

## FIND COURSES & FREE SOFTWARE

Find out what courses you need to take and where they're offered. Obtain free student licenses of MS Office 2016 and discounted Adobe Creative Cloud.

## PROFESSIONAL NETWORKING

Reach out to other office professionals through dedicated social media pages and professional associations.

## GET CERTIFIED

Learn about self-paced professional single-subject class certifications and quick skills program certifications that will help you get hired and advance in your career.

## GET HIRED

See who's hiring in your area. Many employers across the state are ready to interview Business Information Specialist!



*Noncredit Tuition Free Classes!*

# **BUSINESS INFORMATION SPECIALIST & SMALL BUSINESS INSTITUTE**

*Putting Business Into Action!*

# CITY COLLEGE OF SAN FRANCISCO

<b>New Noncredit Students   Free Computer Labs</b> .....	3
<b>Self-Paced Single-Subject Certification - Certiport</b> .....	4
<b>Quick Skills Certificates (1 - 2 Semesters)</b> .....	5
135 Hrs. - Basic Computer Concepts Certificate .....	5
225 Hrs. - Excel Specialist Certificate .....	6
315 Hrs. - Electronic Publishing Certificate .....	7
315 Hrs. - Customer Service Certificate .....	8
375 Hrs. - QuickBooks & Spreadsheets for Accounting Certificate .....	9
450 Hrs. - Basic Business Skills in the Medical Office Certificate .....	10
450 Hrs. - Business Website Builders Certificate .....	11
555-585 Hrs. - Computer Applications Business Certificate .....	12
<b>Certificates Over 600 Hours (2 - 3 Semesters)</b> .....	13
735-780 Hrs. - Accounting Assistant Certificate .....	13
685 Hrs. - Business Office Support Skills Certificate .....	14
690-720 Hrs. - Cloud-Based Electronic Communication Certificate .....	15
630-675 Hrs. - Microsoft Office Specialist Certificate .....	16
690-720 Hrs. - Computerized Accounting Specialist Certificate .....	17
<b>Small Business Certificate &amp; Preregistration Form (72 Hrs.)</b> .....	18
<b>Important Dates   Educational Planner</b> .....	19
<b>Business Noncredit Certificate Procedures</b> .....	20



**CHINATOWN/ NORTH BEACH**

808 Kearny St.  
SF, CA 94108  
415-395-8601

**DOWNTOWN**

88 Fourth St.  
SF, CA 94103  
415-452-5481

**JOHN ADAMS**

1860 Hayes St.  
SF, CA 94117  
415-561-1835

**MISSION**

1125 Valencia St.  
SF, CA 94110  
415-920-6000

**OCEAN**

50 Phelan Ave.  
SF, CA 94112  
415-239-3000

# NEW STUDENTS | FREE COMPUTER LABS



**Apply: [www.ccsf.edu/bus/apply](http://www.ccsf.edu/bus/apply) (Auto-Generated Student I.D. Number)**

## New to noncredit?

We recommend you take the following short courses or complete our short computer literacy certificate:

### COMP 9245 Computer Literacy Basic Level

Essential computer concepts and techniques for the beginning computer user. Students will learn to use a Windows or Mac based operating system. Students are introduced to Internet and Email basics with an overview of business office productivity tools.

### COMP 9905 Intro. to Windows for MS Office

An introduction to computer concepts and techniques for beginning computer students. Students will learn to use the Windows operating system to organize and manage data, resources and Office applications. A brief introduction of the Office applications: Word, Excel, PowerPoint, and Access, and a unit on Internet and E-mail is included.

### BOSS 5500 Keyboarding for Computers

Students will acquire basic knowledge of the keyboard to interact more efficiently with desktop computers. Instruction covers introduction to the keyboard and development of basic keyboarding skills

### Advisories / Exit Requirements

Noncredit program certificate courses have advisories and exit requirements. We encourage all students to successfully complete all advisories prior to enrolling in advanced computer course work, and ask that they carefully read all program certificate exit requirements where applicable.

