



Innovative Pathways to Public Service

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ELIZABETH SWITHENBANK, MBA, PMP

PROFESSOR OF BUSINESS TECHNOLOGY

FOLSOM LAKE COLLEGE

Why?



The Center of Excellence (COE) tells us:

- ▶ Hard to fill positions in several key areas
- ▶ Tight labor market, competition for applications, especially for rural agencies
- ▶ Public awareness of public service jobs lacking- misperceptions are common
- ▶ Internal application processes & requirements represent a barrier to entry for many

What?



- ▶ Bridge rural – urban hiring needs to support under resourced agencies and department with recruitment
- ▶ Streamline recruitment and hiring practices
- ▶ Develop long-term, high touch, school and community partnerships for recruitment, work-based learning opportunities
- ▶ Develop pathways and share best practices for training and promoting existing staff
- ▶ Diversity practices and resources

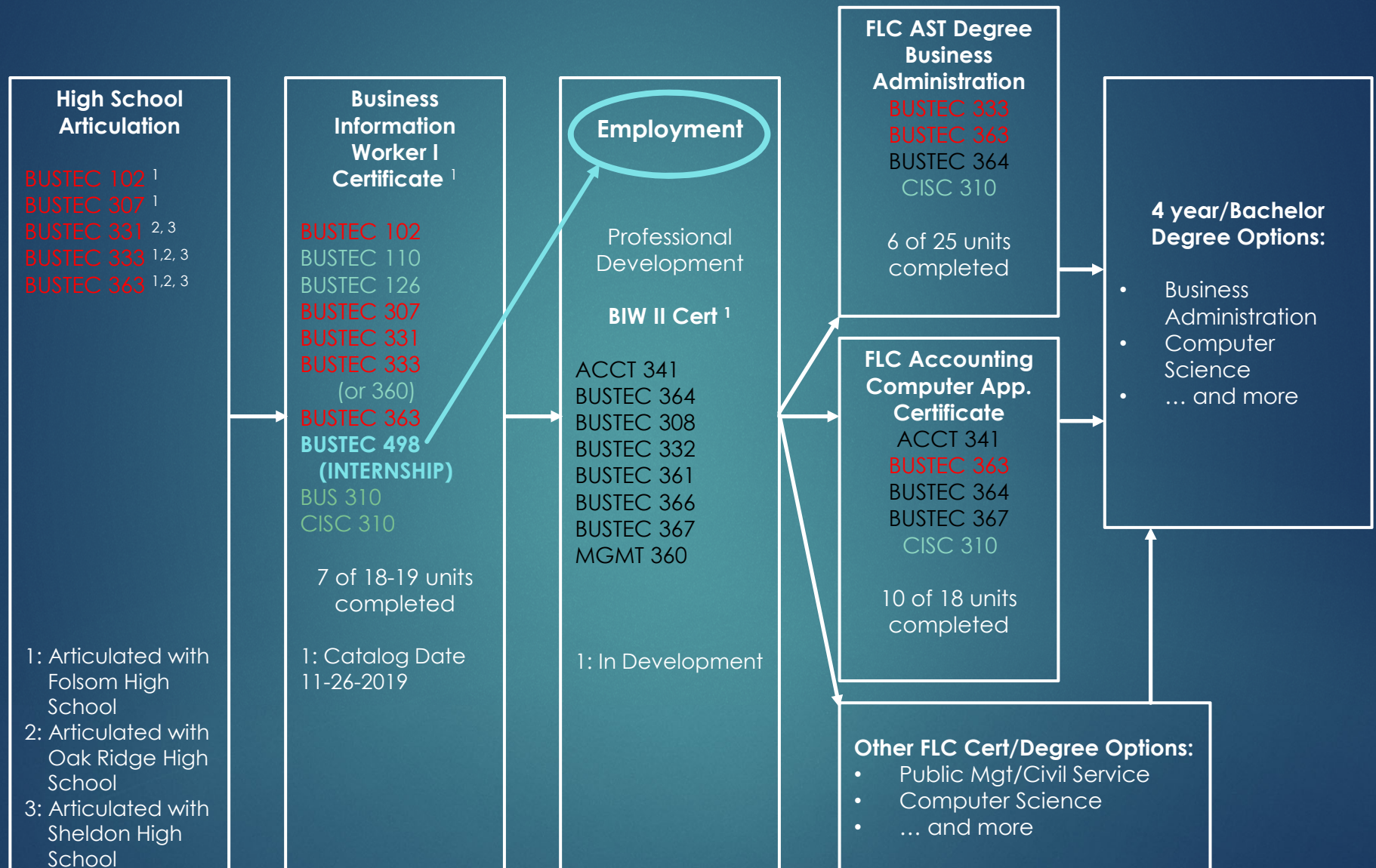
What we know

1. Generalizations don't work
 - ▶ Different needs
 - ▶ Different application processes
 - ▶ Different hiring processes
 - ▶ Different timelines
2. Every business is unique
 - ▶ However... there is a common starting point.
 - ▶ Success skills (aka soft skills)
 - ▶ Technical skills
3. “Uniqueness” and diversity is good and needed

How? What is a pathway?

1. High school articulation
2. Community college certificates
3. Hands on experience and training leading to employment
4. Advanced community college certificates
5. 2 year degree
6. 4 year degree

FLC BUSTEC-IPPS Career Pathway



IPPS and the Missing Link

Project Proposal and Partnership:

1. Assess business/employment needs
 - ▶ Bridge the gap with education
2. Assess barriers (including application and testing)
 - ▶ Informed applicant
3. Customize curriculum
4. Evaluate and implement the pathway

Goals:

1. Employment
2. Professional development and career growth

Follow up, revise, customize, repeat.

Moving Forward

- ▶ Business Collaboration
 - ▶ Assess business/employment needs
 - ▶ Assess barriers (including application and testing)
 - ▶ Customize curriculum
 - ▶ Internships with possible employment
- ▶ Accountability
- ▶ Commitment
- ▶ Follow up
- ▶ Long term relationship

Questions?



Business Technology

Dean

Vicky Maryatt

(916) 608-6925

FLC, Cypress Hall FL2-149

Department Chair

Elizabeth Swithenbank

(916) 608-6774

FLC, Harris Center PAC-1054

CERTIFICATE OF ACHIEVEMENT

Business Information Worker

Description

Folsom Lake College's business technology curriculum is designed to provide an entry point into an ever changing, exciting career. Many opportunities are available that can lead to immediate employment or career advancement. Whether students take one class or a step toward a degree, business technology is applicable in all industries.

