		<b>36</b>				
Catalog Course Description						
This hands-on computer course is designed to provide an intermediate understanding of spreadsheets. Learn how to analyze data through list management, using autofilter, sort, and pivot table features. Work with multiple worksheets and workbooks, and then create a shared workbook, resolve conflicts, and track changes. Finally, plan and prepare an application using Excel's data validation feature and button creation using macros. This course completes topics required in preparation for Microsoft Application Specialist exam for Excel.						
Conditions of Enrollment						
Pre-Requisite						
Co-Requisite						
Advisory	CSCI C123					
Repeatability	None	Grading Method	Standard Letter Grade		Credit by Exam	No
Materials Fee	No	Amount	N/A			
Justification						
SAM Code	C Clearly Occupational					
Program Identification						
Business Office Technology						
General Education Applicability		Cerro Coso		CSU Certification		IGETC
Minimum Qualifications Discipline List						
Master's Degree Required						
Master's Degree Not Required	Business Office Technology, Computer Information Systems					
Office Use Only						
Approval Type	Revision	BT Action	12/17/09			
Course TOPS Code	0514.00	Stand Alone Status	N/A		Stand Alone Approval	N/A
Transferability						
A/CSU	Cerro Coso GE	CSU GE Certification			IGETC	
Form Submission						
COR Part A	9/25/09	COR Part B	10/10/2008	Content Review	10/10/2008	
DE Addendum	10/10/2008	GE Addendum	Click here to enter a date.	Course Deletion	Click here to enter a date.	
Signature Page	2/26/10					
Approval Dates						
First Review	9/25/09	Second Review	9/25/09	Final Approval	2/26/10	

<b>Cerro Coso Community College</b>						
<b>COURSE OUTLINE OF RECORD</b>						
<b>Form B (Course Content)</b>				<b>Date</b>	<b>9/14/2008</b>	<b>Page 1 of 3</b>
<b>Discipline</b>	<b>CSCI</b>	<b>Course No.</b>	<b>C153</b>	<b>Units</b>	<b>1.00</b>	
<b>Course Title</b>	Intermediate Excel					
<b>Non-Credit Category</b>	<a href="#">Click here to choose Non-Credit Category.</a>					

### Student Learning Outcomes & Assessments

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

SLO	Learning Outcome Description	Outcome Assessment Definition
A	Analyze data using list management features such as sort and autofilter.	This will be assessed by a project, scored with a rubric.
B	Work with multiple worksheets and workbooks.	This will be assessed by a demonstration, scored with a rubric.
C	Collaborate on a workbook and a web page.	This will be assessed by a project, scored with a rubric.
D	Develop intermediate spreadsheet applications.	This will be assessed by a demonstration, scored with a rubric.
E	Determine and apply appropriate problem solving techniques using Help and reference material off and online for successful creation of intermediate level documents using Microsoft Excel.	This will be assessed through writing a short paper, scored with a rubric.
		<a href="#">Click here to view a list of editable outcome assessment definitions.</a>

### Detailed Topical Outline

Topic	Sub-topic	SLO
A	<b>Working with Excel Tables, Pivot Tables, and Pivot Charts</b>	A, B, C, D, E
	1 Planning a structured range of data (freezing rows and columns)	
	2 Creating an Excel table (renaming, formatting)	
	3 Maintaining an Excel table (adding, finding, editing, and deleting records)	
	4 Sorting data using sort buttons, multiple columns, and a custom list	
	5 Filtering Data	
	6 Sorting Data (Columns and Lists)	
	7 Using the Total Row and Summary Statistics	
	8 Inserting Subtotals	
	9 Analyzing data with pivot tables	
	10 Creating a pivot table	
	11 Refreshing a pivot table	
	12 Grouping pivot table items	
13 Creating a pivot table chart		
B	<b>Managing Multiple Worksheets and Workbooks</b>	A, B, C, D, E
	1 Using multiple worksheets	
	2 Grouping worksheets	
	3 Copying worksheets	
	4 Referencing cells and ranges in other worksheets	
	5 Using 3-D references	
6 Printing a worksheet group		

Cerro Coso Community College						
COURSE OUTLINE OF RECORD						
Form B (Course Content)				Date	9/14/2008	Page 2 of 3
Discipline	CSCI	Course No.	C153	Units	1.00	
Course Title	Intermediate Excel					
Non-Credit Category	Click here to choose Non-Credit Category.					