## Spring 2018 Computer Lab Schedule

CRN	DAYS	TIME	DATES	RM
<b>Chinatown / North Beach Center • 808 Kearny St.</b>				
47639	MTWR	8:30a-10:45a	01/6-02/13	1103
<b>Downtown Center • 88 4th Street</b>				
47083	MW	10:30a-12:45a	01/17-03/14	515A
47082	TR	05:30p-7:45p	01/16-03/15	516
47081	Friday	11:00a-01:15p	Full Semester	516
47640	MW	10:30a-12:45a	03/19-05/23	515A
47078	TR	05:30p-7:45p	03/20-05/22	516
<b>John Adams Center • 1860 Hayes St.</b>				
47245	MW	08:15a-10:30a	01/17-03/14	231
47638	MW	08:15a-10:30a	03/19-05/23	231
<b>Mission Center • 1125 Valencia St.</b>				
47086	Saturday	09:00a-1:50p	01/16-03/17	471
47303	Friday	09:00a-1:50p	03/19-05/23	471
47085	Friday	09:00a-1:50p	01/16-03/16	471
47087	Saturday	09:00a-1:50p	03/24-05/19	471
47962	MW	6:30p-08:45p	01/16-03/15	470
47963	TR	6:30p-08:45p	03/20-05/22	470
<b>Ocean Campus • 50 Phelan Avenue</b>				
46723	MTWR	10:30a-04:30p	Full Semester	C111

## About Business Computer Labs

The Business Department allows students free use of computer labs when enrolled in the department courses. Registration is required for all free computer labs. Please visit the Center or Ocean Campus for enrollment for all COMP 9942 Microcomputer Labs & COMP 9000 Supervised Training of Computer Applications:

**Apply: [www.ccsf.edu/bus/apply](http://www.ccsf.edu/bus/apply) (Auto-Generated Student I.D. Number)**

- Do not enroll in classes you do not plan to attend. No shows create risk factors for course cancellations.
- 80% attendance and a passing grade of C or better is required in all program certificate course work.
- Do not overlap classes when planning course work. Carefully check dates & times. Conflicts will delay registration.
- Maintain a planning guide to assist you in the completion of a certificate pathway.

# Self-Paced Single-Subject Certification

# Advance.



Microsoft Office is a powerful service designed to unleash the best ideas, get things done and stay connected on the go.

With three certification levels, the Microsoft Office Specialist credential allows individuals to validate their skills and progress toward their career goals.



Transform ideas into professional documents



Achieve valuable insights with powerful analysis tools



Turn your ideas into impactful presentations



Track and report important information with ease



Stay connected with up-to-date email and calendar tools

## Microsoft

Office Specialist

Validates core skills with the Microsoft Office products

Available for:

Word

Excel

PowerPoint

Access

Outlook

## Microsoft

Office Specialist Expert

Validates advanced skills with key Microsoft Office products

Available for:

Word Expert

Excel Expert

## Microsoft

Office Specialist Master

Designates mastery across a range of Microsoft Office products.

For more info visit: <http://bit.ly/2aG4qpk>

Complete all:

Word Expert

Excel Expert

PowerPoint

and choose one elective:

Access

Outlook

### Universal

"Ninety-five percent of the industry in this area all use Microsoft Office whether it's in construction, law, banking—it doesn't make any difference. When (job candidates) come in with this certification, every industry knows what it is."

*Cindy Miller, District Coordinator, Frenship Independent School District, Wolfforth, TX*

### Stand Out

"We care about trying to figure out how to get our candidates' resumes to stand out. We thought the Microsoft Office Specialist certification would be one way to make their resumes shine above the rest."

*Brianna Burkman, Manager of Fundraising and Special Projects, Opportunity Junction, Antioch, CA*

### Competitive Skills

"Office professionals today have taken on the day-today tasks of middle to upper management, and we want to make sure our program continues to teach the skills our students need to be competitive in the workplace."

*Janine Violini, AIM Instructor, SAIT Polytechnic, Calgary, Canada*

BUSINESS NONCREDIT INFORMATION WORKER  
Register [www.ccsf.edu/bus/certiport](http://www.ccsf.edu/bus/certiport)

## Microsoft

Office Specialist

CITY  
COLLEGE  
OF SAN FRANCISCO

# BASIC COMPUTER CONCEPTS NONCREDIT CERTIFICATE

## 135 HOURS



**Program Goal.** To develop basic competency skills using applications such as Microsoft Windows, email, searching the Internet and proper keyboarding techniques.

### Learning Outcomes:

- ☞ Keyboard a minimum of 20+ net words a minute
- ☞ Use technology as a tool to complete essential business tasks
- ☞ Use standard Internet and emailing practices

**Advisory Entrance:** ESL 5/6 or placement in ESL levels 7/8

### Exit Requirements:

The minimum time for completion of this certificate is 1 semester. Completion time will vary based on student preparation and number of classes completed per semester.