The business technology curriculum is designed to provide students with information technology skills used in today's business environment. Students also receive an education in the major areas of business that are aligned with respective technology skills. Students in the program learn critical thinking, problem solving, how to use business software, and the procedures utilized in electronic workspaces.

The administration and management of today's business and government organizations rely heavily upon information technology for the efficient achievement of goals. The collection, storage, and retrieval of data by computers is involved in the wide range of business activities including daily operations, management decision making, and long-range planning. As the dependence on information technology grows, so does the need for information technology specialists.

Career Options

Administrative or	
Executive Assistants	Systems Analysts
Consultants	Technology
Office Managers	Communications
Programmers	User Support Analysts

Some career options may require more than two years of college study.

Highlights

- Faculty experts current on the latest, most relevant business software.
- Courses integrated with business program offerings.
- Business software skills applicable to any industry.

CERTIFICATE OF ACHIEVEMENT

Business Information Worker

Note: This program is pending CCCCCO approval.

Certificate Addendum Date: January 01, 2020

REQUIRED PROGRAM		Units
BUS 310	Business Communications (3)	3
BUSTEC 102	Computer Keyboarding 10-Key	1
BUSTEC 110	Business Procedures for Professional Success	3
BUSTEC 126	Outlook: Basics	1
BUSTEC 307	Computer Keyboarding and Formatting	3
BUSTEC 308	Advanced Computer Keyboarding and Formatting	3
BUSTEC 331	Exploring Computer Environments and the Internet.....	1
BUSTEC 332	Integrated Business Projects	3
BUSTEC 360	Word Processing Beyond the Essentials (2) or BUSTEC 333 Exploring Word Processing and Presentation Software (1)	1-2
BUSTEC 363	Introduction to Electronic Spreadsheets ...	1
CISC 310	Introduction to Computer Information Science	3
A minimum of 1 unit from the following:		1
BUSTEC 498	Work Experience in Business Technology	(1-4)
TOTAL UNITS REQUIRED		24-25

18-19

For Gainful Employment Info and Opportunities:
www.losrios.edu/gainful-emp-info/gedt.php?major=041005C01

The Business Information Worker Certificate prepares students for entry-level office, computer, and administrative support positions in a variety of industries. This certification includes courses in: oral and written business communications; computer application skills, including beginning Excel, Word, and Outlook; the fundamentals of computer systems; and critical thinking and problem solving.