	7	Linking workbooks	
	8	Updating Linked workbooks	
	9	Opening destination workbooks with source	
	10	Workbooks closed	
	11	Creating an Excel workspace	
	12	Creating a hyperlink	
	13	Creating templates	
	14	Creating custom workbook template	
	15	Saving a workbook as a web page	
<b>C</b>		<b>Using Advanced Functions, Conditional Formatting, and Filtering</b>	A, B, C, D, E
	1	Working with logical functions	
	2	Using Lookup tables and functions	
	3	Checking for data entry errors	
	4	Summarizing data conditionally	
	5	Using advanced filtering	
	6	Using database functions to summarize data	
<b>D</b>		<b>Developing an Excel Application</b>	A, B, C, D, E
	1	Planning an Excel Application	
	2	Naming cells and ranges	
	3	Validating data entry	
	4	Protecting a worksheet and a workbook	
	5	Adding worksheet comments	
	6	Working with macros	
	7	Protecting against macro viruses	
	8	Recording a macro	
	9	Working with the macro editor	
	10	Creating macro buttons	
	11	Saving workbooks with macros	
<b>E</b>		<b>Working with Text Functions and Creating Custom Formats</b>	A, B, C, D, E
	1	Opening and saving workbooks created in earlier versions of Excel	
	2	Using text functions	
	3	Adding special and custom formatting	
	4	Using special formats	
	5	Creating custom formats	
	6	Formatting Dates	

#### Lab Content Description (if applicable)

In lab hours, students create projects demonstrating the ability to master topics presented in the course. Students will create spreadsheets and apply all skills in the topical outline to projects, review, and case studies.

#### Methods of Presentation

Course instructional methods may include but are not limited to:

- A. Lecture and demonstration of application techniques and functions  
Example: Demonstration of table styles, conditional formatting, and data bars.
- B. One-on-one instruction and guidance for troubleshooting and problem solving

## COURSE OUTLINE OF RECORD

Form B (Course Content)				Date	9/14/2008		Page 3 of 3
Discipline	CSCI	Course No.	C153	Units	1.00		
Course Title	Intermediate Excel						
Non-Credit Category	<a href="#">Click here to choose Non-Credit Category.</a>						

**Out of Classroom Assignments**

- A. Text readings
- B. Preparation of project work: Students complete tutorial projects, review projects, and case studies.

**Assignments & Methods of Evaluation**

*Assessment of student performance may include but is not limited to:*

- A. Creation of documents: Students create documents that demonstrate skills throughout the course. (A, B, C, D, E)
- B. Projects: At the end of each tutorial, a hands-on project is completed at the mastery level relevant to content for the chapter. (A, B, C, D, E)
- C. Theory tests: Open book mid-term and final exams contribute to theoretical understanding of the material and the use of available resources (index, help, tutorials) to find information. (A, B, C, D, E)
- D. Problem solving and critical thinking reports: Students report on special instances of engaging in the process of problem solving, exploring beyond basic features, and troubleshooting, when performing application software tasks. (A, B, C, D, E)

**Required Texts**

*Reading assignments are required and may include but are not limited to:*

- Parsons, J. J., & Oja, D. (2008). *New Perspectives on Microsoft Office Excel 2007 Comprehensive*. Boston: Course Technology Cengage Learning.