### *Courses Required for the Noncredit Certificate in Basic Computer Concepts*

X	Required Courses	CHINATOWN/ NORTH BEACH	DOWNTOWN	JOHN ADAMS	MISSION	HRS
	BOSS 5500 Keyboarding for Computers	47612	47447   47610	46327   47667	45754   45753   48014	45
	COMP 9905 Intro. to Windows for MS	47618	47619	47617	47849   47951   47999	45
	COMP 9921 The Internet & Social Cust. Service	47624			47237   47238	45

Schedule at [www.ccsf.edu/bus](http://www.ccsf.edu/bus)

### Keyboarding

“The reasons typing skills and learning typing are important are clear. Typing skills allow us to better cope with a technological world based on text communication. They open up new opportunities for careers and income-earning potential, and they provide important opportunities for socialization and interaction with others.”

### Computer Literacy

“The highest goal of a computer-literate person is to be able to learn and use new computer applications without large amounts of help. Computer literacy gives people an edge in both their careers and education. Using the mouse, managing various windows, alternating between the use of keyboard and mouse, minimizing windows, opening and closing files, etc can be daunting tasks to one who has never used a computer before.”

### World Wide Web

“Traditional information research tools and sources found in library media centers have been supplemented by the information available on the Internet. In some cases, students at almost all instructional levels from elementary schools to universities are doing all of the information access portion of their research projects and papers on the Internet. The Internet in general, and the World Wide Web in specifically, offer easy access to almost unlimited information. A growing number of students have access to this incredible resource from their homes while others use it in school libraries and classrooms.”

# EXCEL SPECIALIST NONCREDIT CERTIFICATE CERTIFICATE

## 225 HOURS



**Program Goal.** Microsoft Excel skills are developed and practiced such that students gain a solid competency in Excel and are capable of passing employment testing in this area.

### Learning Outcomes:

- ☞ Perform simple to complex operations using Microsoft Excel.
- ☞ Integrate Microsoft Excel with accounting principles.
- ☞ Use spreadsheet software to make everyday business calculations.
- ☞ Create financial statements using Microsoft Excel.

**Advisory Entrance:** Eligibility for noncredit ESL levels 5/6

The minimum time for completion of this certificate is 1 semester. Completion time will vary based on student preparation and number of classes completed per semester.

### *Courses Required for the Noncredit Certificate in Excel Specialist*

X	Required Courses	CHINATOWN/ NORTH BEACH	DOWNTOWN	JOHN ADAMS	MISSION	HRS
	BOSS 2500 - Business Math with Spreadsheets			47842		45
	COMP 9932 - Excel for Accounting Principles	47958		47628	47629	45
	COMP 9900 - Microsoft Excel for Business I	47846	46246	42966	46247   48019   48018	45
	COMP 9904 - Microsoft Excel for Business II		47072	47848	47950   48020	45
	COMP 9909 - Microsoft Excel for Business III		47854			45

Match the **CRN Numbers** with the Online or Print Schedule at: [www.ccsf.edu/bus](http://www.ccsf.edu/bus)

# ELECTRONIC PUBLISHING NONCREDIT CERTIFICATE

## 315 HOURS



**Program Goal.** Students create and develop interactive documents, newsletters, and websites, support document and content management systems, and create cloud-based archives. Through these activities, students develop electronic publishing skills for entry-or-mid-level administrative support and related positions in industries such as education, government, and administrative support positions.

### Learning Outcomes:

- ☞ Describe the major components of desktop software applications.
- ☞ Apply appropriate tools and options to create electronic publications.
- ☞ Create web optimized images and an electronic portfolio.

**Advisory Entrance:** Completion of ESLN 3800; COMP 9905 or COMP 9245

### Exit Requirements:

Successful completion of all courses with a passing grade of “C” or higher. Minimum attendance of 80% in all courses. Typing 30+ net wpm in a timed test with 90% accuracy. Completion of certificate coursework within one or two consecutive semesters. The minimum time for completion of this certificate is 2 semesters. Completion time will vary based on student preparation and number of hours completed per semester.

