CALIFORNIA COMMUNITY COLLEGES

LA OC RC
los angeles | orange county | regional consortia

www.laocrc.org
714.480.7564
laocrc@rsccd.edu

BUSINESS INFORMATION WORKER (BIW) II
<u>PREAPPROVED</u> PROGRAM APPLICATION
(Effective through December 2017)

This LAOCRC preapproval automatically endorses any LA/OC college to develop a new BIW II program, or substantially change an existing program to align with the statewide Information Communication Technology/ Digital Media (ICT/DM) sector BIW II pathway. Such programs are granted automatic regional endorsement if it is approved and listed on the statewide BIW II website.

This application was developed by the LAOCRC BIW II program endorsement workgroup.

Instructions to colleges:

1. Ensure your college and courses are listed on the ICT/DM BIW II webpage. http://ict-dm.net/
2. Do not file a letter of intent for your BIW II program.
3. Complete or modify all yellow highlighted sections of the preapproved application below.
4. Email completed preapproved application to innovatecte@gmail.com and laocrc@rsccd.edu
5. The LAOCRC staff will verify the college and courses are listed on the ICT/DM BIW II website and then email the voting member of the college a signature page for use when submitting to the CCCCO. Your program will appear on the next LAOCRC program approval agenda as an information item.

Fill In Form

Business Information Worker II
Proposed Program Title

Fall 2017
Projected Program Start Date

Saddleback College
College

South Orange County Community College District
District

Contact Information

<u>Tony Teng</u>
Voting Member

Dean
Title

949-582-4895
Phone Number

ateng@saddleback.edu
Email

Goal(s) of Program (Check all that apply):

☒ Career Technical Education (CTE) ☐ Transfer ☐ Other

Type of Program (Check all that apply):

☒ Certificate of Achievement 12-17 (or 17-27 quarter) units ☐ Certificate of Achievement 18+ semester (or 27+ quarter) units

☐ Associate of Science Degree ☐ Associate of Arts Degree

Reason for Approval Request (Check One):

☒ New Program ☐ Substantial Change ☐ Locally Approved

Program Information

0702
_____
_____

Recommended Taxonomy of Program (TOP) Code

Units for Major-Degree

Total Units for Degree

Revised Monday, June 05, 2017

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Written Form

1.

The Business Information Worker II (BIW II) Certificate of Achievement builds on the BIW I foundation and provides students with additional skills in PowerPoint, Quickbooks, records management, and collaboration software. This secondary stage in the BIW pathway increases students' value and opportunities in multiple occupations, including but not limited to: office, business, and executive administrative support, office supervision/coordination, small business support, retail sales, and customer service. Students completing this stage of the BIW pathway will be equipped to take multiple Microsoft Office Specialist credential exams and become a Quickbooks certified user.

2. Rationale for the regional programs.

The Business Information Worker II pathway is a consistent statewide pathway designed with faculty and industry involvement to prepare students for in-demand jobs, and to inform business of the rich capabilities that exist at every California Community College Campus. On occasion one or two new courses need to be developed by a college to align with the pathway. However, because the pathway utilizes existing academic programs and courses, often no new curriculum is required. In addition, the pathway represents a set of in-demand skills throughout the state, based upon interviews with placement agencies, and cross-referenced with advisory groups and other Labor Market Information.

3. Labor Market Information (LMI) and employment outlook (including citation for the source of the data) for students exiting the program.

The following LA/OC regional Business Information II (BI-II) LMI is for an occupational cluster identified as being relevant to the Business Information Worker II (BIW II) pathway and the corresponding BI-II, or other BIW II pathway aligned, certificate of achievement developed by a LA/OC regional college. The BI-II certificate LMI is an aggregate of ten occupations identified by a regional work group including an ICT-DM Deputy Sector Navigator, several CTE/EWD deans, and the COE Director. Occupations were chosen based on the typical education/skills required for employment, on-the-job tasks, and knowledge areas required to perform the work of the occupation.

The ten occupations are First Line Supervisors of Office and Administrative Support Workers (43-1011), Customer Service Representatives (43-4051), Court, Municipal, and License Clerks (43-4031), Eligibility Interviewers, Government Programs (43-4061), Loan Interviewers and Clerks (43-4131), New Accounts Clerks (43-4141), Human Resources Assistants, except Payroll and Timekeeping (43-4161), Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014), Executive Secretaries and Executive Administrative Assistants (43-6011), and Office and Administrative Support Workers, All Other (43-9199); hereinafter this occupational cluster will be referred to as Business Information Worker II (BIW II).

The BIW II is a growth occupation in Los Angeles and Orange County. Historically, the LA/OC region has seen a three-year increase in BIW II occupations from 320,970 jobs (2012) to 339,471 jobs (2015). This represents

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real occupational growth of 18,501 BIW II jobs in the region. Moreover, the five-year projection (2016-2021) of BIW II jobs is predicted to continue with an additional 12,937 jobs added. This represents 11.8% growth (2012-2021).

The LA/OC regional median wage for BIW II jobs is $20.66/hour (25th percentile is $16.35/hour and 75th percentile is $26.04/hour). In an average month, there were 11,708 unique job postings for BIW II occupations.

Last, in 2015 there were 12,084 BIW II regional openings; however, there were only 1,981 related completions in Los Angeles and Orange County. This indicates these occupations and the industries hiring in Los Angeles and Orange County are significantly underserved each year. In conclusion, the strong regional growth and the large gap between regional completions and jobs substantiate the need for all LA/OC colleges to adopt the BIW pathway and/or an aligned certificate of achievement.

Source: EMSI Q2 2016-Employees

4. **List all courses required for program completion, including core requirements, restricted electives and prerequisites.**

Courses	Course Number	Course Title	Units
Statewide identified skill proficiency:	Specific to each college	Specific to your college	
Complete BIW I pathway courses		**Complete BIW I pathway courses**	12.5
Microsoft PowerPoint	CIMA 108	BUSINESS PRESENTATIONS - POWERPOINT	3
Microsoft Excel (intermediate)	CIMA 104B	SPREADSHEETS - EXCEL— INTERMEDIATE	1.5
Introduction to SharePoint for Collaboration and Doc Mgmt **OR** Microsoft Access	CIMA 106	DATABASE – ACCESS	3
Computerized Accounting w/ Quickbooks	CIMA 223A	COMPUTERIZED ACCOUNTING - QUICKBOOKS—BEGINNING	1.5
Electronic Records Management (w Access or SharePoint)	HIT 207	HEALTHCARE INFORMATION TECHNOLOGIES	3
Introduction to Customer Relationship Management (CRM)	BUS 120	BUSINESS MANAGEMENT	3