**CERRO COSO COMMUNITY COLLEGE  
ASSOCIATE DEGREE COURSE OUTLINE**

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Approved: Updated 4/25/08; CB03 & CB09 Change 9/25/09

Course TOPS Code: 0514.00

Classification: I

Transferability: A/CSU

Stand-Alone Status:

Not Stand-Alone: Business Office Technology, Computer Information Systems

Blanket Approval:

Stand-Alone:

Other Dates of Approval

Content Review: Updated 4/25/08

Online Delivery: Updated 4/25/08

CSU Cert:

IGETC:

UC Transfer:

Stand-Alone:

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1. SUBJECT DISCIPLINE AND COURSE NUMBER: CSCI C171
2. COURSE TITLE: Introduction to the Internet and the World Wide Web
3. UNITS: 1.0
4. INSTRUCTIONAL METHODS / TOTAL HOURS: 36

Lecture	9
Lab	27
Activity	
Open Lab	
Work Experience	
5. REQUISITES:

Prerequisite	
Co-requisite	
Advisory	CSCI C070, Reading Level I, Writing Level I
6. CATALOG COURSE DESCRIPTION: This course provides a hands-on introduction to the Internet and World Wide Web, including electronic mail, file transfer protocol (FTP), browser use, web page development, security, e-commerce, search strategies, copyrights, and social networking.
7. STUDENT LEARNING OUTCOMES AND ASSESSMENTS: Upon successful completion of the course, the student will be able to:
  - A. Describe the origins of the Internet and significant events in its evolution. This will be measured by exam.
  - B. Formulate effective strategies for using the Internet. This will be measured by a project and scored with a rubric.
  - C. Assess security threats and develop effective countermeasures. This will be measured by project and scored with a rubric.

- D. Differentiate between legal and illegal uses of resources. This will be measured by exam.
- E. Analyze the Internet as a communications tool. This will be measured by exam.

8. DETAILED TOPICAL OUTLINE:

- A. History of the Internet and World Wide Web (A)
  - 1. History of the Internet and World Wide Web
- B. Browser Basics (B)
  - 1. Internet and the World Wide Web
  - 2. Web page display elements
  - 3. Web Page Addresses
  - 4. Web Browser Functions
  - 5. Browser customization
  - 6. Bookmark (favorites) organization
  - 7. New documents
- C. E-mail (B, C)
  - 1. Functions of E-mail
  - 2. E-mail client customization
  - 3. E-mail programs and services
- D. Searching the Web (B, C)
  - 1. Types of research questions
  - 2. Web search strategies
  - 3. Web search engines, directories, and metasearch engines
  - 4. Boolean logic and filtering techniques
  - 5. Advanced search options
  - 6. Validity and quality of search results
  - 7. Future of Web search tools
- E. Information Resources (B, D)
  - 1. Current news and weather, maps and city guides
  - 2. Businesses and people
  - 3. Library and text resource citations
  - 4. Copyrights analysis
  - 5. Graphic and multimedia resources
  - 6. Future of online publishing
- F. Downloading and Storing Data (B, D)
  - 1. FTP (File Transfer Protocol)
  - 2. FTP client evaluation
  - 3. File compression and viruses
  - 4. Connection between a user's computer and a remote computer
  - 5. Storage options on the Internet
  - 6. New technologies for collaborative authoring
- G. Real-Time Communication (C, E)
  - 1. Internet chat
  - 2. Chat rooms devoted to specific topics
  - 3. Businesses that allow users to create their own chat rooms
  - 4. Virtual communities and their use in business
  - 5. History of the wireless Internet
  - 6. Wireless networks and devices
  - 7. Wireless carriers
  - 8. Wireless broadband networks

