

**BUSINESS TECHNOLOGY: COMPUTER INFORMATION**

CBEDS Code: **4622**

<u>JOB TITLES</u>	<u>DOT NO.</u>
Data Entry Clerk	203.582.054
General Office Clerk	209.562.010
Receptionist	237.367.038
Clerk Typist (keyboarding)	203.582.066
Word Processor	203.382.030
Administrative Assistant	169.167.010
Applications Specialist Trainee	030.162.010
Computer Operator (Clerical)	236.362.010
Accounting Clerk	216.482.010

**Course description:**

This course is intended to prepare students for entry-level office occupations & related technologies. Emphasis is placed on teamwork & problem solving within an office environment. Students use up-to-date office equipment for the various tasks.

Recommended prerequisites (any of the following):

Keyboarding/Computer Applications with a grade of "C" or better,  
Keyboarding/Word Processing with a grade of "C" or better

DURATION: 360 total hours of instruction

CREDIT: 20 units

MEETS GRADUATION REQUIREMENTS IN: Practical Art (MCS)

REQUIRED FOR GRADUATION: No (MCS)

SCHOOLS OFFERED:

MEETS UNIVERSITY OF CALIFORNIA ENTRANCE REQUIREMENTS: No

MEETS CALIFORNIA STATE UNIVERSITY REQUIREMENTS: No

ARTICULATED WITH POSTSECONDARY INSTITUTIONS: Columbia College

## RESOURCE MATERIALS

### Basic Text:

A Practical Approach to WordPerfect 6.0 DOS Complete Course. Eisch, South-Western Publ., 1995

### Supplementary Texts:

Reference Manual for the Office. House & Sigler, South-Western Pub., 1989

Word Processing: WordPerfect 5.0/5.1. Eisch, South-Western Pub., 1991

Word Processing: WordPerfect for Windows Tutorial & Applications. Eisch, South-Western Pub., 1993.

Word Processing: WordPerfect 6.0 Made Easy. Layman & Hart, Prentice-Hall, 1993.

Keyboarding: Applied Keyboarding. Robinson, South-Western Pub., 1994.

DOS Functions: A Quick Guide to DOS. Dill, South-Western Pub., 1993.

Machine Calculation: Computer Calculator. Muncaster & Prescott, South-Western Pub., 1994.

Mathematics: Decimals, Fractions, & Percentages for Job & Personal Use. Wood & Powell,  
South-Western Pub., 1992.

Punctuation, Capitalization, & Handwriting for Job & Personal Use. Humburg, South-Western Pub., 1992.

Filing: Alphabetic Filing. Guthrie & Norwood, South-Western Pub., 1989.

Finding & Holding a Job. Masters, South-Western, 1992.

Manual of Style for Business Letters, Memos, & Reports. Keithley, South-Western, 1989.

Dictionaries

Thesaurus

**Instructional Content**

Instruction will include:

**Student Outcomes**

At the end of instruction, the student will be able to:

**Hours**

CL=Classroom  
CC=Comm. Class.

