BUSINESS COMMUNICATIONS OFFICE TECHNOLOGY (BCOT)

BCOT 60   **1.0 UNITS**
Customer Service
Class Hours: 1.0 Lecture
Total Contact Hours: 18 Lecture

This course teaches the importance of effective customer service techniques in today's business office, the correct manner of identifying customer wants and needs, and effective telephone techniques.

BCOT 62   **1.0 UNITS**
Keyboarding for the Digital Age
Class Hours: 1.0 Lecture / 0.5 Laboratory
Total Contact Hours: 18 Lecture / 9 Laboratory

This course is designed for students who do not know how to touch type; executives/managers/operators who use computer work stations; people who seek data entry positions; and users of personal home computers. Touch typewriting of alphabetic, numeric, and symbol keys on computers is emphasized. This course can be taken in either a traditional or an on-line learning environment.

BCOT 71   **3.5 UNITS**
Medical Administrative Office Procedures
Class Hours: 3.0 Lecture / 2.0 Laboratory
Total Contact Hours: 54 Lecture / 36 Laboratory

This course prepares the medical/dental secretary or medical/dental office personnel to work as front office personnel in a health care practice. Students will learn to input patient information, schedule appointments, handle billing, handle insurance claims, and apply computer basics as they relate to the medical office.

BCOT 96   **1.5 UNITS**
Microsoft PowerPoint
Class Hours: 1.5 Lecture / 1.0 Laboratory
Total Contact Hours: 27 Lecture / 18 Laboratory

This course introduces the student to Microsoft PowerPoint software applications. Topics include Microsoft PowerPoint functions: preparing, editing, and formatting a presentation, adding animation, using WordArt and creating organizational charts, adding visual elements, modifying a presentation, importing and exporting data, customizing and creating a slide show, and creating output and delivering presentations. This course prepares the student for Microsoft Certified Application Specialist (MCAS) certification for Microsoft PowerPoint. This course can be taken in a traditional classroom setting, in an individualized modular setting, or in an online learning environment.

BCOT 97   **1.5 UNITS**
Microsoft Outlook
Class Hours: 1.5 Lecture / 1.0 Laboratory
Total Contact Hours: 27 Lecture / 18 Laboratory

This course introduces the student to Microsoft Outlook software applications. Topics include Microsoft Outlook functions: sending and receiving e-mail, organizing schedules and events, and maintaining contact lists, to-do lists, notes, and a journal. This course prepares the student for Microsoft Certified Application Specialist (MCAS) certification for MS Outlook. This course can be taken in a traditional classroom setting, in an individualized modular setting, or in an online learning environment.

BCOT 112   **3.5 UNITS**
Microsoft Word
Class Hours: 3.0 Lecture / 2.0 Laboratory
Total Contact Hours: 54 Lecture / 36 Laboratory

Recommendation: Ability to type 30 wpm.
This course introduces the student to Microsoft Word software applications. Topics include Microsoft Word functions: creating, printing, and editing word documents, formatting text and using help, enhancing the visual display and clarity of documents, working with multiple documents, formatting documents, creating and formatting tables, inserting graphic elements exploring the Internet, formatting with special features, merging documents and sorting and selecting data, working with shared documents, creating tables and indexes, recording, running, and editing macros, creating fill-in forms, and adding visual appeal to documents. This course prepares the student for Microsoft Certified Application Specialist (MCAS) certification for Microsoft Word. This course can be taken in a traditional classroom setting, in an individualized modular setting, or in an online learning environment.
Transfer Credit: CSU

BCOT 113   **3.5 UNITS**
Microsoft Excel
Class Hours: 3.0 Lecture / 2.0 Laboratory
Total Contact Hours: 54 Lecture / 36 Laboratory

This course introduces the student to Microsoft Excel software applications. Topics include Microsoft Excel functions: preparing and formatting an Excel worksheet, maintaining and enhancing a worksheet, moving data within and between workbooks, inserting formulas in a worksheet, creating a chart in Excel, inserting clip art images, creating maps, formatting Excel worksheets using advanced formatting techniques, working with templates and workbooks using advanced functions, working with lists, using Excel's analysis tools, managing and auditing worksheets, collaborating with workgroups, and importing and exporting data. This course prepares the student for Microsoft Certifies Application Specialist (MCAS) certification for Microsoft Excel. This course can be taken in a traditional classroom setting, in an individualized modular setting, or in an online learning environment.
Transfer Credit: CSU

BCOT 114   **3.5 UNITS**
Introduction to Microsoft Office
Class Hours: 3.0 Lecture / 2.0 Laboratory
Total Contact Hours: 54 Lecture / 36 Laboratory

Recommendation: Ability to type 30 wpm.
This course is designed to teach students business applications software and office skills using windows compatible computers and Microsoft Office (Word, Excel, Access, and PowerPoint) to integrate the multifaceted tasks within the office environment. Concepts and skills include creating, editing, and printing letters, memos, reports, presentations, graphics, overheads, business figure analysis, miscellaneous office documents, and maintenance/modification of databases. This course can be taken in either a traditional or an on-line learning environment.
Transfer Credit: CSU

BCOT 118   **1.5 UNITS**
Microsoft Access for Office Technology
Class Hours: 1.5 Lecture / 1.0 Laboratory
Total Contact Hours: 27 Lecture / 18 Laboratory