- H. Mass Communication (B, C, E)
    - 1. Availability of mailing lists
    - 2. Joining and leave mailing lists
    - 3. Mailing list message composition and retrieval
    - 4. Usenet newsgroups
    - 5. Newsgroup configuration and subscriptions
    - 6. Newsgroup posts and replies
    - 7. RSS (Really Simple Syndication)
    - 8. Newsfeeds on specific topics
    - 9. Aggregators
    - 10. Podcasting
  - I. Creating Effective Web Pages (E)
    - 1. HTML (Hypertext Markup Language)
    - 2. The tools used to create HTML documents
    - 3. Tags and attributes
    - 4. HTML document creation
    - 5. Microsoft FrontPage and Adobe Dreamweaver
    - 6. JavaScript, Flash, and Shockwave
    - 7. Web hosting services
    - 8. Search engine submission and search engine optimization
  - J. Security (C, D)
    - 1. Security basics
    - 2. hackers and crackers
    - 3. Online crime, warfare, and terrorism
    - 4. Protect copyrighted material
    - 5. Web client, online communications, and Web server threats and countermeasures
    - 6. Sources of current information and updates about online security
  - K. Electronic Commerce (B, C, D)
    - 1. Business Web sites
    - 2. Basics of electronic commerce
    - 3. Online revenue generation
    - 4. New ways of doing business online
    - 5. Consumer concerns
    - 6. International, legal, and ethical concerns
9. LAB CONTENT DESCRIPTION (if applicable):  
 Students will be required to demonstrate their ability to use software and services to obtain and use information, collaborate with others via the Internet, and make informed decisions about security and social networking. Examples: design a personal Web site and professionally evaluate and upgrade security measures.
10. METHODS OF PRESENTATION: Course instructional methods may include but are not limited to
- A. Classroom lecture and demonstration of software and Web services.
  - B. Laboratory application of concepts including practical applications such as creating web sites and applying appropriate security measures to computers.
  - C. Synchronous and asynchronous discussions about social issues and the impact they have on making decisions about computers, information, and society.
  - D. Textbook tutorials.

11. ASSIGNMENTS AND METHODS OF EVALUATION: Assessment of student performance may include but is not limited to
  - A. Objective tests/quizzes demonstrating student's knowledge of fundamental Internet concepts and protocols. (A, E)
  - B. Lab assignments demonstrating student's ability to apply learning to real-world activities. (A-E)
  - C. Essays in an asynchronous environment demonstrating a student's ability to perform critical analyses and defend opinions. (A, C, E)
12. OUT OF CLASS ASSIGNMENTS:
  - A. Chapter readings
  - B. Lab assignments
13. REQUIRED TEXTS: Reading assignments are required and may include but are not limited to  
Schneider, G. P. & Evans, J. (2008). *New Perspectives on the Internet--Comprehensive*. 7th ed. Boston: Cengage Learning.
14. REPEATABILITY: No
15. GRADING METHOD: Standard Letter Grade
16. CREDIT BY EXAM: None
17. MATERIALS FEE: None
18. SAM CODE: D
19. PROGRAM IDENTIFICATION: Business Office Technology, Computer Information Systems
20. GENERAL EDUCATION APPLICABILITY:  
Cerro Coso  
CSU Cert  
IGETC
21. COURSE DISCIPLINE LIST: Computer Information Systems, Computer Science, Business Office Technology

**CERRO COSO COMMUNITY COLLEGE  
ASSOCIATE DEGREE COURSE OUTLINE**

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Approved: Updated 4/25/08; 9/25/09 CB03 change

Course TOPS Code: 0514.00

Classification: I

Transferability: A/CSU

Stand-Alone Status:

Not Stand-Alone: Business Office Technology

Blanket Approval:

Stand-Alone:

Other Dates of Approval

Content Review: Updated 4/25/08

Online Delivery: Updated 4/25/08

CSU Cert: N/A

IGETC: N/A

UC Transfer: N/A

Stand-Alone: N/A

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1. SUBJECT DISCIPLINE AND COURSE NUMBER: CSCI C129
2. COURSE TITLE: Microsoft Outlook
3. UNITS: 1.0
4. INSTRUCTIONAL METHODS / TOTAL HOURS: 36