<p><b>1. Communication: Listening, Reading, &amp; Speaking Skills.</b>                      1. Understanding oral directions.                      2. Recording guest speaker's presentation.                      3. Understanding written directions.                      4. Writing an oral message.                      5. Writing a resume, cover letter, &amp; thank-you letter.                      6. Writing various office style letters.</p>	<p><b>Goal: The student will demonstrate competency in communication skills: listening, reading, speaking, writing, &amp; grammar.</b>                      A. Listen to oral directions, take notes as necessary, ask questions, and follow directions.                      B. Listen to guest speaker, take notes, &amp; summarize.                      D. Read &amp; follow written directions.                      E. Write an oral message legibly &amp; coherently.                      F. Understand fundamental idea behind paragraphing, emphasizing topic sentences, &amp; developing paragraphs logically.                      G. Compose on the keyboard a resume, cover letter, &amp; thank-you letter.(portfolio)                      H. Compose on the keyboard a variety of office style documents addressing a specific problem.</p>	<p>Anchor /CR  2.0 3.1 CR 2</p>	<p>CTE A2.2</p>	<p>CL 10-20</p>	<p>CC 5-10</p>
<p><b>2. Document Processing: Capitalization, Punctuation, Number Rules, &amp; Abbreviations.</b>                      1. Capitalization of appropriate words.                      2. Capitalization rules &amp; usage.                      3. Punctuation rules &amp; usage.                      4. Number rules in writing.                      5. State abbreviation rules &amp; usage.</p>	<p><b>Goal: The student will demonstrate competency in capitalization, punctuation, use of number rules, &amp; use of abbreviations.</b>                      A. Capitalize appropriate words in sentences &amp; business documents.                      B. Identify &amp; correct incorrect capitalization usage &amp; apply capitalization rules to documents containing no capitalization &amp; all documents processed.                      C. Identify &amp; correct incorrect punctuation in sentences &amp; business documents, &amp; apply punctuation rules to documents containing no punctuation &amp; all documents processed.                      D. Recognize &amp; correct sentences in which number rules are incorrectly expressed, applying specific conventions for writing numbers &amp; apply number rules to all documents processed.                      F. Write correct state abbreviations.</p>	<p>2.0 CR 2</p>	<p>A2.2</p>	<p>5-10</p>	<p>2-5</p>
<p><b>3. Document Processing: Spelling, Word Division, Business Vocabulary, and Reference Materials.</b>                      1. Rules of spelling.                      2. Recognizing &amp; correcting misspelled words.                      3. Business vocabulary spelling.                      4. Rules of word division.                      5. Recognizing &amp; correcting incorrect word division.                      6. Commonly used business terms.                      7. Using a dictionary.                      8. Using a thesaurus.</p>	<p><b>Goal: The student will demonstrate competency in spelling, knowledge of business vocabulary, &amp; use of appropriate reference materials.</b>                      A. Understand &amp; discuss rules of spelling.                      B. Recognize misspelled words &amp; correct in sentences &amp; business documents, &amp; in all documents processed.                      C. Correctly spell business vocabulary words.                      D. Understand &amp; discuss rules of word division.                      E. Recognize &amp; correct incorrect or excessive word division.                      F. Apply rules of word division to all documents processed.                      G. Match definitions for commonly used business terms.                      H. Use a computerized spellchecker to look up spelling, syllabication, &amp; meaning of business-related words.                      I. Use a computerized thesaurus to look up synonyms &amp; antonyms.</p>	<p>2.0 CR 2</p>	<p>A2.2</p>	<p>5-10</p>	<p>2-5</p>