### *Courses Required for the Noncredit Certificate in Electronic Publishing*

X	Required Courses	CHINATOWN/ NORTH BEACH	DOWNTOWN	JOHN ADAMS	MISSION	HRS
	COMP 9959 - Photoshop Elements		47964	47645	47648   47649	45
	COMP 9944 - Acrobat for Bus/Office		Tentative Fall 2018			45
	COMP 9938 - Publisher for Business Desktop Publishing	47634		47858		45
	COMP 9935 - Business Web Graphics		47960		45219	45
	COMP 9908 - Computer & Web-based Applications		47952		Contact Center	45
	COMP 9907 - Electronic Publishing for Business II			47850		45

Match the **CRN Numbers** with the Online or Print Schedule at: [www.ccsf.edu/bus](http://www.ccsf.edu/bus)

# CUSTOMER SERVICE NONCREDIT CERTIFICATE

## 315 HOURS



**Program Goal.** To develop written, oral communication, and job preparation skills as well as effective ways to service and maintain customers or clients in private and non-profit business in person, by telephone, email, and/or through social media.

### Learning Outcomes:

- ☞ Define customer service, create customer loyalty, identify needs and wants of customers, address customer complaints, solve customer problems.
- ☞ Review records of customer interactions and transactions and record details of inquiries, complaints, and comments, as well as take actions.
- ☞ Use interactive forms, practice data entry, reorganize files and folders, develop naming conventions, and create electronic documents.
- ☞ Apply proper techniques for keyboarding using computers.

**Advisory Entrance:** ESLN 3700 or TRST 2321

### Exit Requirements:

Successful completion of all courses with a passing grade of “C” or higher. Minimum attendance of 80% in all courses. Typing 30+ net wpm in a timed test with 90% accuracy. Completion of certificate coursework within one or two consecutive semesters. The minimum time for completion of this certificate is 2 semesters. Completion time will vary based on student preparation and number of hours completed per semester.

### ***Courses Required for the Noncredit Certificate in Customer Service***

X	Required Courses	CHINATOWN/ NORTH BEACH	DOWNTOWN	JOHN ADAMS	MISSION	HRS
	BOSS 3502 Customer Service Principles	Fall 2018				45
	COMP 9921 The Internet and Social Customer Service	47624			47237   47238	45
	BOSS 4500 Business English I		45872			45
	BOSS 4510 Business Communications	47946	46042	45879	47666	45
	BOSS 5509 Office Procedures for the 21st Century	Tentative Fall 2018				45
	BOSS 5500 Keyboarding for Computers	47612	47447   47610	46327   47667	45754   45753   48014	45
	BOSS 3500 Job Preparation	45865	46492	47663		45

Match the **CRN Numbers** with the Online or Print Schedule at: [www.ccsf.edu/bus](http://www.ccsf.edu/bus)



# QUICKBOOKS & SPREADSHEETS FOR ACCOUNTING CERTIFICATE

## 375 HOURS



**Program Goal.** Prepare students for entry-level and mid-level clerical office accounting positions. Students will learn skills needed to be competitive in the present job market using Microsoft Excel, and accounting principles with the integration of QuickBooks. Students who receive this certificate will be qualified to apply for various accounting positions including, but not limited to, bookkeeper, accounts receivable, accounts payable and/or payroll clerk.

### Learning Outcomes:

- ☞ Identify the steps in the accounting cycle and use spreadsheets as it relates to worksheet manipulation and accounting principles.
- ☞ Use technology as a tool to complete essential business office tasks, including proper keyboarding and 10-key by touch skills.
- ☞ Prepare and interpret simple financial statement for businesses.

**Advisory Entrance:** Completion of ESLN 3600; COMP 9905 or COMP 9245

### Exit Requirements:

Successful completion of all courses with a passing grade of “C” or better. Typing: 30+ wpm in a timed test with 90% accuracy. Minimum attendance of 80% in all classes is required. The minimum time for completion of this certificate is 2 semesters. Completion time will vary based on student preparation and number of classes completed per semester.

