ADMINISTRATIVE ASSISTANT, VIRTUAL SUPPORT

Associate in Science Degrees

- Administrative Assistant, Virtual Support - Associate in Science (https://lbcc-public.courseleaf.com/degrees-certificates/administrative-assistant-virtual-support/administrative-assistant-virtual-support-as/)

Certificates of Achievement

- Administrative Assistant, Virtual Support - Certificate of Achievement (https://lbcc-public.courseleaf.com/degrees-certificates/administrative-assistant-virtual-support/administrative-assistant-virtual-support-certificate-achievement/)

BCOM 15   3 units
Business Communications
54 hours lecture
Grading: letter grade or pass/no pass.
Formerly CAOTO 15. This course covers the principles of collecting, organizing, analyzing, and presenting business information. Written and oral communication involving problem solving in business are emphasized.
Transferable to CSU Only

BCOM 20 (C-ID BUS 115)   3 units
Business Writing
54 hours lecture
Prerequisite: ENGL 1, ENGL 1H, ENGL 1S, or ESL 1S.
Grading: letter grade or pass/no pass.
This course delivers a basic understanding of business communication. The curriculum is designed to familiarize students with the techniques, strategies, and forms of writing used in the professional world. Emphasis will be placed on developing precise and persuasive language skills to achieve business goals. The course will prepare students for communication in the workplace and in other business classes.
Transferable to CSU Only

BCOM 25   3 units
Digital and Social Media
54 hours lecture
Grading: letter grade or pass/no pass.
In this course, students will explore the design and impact of digital and social media technologies for both personal and professional application in a wide variety of organizational situations. Additionally, students will learn to understand digital and social media etiquette and ethics. Both the potential and the limitations of this technology will be explored and students will have access to hands-on experience with several forms of social media technology. Those who complete this course will be prepared to use digital and social media productively and will have a framework for understanding and evaluating new technology tools and platforms as they are developed. This course is not open for credit to students who have completed GBUS 25.
Transferable to CSU Only

BCOM 222   3 units
Job Search Skills
54 hours lecture
Recommended Preparation: COSK 200.
Grading: letter grade or pass/no pass.
Formerly CAOTO 222. This course is designed to help students develop occupational competence for obtaining desired positions in the workforce. The course covers self-evaluation, researching specific careers and companies, conducting informational interviews, preparing required documents (resume, cover letter) that get the interview, interviewing to sell yourself as the best candidate, and applying follow-up procedures.

BCOM 260   1 units
Channels of Business Communication
18 hours lecture
Grading: letter grade or pass/no pass.
Formerly CAOTO 260. This course is designed for the person who needs instruction and practice in developing professional communication skills using modern technology.

BCOM 262   1 units
Soft Skills for the Workplace
18 hours lecture
Grading: letter grade or pass/no pass.
Formerly CAOTO 262. This course covers the fundamentals of human relations in various business environments and develops a basic proficiency using these principles in order to enhance success in the workplace.

BCOM 263   3 units
Customer Service
54 hours lecture
Grading: letter grade or pass/no pass.
Formerly CAOTO 263. This course covers customer service including its importance to a successful business, customers" needs and wants, support, as well as interactions and relationships. Students learn to develop multitasking skills, reduce stress, and maintain a positive attitude. Students will explore several different aspects of conflict and learn important skills that can help manage conflicts effectively as a customer service employee.

BCOM 264   3 units
Business Telecommuting Fundamentals
54 hours lecture
Grading: letter grade or pass/no pass.
This course focuses on careers involving virtual work for office environments. The course prepares students for business office work requiring remote workers, remote administrative assistance, and global support in contemporary business environments. Participants will learn how to utilize digital resources in telecommuting work, implement cloud-based productivity tools, and assess a remote working environment that fosters productivity, concentration, and professionalism.

BCOM 615   0 units
Business Communications
54 hours lecture
Grading: non graded.
This course covers the principles of collecting, organizing, analyzing, and presenting business information. Written and oral communication involving problem solving in business are emphasized.

BCOM 621   0 units
Career Development for Tech Professions
54 hours lecture
Grading: non graded.
This course is aimed at helping students gain the necessary vocational skills to secure suitable work opportunities for tech professionals. The training includes self-evaluation, research into tech occupations and firms, informational interviews, generating marketable job materials (such as resumes and cover letters), personal branding, and implementing follow-up actions.

BCOM 622   0 units
The Job Search Process
18 hours lecture
Grading: non graded.
This course is designed to provide Computer and Office Studies (COS)/Business Communication (BCOM) students with insight regarding steps to begin planning for their future careers. Students will conduct self-assessments, create a career plan, and discover who they are as future employees.

BCOM 623   0 units
Job Search Tools
18 hours lecture
Grading: non graded.
The course will focus on creating, drafting, revising, and presenting workplace-related documents. Students will create a job portfolio related to business communications that includes a resume and cover letter.

BCOM 624   0 units
The Interview Process
18 hours lecture
Grading: non graded.
This course will focus on the development of business communication skills required in a job interview. Students will develop competency in the preparation for, participation in, and reflection on the job interview process.

BCOM 625   0 units
Digital and Social Media
54 hours lecture
Grading: non graded.
In this course, students will explore the design and impact of digital and social media technologies for both personal and professional application in a wide variety of organizational situations. Additionally, students will learn to understand digital and social media etiquette and ethics. Both the potential and the limitations of this technology will be explored and students will have access to hands-on experience with several forms of social media technology. Those who complete this course will be prepared to use digital and social media productively and will have a framework for understanding and evaluating new technology tools and platforms as they are developed.

BCOM 660   0 units
Channels of Business Communication
18 hours lecture
Grading: non graded.
This course provides instruction and practice in developing professional communication skills using modern technology.

BCOM 662   0 units
Interpersonal Skills for the Workplace
18 hours lecture
Grading: non graded.
This course examines the fundamentals of human relations in various corporate settings and provides essential skills in using these ideas to increase workplace success.

BCOM 663   0 units
Customer Service
54 hours lecture
Grading: non graded.
This course covers customer service including its importance to a successful business, customers' needs and wants, support, as well as interactions and relationships. Students learn to develop multitasking skills, reduce stress, and maintain a positive attitude. Students explore several aspects of conflict and learn important skills that can help manage conflicts effectively as a customer service employee.

BCOM 664   0 units
Business Telecommuting Fundamentals
54 hours lecture
Grading: non graded.
This course focuses on careers involving virtual work for office environments. The course prepares students for business office work requiring remote workers, remote administrative assistance, and global support in contemporary business environments. Participants will learn how to utilize digital resources in telecommuting work, implement cloud-based productivity tools, and assess a remote working environment that fosters productivity, concentration, and professionalism.