Lecture	9
Lab	27
Activity	
Open Lab	
Work Experience	
5. REQUISITES:

Prerequisite	
Co-requisite	
Advisory	CSCI C070, Reading Level 1, Writing Level 1
6. CATALOG COURSE DESCRIPTION: This course introduces students to personal management software integrating electronic mail, contact information, task features, a journal, and scheduling with the calendar functions.
7. STUDENT LEARNING OUTCOMES AND ASSESSMENTS: Upon successful completion of the course, the student will be able to
  - A. Compose, edit, attach, send, reply, and print electronic mail. This will be measured by an exam.
  - B. Customize files, folders, and various areas of Outlook for efficient saving and retrieval. This will be assessed through a final project, as evaluated by a rubric.
  - C. Create and modify contacts, electronic business cards, distribution lists, and secondary address books. This will be assessed through a final project, as evaluated by a rubric.

- D. Develop and Manage appointments, meetings, events, tasks, and shared calendars. This will be assessed through a final project, as evaluated by a rubric.
- E. Apply appropriate problem solving techniques using the Help, Find, and Rule functions. This will be assessed through a final project, as evaluated by a rubric.
- F. Demonstrate preparedness for the Microsoft Outlook certification exam. This will be measured by an exam.

8. DETAILED TOPICAL OUTLINE:

- A. Electronic Mail (A, F)
  - a. Creation
  - b. Stationary
  - c. Signature
  - d. Attachments
  - e. Sending and resending
  - f. Replying
  - g. Printing
- B. Contact Management (B, C, E, F)
  - a. Creating and Modifying Contacts
  - b. Electronic Business Cards
  - c. Distribution Lists
  - d. Secondary Address Book
  - e. Viewing and Printing
- C. Managing Scheduling (B, D, F)
  - a. Navigating Calendar
  - b. Creating Appointments, Meetings, and Events
  - c. Sending Meeting Requests
  - d. Updating, Canceling, and Responding to Meeting Requests
  - e. Customizing Calendar Settings
  - f. Sharing a Calendar
  - g. Viewing Other Calendars
- D. Task Management (B, C, D, F)
  - a. Creating, modifying, and completing
  - b. Assigned Tasks
- E. Managing E-Mail Efficiently (B, E, F)
  - a. Configuring
    - i. Settings
    - ii. Message sensitivity and importance settings
    - iii. Security Settings
    - iv. Message Delivery Options
  - b. Creating and Managing signature and Automated Settings
  - c. Organizing Folders
  - d. Creating Modifying, and Removing Rules
  - e. Search Feature
- F. Categorizing and Managing Data Files (A-F)
  - a. Categories
  - b. Creation
  - c. Customization
  - d. Assignments
  - e. Sorting

9. LAB CONTENT DESCRIPTION: Students will work on case studies throughout each lesson plan using various applications. This will give students hands-on experience from realistic business situations.

10. METHODS OF PRESENTATION: Course instructional methods may include but are not limited to

- A. Lectures
  - B. Demonstrations
  - C. Lesson Application Exercises
11. ASSIGNMENTS AND METHODS OF EVALUATION: Assessment of student performance may include but is not limited to
- A. Hands-on Assignments (A-F)  
Example: Learners will demonstrate ability to create, edit, and send documents using appropriate file management procedures.
  - B. Concept and Skill Review (A-F)  
Example: Students will be given scenarios to apply lesson applications for problem solving.
  - C. Comprehensive Practice Tests (A-F)  
Example: Demonstrate an understanding of terminology, location, and various processes through critical thinking quizzes.
12. OUT OF CLASS ASSIGNMENTS:
- A. Lesson Applications
  - B. Skill Building Exercises
  - C. Critical Thinking Assignments
13. REQUIRED TEXTS: Reading assignments are required and may include but are not limited to
- Nickles D. J. & Oghawa, M. D. (2009). *Microsoft Office Outlook 2007: The Professional Approach Series*. New York, NY: The McGraw-Hill Companies, Inc.
14. REPEATABILITY: None.
15. GRADING METHOD: Standard Letter Grade
16. CREDIT BY EXAM: None.
17. MATERIALS FEE: None.
- If yes, justification:
18. SAM CODE: D
19. PROGRAM IDENTIFICATION: Business Office Technology
20. GENERAL EDUCATION APPLICABILITY:  
Cerro Coso  
CSU Cert  
IGETC
21. COURSE DISCIPLINE LIST: Office Technology, Computer Information Systems, Computer Science, Business