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<b>4. Mail Processing.</b> 1. Communications Terminology 2. Labels and envelopes	<b>Goal: The student will demonstrate knowledge &amp; competency in mail processing.</b> A. Understand concept of electronic mail. B. Define terminology of communications.	<b>Anchor/CR</b> 2.0  CR 2	<b>CTE</b> A2.2	<b>CL</b> 3-8	<b>CC</b> 2-5
<b>5. Computer Filing.</b> 1. Review different filing systems & their applications: alphabetic, subject, numeric, & geographic. 2. Cross-referencing. 3. Electronic filing overview. 4. Alphabetical filing.	<b>Goal: The student will demonstrate competency in file management, including sorting, verifying, classifying &amp; categorizing data both manually &amp; electronically for efficient retrieval.</b> A. Understand different filing systems: alphabetic, subject, numeric, & geographic, & need for specific filing conventions & apply. B. Index list of personal & business names using strict alphabetical rules. C. Understand reasons & procedures for cross-referencing. D. Understand the concept of electronic filing via databases.	10.10  CR 2	A1.1 A2.4 A3.1 A3.3	7-12	10-20
<b>6. Keyboarding and Ten-Key</b> 1. Keystroke operation, speed and accuracy. 2. Calculator operation for basic math functions - whole numbers, dollars and cents, decimals, percentages, & rounding off. 3. Calculator operation for sales tax, mark-ups, mark-downs, & selling price.	<b>Goal: The student will demonstrate competency in keyboarding and ten-key.</b> A. Enter 120 keystrokes a minute for three minutes with no errors on an electronic calculator. B. Use a calculator to solve problems involving addition, subtraction, multiplication, & division of whole numbers or dollar amounts. C. Use a calculator to solve problems involving decimal placement, percentages, & rounding to nearest hundredth. D. Use a calculator to solve problems involving sales tax, mark-ups, mark-downs, & selling price. E. Reconcile a check register & a bank statement.	1.0 4.3 5.1 5.2 5.7 10.9 11.0  CR 1,2,4,5 and 10	A1.1 A2.2 A4.3 C8.2	5-10	1-2
<b>7 Fundamental Math Functions.</b> 1. Adding, subtracting, multiplying, & dividing fractions. 2. Adding, subtracting, multiplying, & dividing decimals. 3. Determining rate, percentage, & base. 4. Rounding off numbers. 5. Solving business-related word problems. 6. Define gross/net pay, federal/state, FICA and SDI taxes.	<b>Goal: The student will demonstrate competency in fundamental math functions to compute transactions.</b> A. Add, subtract, multiply, & divide fractions. B. Add, subtract, multiply, & divide decimals with & without using a calculator. C. Find rate, percentage, & base in given problems without using a calculator. D. Apply rules of rounding off numbers. E. Solve business-related word problems using one or more of the above methods, without use of a calculator.	1.0 4.3 5.1 5.2 5.7 10.9 11.0  CR 1,2,4,5 and 10	A1.1 A2.2 A4.3 C8.2	5-10	5-10
<b>8. Information Processing, Office Management</b> 1. Overview of word processing, spreadsheet, & database programs. 2. Organization & functions of word processing components & systems. 3. Word processing terminology. 4. Proofreader's marks. 5. Efficient work space management. 6. Estimating time needed for projects. 7. Developing a log sheet to track projects. 8. Planning meetings.	<b>Goal: The student will demonstrate knowledge of information processing concepts, office machines, &amp; office management procedures.</b> A. Identify differences between hardware used in an electronic office & a traditional office, & explain how skills & requirements of office workers have been affected by office automation. B. Discuss functions of word processing, spreadsheet, & database programs. C. Discuss organization & functions of word processing components & systems. D. Define word processing terms. E. Identify & use proofreader's marks. F. Arrange equipment, books, & supplies neatly on work station for ease & efficient use.	4.3 7.4 7.7 10.9  CR 1,2,4,5, and 10	A1.1 A2.2 C8.2	5-10	2-5

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<b>8. Information Processing, Office Management (Cont.)</b>	H. Estimate time to complete several small word processing tasks; organize the tasks, keyboard & print final documents; compare estimated & actual completion time.	<b>Anchor</b>	<b>CTE</b>	<b>CL</b>	<b>CC</b>
<b>9. Basic Word Processing Operations.</b> 1. Word processing software terminology. 2. Downloading information from network drive 3. Location & function of keys. 4. Word wrap. 5. Caps Lock function. 6. Moving the cursor. 7. Changing default drives. 8. Creating, naming, & saving files.	<b>Goal: The student will demonstrate competency in basic word processing operations.</b> A. Demonstrate knowledge of terminology of specific program used B. Down Load from network drive, student files C. Know location & function of keys specific to word processing program D. Explain word wrap & utilize it correctly E. Understand & use Caps Lock function F. Demonstrate cursor movement G. Change default drives H. Create, name, & save files I. Display a directory of files; open, close, & retrieve files J. Edit files, utilizing Insert, Delete, & Undo functions K. Change file names L. Print documents M. Exit program properly	4.3 5.1 5.2 5.7 7.4 7.5 10.3 10.9 10.10 11.2  CR 1,2,4,5, and 10	A1.1 A2.2 C8.2	5-10	2-5
<b>10.0 PowerPoint Operations</b> 1. Creating a PowerPoint 2. Font Group Commands 3. Text Placeholders 4. Bullets, Numbering 5. Text Boxes 6. Clipboard, Spellcheck and word usage 7. Headers and Footers 8. Backgrounds, theme colors 9. Movement effects, transitions Sounds, animation 10. Images 11. Tables and charts 12. Smart Graphics 13. Hyperlinks, customizing themes and slide masters	<b>Goal: The student will demonstrate competency in PowerPoint.</b> A. The student will create a PowerPoint. B. The student will understand Font group commands. C. The student will understand Bullets, numbering and text boxes D. The student will use spellcheck and Clipboards E. The student will understand headers and footers F. The student will understand Backgrounds, theme colors Movement effects, sound and Animation G. The student will understand Images, tables and charts, and Smart graphics. H. The student will understand I. hyperlinks, customizing themes J. and slide masters.	4.3 5.1 5.2 5.7 7.4 7.5 10.3 10.9 10.10 11.2  CR 1,2,4,5, and 10	A1.1 A2.2 C8.2		