Program Student Learning Outcomes

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

- Demonstrate proficiency in business technology applications.

- Demonstrate proficiency in business administration skills.
- Demonstrate proficiency in business communication skills.
- Apply customer service skills in a business environment and provide a positive customer service experience.

Business Technology (BUSTEC)

BUSTEC 102

Computer Keyboarding 10-Key

1 Unit

Prerequisite: None

Hours: 9 hours LEC; 27 hours LAB

This course introduces the numeric keypad and develops the ability to key information into a computer with speed and accuracy. Simulated employment tests based on industry standards are included. Students are required to have access to a computer with a 10-key key pad, the Internet, and an active Los Rios e-mail account.

BUSTEC 110

Business Procedures for Professional Success

3 Units

Prerequisite: None

Advisory: BUS 100, BUSTEC 307, or ENGWR 101

Hours: 54 hours LEC

This course prepares students to perform various information processing procedures and problem solving tasks required to support both today's office systems and those of the future. Students learn critical thinking, problem solving, teamwork, supervision skills, office procedures, and information processing technologies to manage their work, as well as necessary attributes of an office professional. These skills will provide the background for advancement to supervision and management positions. Primary emphasis is on processing documents using introductory skills in word processing, spreadsheets, presentation graphics, and e-mail. Also included are managing information storage and retrieval, and coordinating office communications, to improve the efficiency of office functions. (C-ID BSOT 100X)

BUSTEC 126

Outlook: Basics

1 Unit

Prerequisite: None

Advisory: BUSTEC 360

Hours: 18 hours LEC

This course introduces Microsoft Outlook, the industry-leading personal information management software. Topics include understanding and navigating the Outlook environment, creating and sending email, using email special features, managing Outlook contacts, using an electronic calendar, and creating tasks and to-do items. (C-ID BSOT 106X)

BUSTEC 299

Experimental Offering in Business Technology

.5-4 Units

Prerequisite: None

Hours: 18 hours LEC; 54 hours LAB

BUSTEC 307

Computer Keyboarding and Formatting

3 Units

Prerequisite: None

General Education: AA/AS Area III(b)

Course Transferable to CSU

Hours: 44 hours LEC; 30 hours LAB

This intensive introductory computer-keyboard course emphasizes operating alphabetic, numeric, and symbol keys by touch. It includes computer-keyboarding techniques, speed-and-accuracy development, proofreading proficiency, and the use of essential computer-keyboarding information. Students will learn basic word processing skills. Students will need access to a computer, the Internet, and an active Los Rios e-mail account. This course is not open to students who have previously completed BUSTEC 307.1.

BUSTEC 308

Advanced Computer Keyboarding and Formatting

3 Units

Prerequisite: BUSTEC 307 with a grade of "C" or better

Course Transferable to CSU

Hours: 44 hours LEC; 30 hours LAB

This course is an advanced keyboarding and formatting course. There will be an emphasis on application of the following formatting concepts: horizontal and vertical centering, business letter styles, memorandums, tables, and reports. This course also builds upon current computer-keyboard skills and stresses speed and accuracy keyboarding techniques. Students must have access to a computer with Internet access and active email account.

BUSTEC 331**Exploring Computer Environments and the Internet****1 Unit***Prerequisite: None**Course Transferable to CSU**Hours: 18 hours LEC; 18 hours LAB*

The course focuses on the most common hardware components used in personal computers, file management, and the Internet. Topics include the basic components of a computer system, file management principles, and Internet fundamentals. This course meets requirements for several FLC Business certificates and degrees. Students should have access to a computer and the Internet. They should have an active Los Rios e-mail account. They should have some computer media to store data files such as a USB drive. This class is not open to students who have previously taken CISC 308.