This course introduces the student to Microsoft Access software applications for administrative assistants and office technology. This course prepares the student for Level 1 Microsoft Certified Application Specialist (MCAS) certification for Microsoft Access.
Transfer Credit: CSU

BCOT 131   **3.5 UNITS**
College Keyboarding & Document Processing
Class Hours: 3.0 Lecture / 2.0 Laboratory
Total Contact Hours: 54 Lecture / 36 Laboratory

This is a basic course in keyboarding designed to teach control of the keyboard by touch. The student will learn basic computer parts, terminology, and proofreaders' marks. Document production will include tables, personal correspondence, business correspondence (letters and memos), outlines, reports, and employment documents.
Transfer Credit: CSU

BCOT 146   **3.0 UNITS**
Business English for the Digital Workplace
Class Hours: 3.0 Lecture
Total Contact Hours: 54 Lecture

This course reviews the fundamentals of grammar, syntax, sentence structure, punctuation, capitalization, spelling, and business vocabulary building for the digital workplace.
Transfer Credit: CSU

BCOT 148   **3.0 UNITS**
Effective Business Presentations
Class Hours: 3.0 Lecture
Total Contact Hours: 54 Lecture

Recommendation: BCOT 96 or equivalent with a grade of "C" or higher, or "Pass".
This course is designed to develop those communication skills necessary to present effective written and oral business briefings and reports. It stresses the need to write and speak clearly, cohesively, concisely, and convincingly. Students will structure reports, both orally and written, on topics about which they are knowledgeable.
Transfer Credit: CSU

BCOT 150   **3.0 UNITS**
International Business Communication
Class Hours: 3.0 Lecture
Total Contact Hours: 54 Lecture

Recommendation: BCOT 247 or ENGL 100 or ENGL 100S or equivalent with a grade of "C" or higher "Pass".
This course covers issues and skills that are crucial to effective intercultural communication in business. The most significant issues pertaining to cross-cultural interaction are examined. Practical guidelines and information on how to conduct negotiations across countries, as well as general do's and don'ts in international business are covered. International business writing styles, formats, and content for letters, reports, resumes, presentations, and other miscellaneous business documents are emphasized.
Transfer Credit: CSU

BCOT 152   **1.5 UNITS**
Employment Search in the Job Market
Class Hours: 1.5 Lecture
Total Contact Hours: 27 Lecture

Recommendation: Completion of or near completion of any certificate or AA Degree in any Business discipline.
This course prepares students for the job search process. It emphasizes job search tools, techniques, and procedures for researching the labor market; health and image professional development; writing strategies for résumés, application/cover letters, and follow-up/thank-you letters/emails; and understanding human relations in job adjustment.
Transfer Credit: CSU

BCOT 155   **3.5 UNITS**
Administrative Secretarial Procedures
Class Hours: 3.0 Lecture / 2.0 Laboratory
Total Contact Hours: 54 Lecture / 36 Laboratory

Recommendation: BCOT 131 or equivalent with a grade of "C" or higher or "Pass".
This course will emphasize the planning, organizing, problem solving, and human relation skills needed by secretaries at the administrative level. Employed or re-entry office support personnel may use this class for a refresher course or for professional purposes. This course can be taken in a traditional classroom setting or online environment.
Transfer Credit: CSU

BCOT 161   **1.0 UNITS**
Filing/Records Management
Class Hours: 1.0 Lecture / 0.5 Laboratory
Total Contact Hours: 18 Lecture / 9 Laboratory

This is a computerized filing course that covers the principles of information processing, storage, and retrieval. Instruction is given in the rules of indexing and alphabetizing. A study will be made of geographic, numeric, subject, microfilming, and magnetic tape storage systems. Practice will be given in the processing of materials, filing, indexing, alphabetizing, coding, creating filenames and filename extensions for electronic files, and storing and retrieving electronic data to and from directories and subdirectories.
Transfer Credit: CSU

BCOT 162   **3.0 UNITS**
Business Document Proofreading and Editing Skills
Class Hours: 3.0 Lecture
Total Contact Hours: 54 Lecture

This course is designed to teach and reinforce accurate spelling, vocabulary, word usage, and proofreading skills with a distinct business orientation. It emphasizes the business context of these basic communications skills, which are needed for integration into other courses such as keyboarding, word processing, presentations, business communications, and office procedures.
Transfer Credit: CSU

BCOT 247   **3.0 UNITS**
Managerial Business Communications
Class Hours: 3.0 Lecture
Total Contact Hours: 54 Lecture

Prerequisite: ENGL 100 or ENGL 100S equivalent with a grade of "C" or higher or "Pass".
This course applies the principles of ethical and effective communication to the creation of letters, memos, e-mails, employment communication, and written and oral reports for a variety of business situations. The course emphasizes 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. This course is designed for students who already have college-level writing skills.
Transfer Credit: CSU
C-ID: BUS 115

BCOT 248   **3.0 UNITS**
Professional Soft Skills for the Workplace
Class Hours: 3.0 Lecture
Total Contact Hours: 54 Lecture

This course covers the critical soft skills necessary for workplace success. Topics include, but are not limited to, communication skills, job behavior, customer service, project management leadership, power listening, conflict resolution, teamwork, networking, emotional intelligence, cultural sensitivity, employer expectations, time/stress management, employee attitude, and workplace ethics.
Transfer Credit: CSU