### ***Courses Required for the Noncredit Certificate in QuickBooks & Spreadsheets for Accounting***

X	Required Courses	CHINATOWN/ NORTH BEACH	DOWNTOWN	JOHN ADAMS	MISSION	HRS
	BOSS 5500 - Keyboarding for Computers	47612	47447   47610	46327   47667	45754   45753   48014	45
	BOSS 5506 - Keyboarding: The Numeric Keypad		45902   47947   48016		47948   47949	45
	COMP 9900 - Microsoft Excel for Business I	47846	46246	42966	46247   48019   48018	45
	COMP 9904 - Microsoft Excel for Business II		47072	47848	47950   48020	45
	COMP 9932 - Excel for Accounting Principles	47958		47628	47629	45
<b>Choose one of the following Accounting courses or course combinations:</b>						
	ACBO 9201 - Acct. I - Proprietorship and Partner.		Tentative Fall 2018			90
	ACBO 9206 - Basic Accounting Concepts I <b>AND</b>	47601			47837	45
	ACBO 9207 - Basic Accounting Concepts II	47944			47603	45
<b>Choose one of the following Quickbooks courses or course combinations:</b>						
	ACBO 9205 - Quickbooks Complete <b>OR</b>	42453	47968	40266		90
	ACBO 9208 - QuickBooks: Level 1 <b>AND</b>			47838	47839	45
	ACBO 9209 - QuickBooks: Level 2			47840	47605	45

Match the **CRN Numbers** with the Online or Print Schedule at: [www.ccsf.edu/bus](http://www.ccsf.edu/bus)

# BASIC BUSINESS SKILLS IN THE MEDICAL OFFICE

## 450 HOURS - Mission Campus Center



**Program Goal.** Prepare students for entry-level medical office positions, such as a receptionist or an admitting clerk. Topics include basic skills in Microsoft Office (Word, Excel, and PowerPoint), basic office/clerical procedures, keyboarding, simple medical terminology. Students will also learn MediSoft an office management software system that streamlines scheduling and billing procedures.

### Learning Outcomes:

- ☞ Qualify for entry-level position in a medical office
- ☞ Keyboard a minimum of 35 net words per minute (wpm) with no more than 10% error rate
- ☞ Use technology (MediSoft, Microsoft Word, Excel, and PowerPoint) as a tool to complete essential business office tasks
- ☞ Prepare and interpret simple business statements for the medical office
- ☞ Apply standard business English to oral and written communications. Including grammar, punctuation. Mechanics, vocabulary, style, and usage

### Advisory Entrance Requirements:

Completion of noncredit ESLN 3700 or TRST 2322, COMP 9889, and WOPR 9486 or equivalent; type 25 wpm.

### Exit Requirements:

Successful completion of all courses with a passing grade of “C” or higher. Type 35 net wpm with no more than 10% error rate (time test administered by keyboarding instructor and submitted with petition). Minimum attendance of 80% in all courses. The minimum time for completion of this certificate 2 semesters. Completion time will vary based on student preparation and number of units completed per semester.

### ***Courses Required for the Noncredit Certificate in Basic Business Skills in the Medical Office***

X	Required Courses	CHINATOWN/ NORTH BEACH	DOWNTOWN	JOHN ADAMS	MISSION	HRS
	BOSS 4500 Business English I		45872			45
	BOSS 4510 Business Communications	47946	46042	45879	47666	45
	BOSS 5500 Keyboarding for Computers	47612	47447   47610	46327   47667	45754   45753   48014	45
	BOSS 5509 Office Procedures for the 21 <sup>st</sup> Cent.	Tentative Fall 2018				45
	BUSG 9901 Business Vocabulary	Tentative Fall 2018				45
	COMP 9900 Microsoft Excel for Business I	47846	46246	42966	46247   48019   48018	45
	COMP 9908 Computer & Web-based Apps.		47952		Contact Center	45
	COMP 9928 PowerPoint for Business	47240		47901	47242	45
	COMP 9936 Outlook for Office Support		47631	47630	47632	45
	WOPR 9995 Microsoft Word for Business I	47867			47653   48021	45

Match the **CRN Numbers** with the Online or Print Schedule at: [www.ccsf.edu/bus](http://www.ccsf.edu/bus)

# BUSINESS WEBSITE BUILDERS NONCREDIT CERTIFICATE

## 450 HOURS



**Program Goal.** This certificate is designed to help students develop website builder knowledge and digital image editing and cloud productivity skills that can be applied to an entry- or mid-level administrative office position.

### Learning Outcomes:

- ☞ Use a variety of business software for digital image editing, proofing, presentation, webpage optimization, and electronic publications
- ☞ Examine and edit text by correcting simple spelling, punctuation, and grammar mistakes.
- ☞ Create and provide basic proofing of electronic interactive publications for individual, private, and/or non-profit business offices
- ☞ Select and use webpage development software to

**Advisory Entrance Requirements:** ESLN 3700 or TRST 2321; and COMP 9905

### Exit Requirements:

Successful completion of all courses with a passing grade “C” or higher. Minimum attendance of 80% in all classes is required. Completion of certificate coursework within two years. The minimum time for completion of this certificate 2 semesters. Completion time will vary based on student preparation and number of units completed per semester.

