

**Palomar College, 1140 W. Mission Road
San Marcos, CA 92069**

New Program, Certificate of Achievement, "Business Information Worker"

1. Program Goals and Objectives:

The Business Information Worker is a job readiness pathway or college certificate for office workers, developed in conjunction with local employers. This program prepares students in a broad range of entry-level office skills and applications, which promote success in a variety of office environments. Upon completing this degree, a student will:

- a. Keyboard at an industry standard rate Word process at a beginning/intermediate level using industry current software
 - b. Create, manipulate, format and use spreadsheet software to solve business problems
 - c. Create letters, memos, emails, and written and oral reports for a variety of business situations, emphasizing planning, organizing, composing, and revising business documents using word processing software for written documents and presentation-graphics software to create and deliver professional-level oral reports
 - d. Understand and apply in business scenarios Business/Computer Information Systems
- A. Student Learning Outcomes for the Business Information Worker Certificate:
- a. To prepare for entry-level jobs across a wide spectrum of office work, by developing these Digital Information Literacy basic skills.
 - b. To prepare for entry-level jobs across a wide spectrum of office work, by developing soft skills in written and oral communications to include business documents, written and oral presentations.

2. Catalog Description:

The Business Information Worker Certificate of Achievement is a new certificate that is based directly on industry advisors' recommendations for required job skills; it is designed to prepare students for entry-level office administrative support in a variety of fields or businesses. This certificate will upgrade existing job skills and will lead to preparation for immediate employment in entry-level positions in various fields as well as augment employer-required skills for any career/degree.

3. Program Requirements:

Required Courses		
Course Number	Course Name	Units
BUS 165	Beginning Keyboarding	2
BUS 170	Word for Business	1
BUS 175	Excel Basic	1
BUS 189	Beyond Outlook Essentials	1
BUS 104/CSIT 125	Business Information Systems	3
BUS 142	Customer Service	1

BUS 205	Business Communication	3
Total Units		12

Course Sequence:

Requirements	Course #	Name	Units	Sequence
Required Core	BUS 165	Beginning Keyboarding	2	Fall, Year 1
	BUS 170	Word for Business	1	Fall, Year 1
	BUS 175	Excel Basic	1	Fall, Year 1
	BUS 189	Beyond Outlook Essentials	1	Fall, Year 1
	BUS 104/CSIT 125	Computer Information Systems	3	Spring, Year 1
	BUS 142	Customer Service	1	Spring, Year 1
	BUS 205	Business Communication	3	Spring, Year 1
Certificate Total			12	

Proposed Sequence: Year 1, Fall = 5 units | Year 1, Spring = 7 units

4. Master Planning:

a. Fulfilling the Mission and Values of Palomar College:

The Business Information Worker certificate training fulfills several of the goals stated in Palomar College's mission as a comprehensive community college. Both basic skills and career and technical training are satisfied as students master digital information literacy. Additionally, as workers return to college to upgrade their existing job skills with this certificate that embraces the changing nature of technology, they are meeting the college's goal of lifelong learning. Finally, this skill set prepares students in a broad range of entry-level office skills as well as computer applications, including customer service and effective written and oral communication, so it is also meeting career readiness goals.

b. Fulfilling the Mission of the Strategic Plan:

Goal 1: Student Connections, Pathways, Learning, and Success: Integrate and implement effective pathways, academic programs and support services to improve students' access, progress, learning, and achievement of goals.

"The Business Information Worker is a job readiness pathway or certificate for office workers, developed in conjunction with local employers." (Doing What Matters BIW Flyer, 2015).

Goal 2: Partnerships: Strengthen educational, business, and community partnerships to increase college connections and student learning outcomes.

"...developed in conjunction with local employers." (Doing What Matters BIW Flyer, 2015)

This certificate integrates the needs of employers with the ability of the community college to educate students in the courses that they will need to be successful once employed. This is a community effort between statewide community colleges, the business community, and the "Doing What Matters" and "The Information and Communication Technologies & Digital Media Sector Navigation Team" initiatives.

c. Transfer Model Curriculum Courses included:

Several of the courses in this certificate are Transfer Model Curriculum courses: BUS 104/CSIT 125, Business/Computer Information Systems and BUS 205, Business Communication.

d. Adequate Resources:

Library, Faculty, Facilities and Equipment are adequate. There is no additional expense incurred with this certificate.

5. Enrollment and Completer Projections

Since the Program is new, we do not have any completer data. Below is the enrollment projection based on past offerings of required courses in the BIW Certificate of Achievement. All courses are active courses.

Requirements	Course #	Name	Units	Sequence	2016-17 Academic Year Sections	Estimated # of students
Required Core	BUS 165	Beginning Keyboarding	2	Fall, Year 1	2	64
	BUS 170	Word for Business	1	Fall, Year 1	2	64
	BUS 175	Excel Basic	1	Fall, Year 1	2	64
	BUS 189	Beyond Outlook Essentials	1	Fall, Year 1	1	32
	BUS 142	Customer Service	1	Spring, Year 1	1	42
	CSIT 125	Computer Information Systems	3	Spring, Year 1	1	42
	BUS 205	Business Communication	3	Spring, Year 1	10	420
Certificate Total			12			728

6. Place of Program in Curriculum/Similar Programs

There is a similar program within the Business Administration Department and the BIW is a stepping-stone or career ladder to this A.S. degree. The BIW is a Certificate of Achievement developed with employers and entry-level jobs in a variety of areas, whereas the Administrative Assistant A.S. Degree Major/Certificate of Achievement offers a more robust curriculum targeted at Administrative Professionals and is a preparation for the Certified Administrative Professional Certification (CAP). It is inclusive of Bookkeeping, Business Math, and Introduction to Business, so there is more emphasis on a Business Curriculum. See degree below:

7. Last Updated: Fall 2014
Discipline: Business Education (BUS)

Administrative Assistant A.S. Degree Major/Cert. Achievement 18 units/more

This program is designed to prepare the student for an entry level or higher office position and reflects significant changes in the level of preparedness in Digital Information Literacy that is required to enter business and industry.

Program Requirements		
ACCT 101	Bookkeeping	3
BUS 100	Introduction to Business	3
BUS 104	Business Information Systems	3 DE
BUS 110	Business Mathematics	3 DE
BUS 120	Introduction to Office Information Systems	3 DE
BUS 152	Social Media for Business	3 DE
BUS 166	Intermediate Keyboarding	2 DE
BUS 167	Microsoft Office Integration	3 DE
BUS 171	Word for Business - Advanced	1
BUS 173	Contemporary Job Search Techniques	1 DE
BUS 176	Excel Intermediate	1
BUS 187	Project for Business	1
BUS 190	Internet for Business	1
BUS 205	Business Communication	3 DE
	Total units	31
CREDIT FOR CERTIFIED ADMINISTRATIVE PROFESSIONAL (CAP) CERTIFICATION: Individuals who hold the certification for Certified Professional Secretary (CPS) or Certified Administrative Professional (CAP) may apply to the Business Administration Department for units toward an Administrative Assistant Associate in Arts Degree. The units granted, with a grade of CR, will be posted to the student's transcript upon completion of the remaining AA		

degree requirements. Students must provide evidence of successful completion of the CPS or CAP certification.	
Percent DE: 67.74%	
	1412

8. Similar programs at Other Colleges in Service Area –

At the March 18th, 2016 San Diego, Imperial Counties Consortium Regional Workforce meeting, the following program was proposed for approval:

SD City College

Business Information Worker II (Certificate of Achievement) – **VERBAL**