BUSTEC 332**Integrated Business Projects****3 Units***Prerequisite: None**Advisory: BUSTEC 360 or 363**General Education: AA/AS Area III(b)**Course Transferable to CSU**Hours: 54 hours LEC*

This course integrates office administration skills and procedures using a suite of computer applications. Course content integrates word processing, spreadsheet, database, presentation, and communication software to create, format, revise, share, and maintain business documents and data. Hands-on business projects are based on current office systems and incorporate problem-solving skills and real world business simulations. Students are required to have a USB (thumb drive) memory stick. This class is not open to students who have completed BUSTEC 120.

BUSTEC 333**Exploring Word Processing and Presentation Software****1 Unit***Prerequisite: None**Advisory: CISC 300**Course Transferable to CSU**Hours: 18 hours LEC; 18 hours LAB*

This course introduces the student to word processing and presentation software. The basic features and skills of creating, editing, formatting, inserting tables and graphics, and enhancing word-processed documents and graphic presentations are covered. Students should have access to a computer, the Internet, and some computer media such as a USB drive to store data files. Students must have an active Los Rios e-mail account. This course is not open to students who have completed CISA 308.

BUSTEC 360**Word Processing Beyond the Essentials****2 Units***Prerequisite: None**Advisory: BUSTEC 307 and CISC 300**Course Transferable to CSU**Hours: 30 hours LEC; 18 hours LAB*

This course is designed to introduce students to the use of word processing programs. The course includes basic word processing operations: creating, editing, formatting, saving, retrieving, and printing text documents. In addition, this course includes desktop publishing techniques using word processing software, newsletter production, macro editing, complex document styles and commands, importing, linking and merging data from other applications into a word processing document. Students should have access to a computer, the Internet, and some computer media such as a USB drive to store data files. Students must have an active Los Rios e-mail account. This course is not open to students who have completed CISA 300.

BUSTEC 361**Intermediate Word Processing****1 Unit***Prerequisite: BUSTEC 360 with a grade of "C" or better**Course Transferable to CSU**Hours: 18 hours LEC; 18 hours LAB*

This course is designed to build upon previous training in the use of word processing. The course covers intermediate to advanced word processing features, such as styles, macros, outlines, document notations, forms, charts, and mail merge. Also covered are integrating word processing with other applications and creating documents for the use on the Internet, i.e. web pages and e-mail attachments. Students should have access to a computer, the Internet, and some computer media such as a USB drive to store data files. Students must have an active Los Rios e-mail account. This class is not open to students who have previously taken CISA 301. (C-ID BSOT 121X)

BUSTEC 363**Introduction to Electronic Spreadsheets 1 Unit***Prerequisite: None**Advisory: CISC 300 and MATH 20**Course Transferable to CSU**Hours: 18 hours LEC; 18 hours LAB*

This course is designed to introduce the student to the use of spreadsheets with Microsoft Excel. The course will include designing a spreadsheet, developing formulas for accurate automatic calculations, using spreadsheet functions, producing charts, and developing “what-if” models based upon relative and absolute cell referencing. Students will apply mathematical concepts and skills. Students should have access to a computer, the Internet, and some computer media such as a USB drive to store data files. Students must have an active Los Rios e-mail account. This course is not open to students who have taken CISA 310. (C-ID BSOT 112X)

BUSTEC 364**Intermediate Electronic Spreadsheets 1 Unit***Prerequisite: BUSTEC 363 with a grade of “C” or better**Course Transferable to CSU**Hours: 18 hours LEC; 18 hours LAB*

This course will extend the capabilities of students who have started to use electronic spreadsheet software. Topics and laboratory assignments will include using multiple worksheets and workbooks, web tools, scenario management, goal seek, solver, imported data, and the lookup function. Students should have access to a computer, the Internet, and some computer media such as a USB drive to store data files. Students must have an active Los Rios e-mail account. This class is not open to students who have previously taken CISA 311. (C-ID BSOT 122X)

BUSTEC 499**Experimental Offering in Business Technology****.5-4 Units***Prerequisite: None**Course Transferable to CSU*