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<p><b>11. Job Search &amp; Acquisition Skills.</b></p> <ol style="list-style-type: none"> <li>1. Assessing job interests &amp; aptitudes.</li> <li>2. Careers in office occupations &amp; setting career goals.</li> <li>3. Job search resources, networking.</li> <li>4. Writing a resume &amp; cover letter.</li> <li>5. Completing a job application form.</li> <li>6. Preparing for a job interview.</li> <li>7. Preparing oral &amp; written responses to job interview questions.</li> </ol>	<p><b>Goal: The student will develop job acquisition documents &amp; interview skills, &amp; demonstrate knowledge in job search &amp; acquisition skills.</b></p> <ol style="list-style-type: none"> <li>A. Examine aptitudes related to career options</li> <li>B. Relate personal characteristics &amp; interests to educational &amp; occupational opportunities</li> <li>C. Explore career opportunities &amp; projected trends in office occupations, discuss career goals</li> <li>D. Discuss job search resources; how &amp; where to look for a job; networking</li> <li>E. Write resume &amp; cover letter</li> <li>F. Legibly complete job application form</li> </ol>	<p><b>Anchor</b> 7.7 8.3-8.6 9.3  CR 1,2,3, and 4</p>	<p><b>CTE</b> A1.1 A2.2</p>	<p><b>CL</b> 10-20</p>	<p><b>CC</b> 2</p>
<p><b>11. Job Search &amp; Acquisition Skills (Cont.)</b></p>	<ol style="list-style-type: none"> <li>G. Explain each step in job interview preparation: dress, grooming, materials needed, work permit, follow-up.</li> <li>H. Prepare oral &amp; written responses to job interview questions.</li> </ol>				
<p><b>12. Interpersonal, Communication &amp; Worksite Skills; Business &amp; Computer Ethics.</b></p> <ol style="list-style-type: none"> <li>1. Review good work habits &amp; need for punctuality &amp; attendance.</li> <li>2. Exhibiting speed &amp; accuracy at job site.</li> <li>3. Importance of good relationships in class &amp; on job site.</li> <li>4. Review effective communication skills.</li> <li>5. Importance of honesty, responsibility, discretion, confidentiality, &amp; loyalty.</li> <li>6. Importance of flexibility, willingness to learn, &amp; uses of constructive criticism.</li> <li>7. Working in a team.</li> <li>8. How to handle stress.</li> <li>9. Importance of ongoing self-assessment &amp; need for self-esteem.</li> <li>10. Business &amp; computer ethics.</li> </ol>	<p><b>Goal: The student will define, explain &amp; demonstrate appropriate interpersonal, communication, worksite skills &amp; proper business &amp; computer ethics.</b></p> <ol style="list-style-type: none"> <li>A. Demonstrate good work habits, punctuality, regular attendance</li> <li>B. Discuss importance of speed &amp; accuracy at job site</li> <li>C. Discuss importance of good relationships with employer, associates, &amp; clients/customers</li> <li>D. Demonstrate effective communication skills with instructor, classmates, employers, coworkers, &amp; clients/customers</li> <li>E. Discuss importance of honesty, responsibility, discretion, confidentiality, &amp; loyalty to employer</li> <li>F. Discuss importance of flexibility, willingness to learn, &amp; ability to accept constructive criticism at the work site</li> <li>G. Demonstrate the ability to work in teams by participating in group activities</li> <li>H. Discuss how to handle stress, &amp; avoid &amp; handle job-related problems</li> <li>I. Discuss importance of self-assessment &amp; self-esteem in successful career</li> <li>J. Define, explain, &amp; demonstrate proper business &amp; computer ethics</li> </ol>	<p>2.0 3.0 7.2-7.5 7.7 8.3-8.6 9.0</p>	<p>A5.1 A5.3  CR 1,2,3,7, 8,9, 10 and 12</p>	<p>18-36</p>	<p>9-18</p>
<p><b>13. Office Setting.</b></p>	<p><b>Student will train in an office setting demonstrating skills learned throughout the course.</b></p>	<p>11.2 11.3 11.5  CR 1,2,4,5, 7 and 12</p>		<p>30-60</p>	<p>50-100</p>