**SIGNATURE PAGE**

SUBJECT DISCIPLINE AND COURSE NUMBER: CSCI C129

<hr/> Margaret Ann Mauldin COURSE PROPOSER	<hr/> 10/29/09 DATE
<hr/> Dr. Dennis VanderWerff CIC CHAIR	<hr/> 10/29/09 DATE
<hr/> Dr. James Fay VICE PRESIDENT OF ACADEMIC AFFAIRS	<hr/> 10/29/09 DATE



8. DETAILED TOPICAL OUTLINE:
  - A. Basic file manipulation functions (A)
    1. PDF files created from source files
    2. PDF file editing and annotating
    3. Interactive features
    4. The Web and PDF
    5. Electronic Portfolios
    6. PDF file protection
    7. PDF collections catalogs
    8. Accessible PDF documents
  - B. Generate PDF files for prepress use (B)
    1. Default settings files
    2. Custom settings file
    3. Color management and color management preferences
    4. Appropriate color management workflow and conversions
    5. Printer output simulations
    6. Color spaces
  - C. Validate PDF files (B)
    1. Box sizes, printer marks, and hairlines
    2. Color Separations and color warnings
    3. Ink Manager dialog box
    4. Trap Presets dialog box
    5. Settings for transparency flattening
    6. Potential problems in a print production workflow
    7. Preflight profiles
    8. Preflight reports
    9. Preflight droplets
    10. PDF/X compliance
  - D. Create interactive PDF forms (C)
    1. Customize the Adobe LiveCycle Designer environment
    2. Adobe LiveCycle Designer form creation
    3. Library palette
    4. Form objects
    5. Form preview and testing
  - E. Develop a PDF file distribution and management system (C)
    1. Content redaction
    2. Document export
    3. Usage rights
    4. Form distribution
    5. Data compilation
9. LAB CONTENT DESCRIPTION: Students will be required to demonstrate their ability to use the software to create, manipulate, organize, modify, and preflight PDF documents and create interactive forms. Examples: Protect sensitive data contained in distributed documents and use PDF forms for data collection.
10. METHODS OF PRESENTATION: Course instructional methods may include but are not limited to
  - A. Classroom lecture and demonstration of software.

- B. Laboratory application of concepts including practical applications such as creating interactive forms and applying appropriate security measures to files.
  - C. Textbook tutorials.
11. ASSIGNMENTS AND METHODS OF EVALUATION: Assessment of student performance may include but is not limited to Lab assignments demonstrating student's ability to apply learning to real-world activities. (A-C)
12. OUT OF CLASS ASSIGNMENTS:
- A. Chapter reading
  - B. Weekly lab assignments
13. REQUIRED TEXTS: Reading assignments are required and may include but are not limited to  
Fink, D. (2007). *Acrobat 8 Professional: Advanced, ACE Edition + CertBlaster, Student Manual with Data*. Victor, New York: Axzo Press.
14. REPEATABILITY: None
15. GRADING METHOD: Standard Letter Grade
16. CREDIT BY EXAM: None
17. MATERIALS FEE: None
18. SAM CODE: C
19. PROGRAM IDENTIFICATION: Business Office Technology, Computer Information Systems
20. GENERAL EDUCATION APPLICABILITY:  
Cerro Coso  
CSU Cert  
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21. COURSE DISCIPLINE LIST: Computer Information Systems, Business Office Technology