### *Courses Required for the Noncredit Certificate in Business Website Builders*

X	Required Courses	CHINATOWN/ NORTH BEACH	DOWNTOWN	JOHN ADAMS	MISSION	HRS
	BOSS 4500 Business English I		45872			45
	BOSS 4501 Business English II		45875			45
	COMP 9921 The Internet and Social Customer Service	47624			47237   47238	45
	COMP 9944 Acrobat for Bus/Office	Tentative Fall 2018				45
	COMP 9959 Photoshop Elements		47964	47645	47648   47649	45
	COMP 9967 Google Apps for Business I	47965	46498			45
	COMP 9968 Google Apps for Business II	47966				45
	COMP 9908 Computer & Web-based Applications		47952		Contact Center	45
	COMP 9917 Building Individual Websites	47954	47955		47672	45
	COMP 9918 Building Business Web Sites			47956	47623	45

Match the **CRN Numbers** with the Online or Print Schedule at: [www.ccsf.edu/bus](http://www.ccsf.edu/bus)

# COMPUTER APPLICATIONS FOR BUSINESS NONCREDIT CERTIFICATE

## 690 - 720 HOURS



### Learning Outcomes:

- ☞ Keyboarding a minimum of 35 net words a minute.
- ☞ Apply standard business English to oral and written communication, including grammar, punctuation, mechanics, vocabulary, style and usage.
- ☞ Utilize a variety of applications software including word processing, spreadsheet, database, digital photo-editing
- ☞ Apply computer skills to complete business tasks.

### Courses Required for the Noncredit Certificate in Computer Applications for Business

X	Required Courses	CHINATOWN/ NORTH BEACH	DOWNTOWN	JOHN ADAMS	MISSION	HRS
	BOSS 5501 - Keyboarding (Substitute BOSS 5500)	47612	47447   47610	46327   47667	45754   45753   48014	45
	BOSS 5509 - Office Procedures for the 21 <sup>st</sup> Century	Tentative Fall 2018				45
	BOSS 4510 - Business Communications	47946	46042	45879	47666	45
	COMP 9245 - Computer Literacy Basic Level	47225				45
	COMP 9964 - Microsoft Outlook Essentials	Tentative Fall 2018				45
	BOSS 4500 - Business English I	45865	46492	47663		45
	BOSS 4501 - Business English II		45875			45
	BOSS 3500 - Job Preparation	45865	46492	47663		45
<b>Choose five courses from one of the following THREE clusters:</b>						
	COMP 9967 - Google Apps for Business I	47965	46498			45
	COMP 9968 - Google Apps for Business II	47966				45
	WOPR 9995 - Microsoft Word for Business I	47867			47653   48021	45
	COMP 9900 - Microsoft Excel for Business I	47846	46246	42966	46247   48019   48018	45
	COMP 9904 - Microsoft Excel for Business II		47072	47848	47950   48020	45
	COMP 9901 - Microsoft Access for Business I	40111				45
	COMP 9910 - Microsoft Access for Business II	47953				45
	COMP 9938 - Publisher for Bus. Desktop Publishing	47634		47858		45
	COMP 9928 - PowerPoint for Business	47240		47901	47242	45
	COMP 9944 - Acrobat for Bus/Office	Tentative Fall 2018				45
	COMP 9959 - Photoshop Elements		47964	47645	47648   47649	45
	COMP 9922 - Flash for Bus/Office Presentations				47625	45
	COMP 9899 - Electronic Publishing for Business I		47845			45
	COMP 9936 - Outlook for Office Support		47631	47630	47632	45
	COMP 9933 - Building Business Web Pages I				45844	45
	COMP 9934 - Building Business Web Pages II				44855	45
	COMP 9935 - Business Web Graphics		47960		45219	45
	COMP 9919 - Using Dreamweaver		47957			45
	COMP 9920 - Using SharePoint Designer	Tentative Fall 2018				45
	COMP 9922 - Flash for Bus/Office Presentations				47625	45
	COMP 9944 - Acrobat for Bus/Office	Tentative Fall 2018				45
	COMP 9959 - Photoshop Elements		47964	47645	47648   47649	45
	COMP 9936 - Outlook for Office Support		47631	47630	47632	45
	COMP 9907 - Electronic Publishing for Business II			47850		45

# COMPUTERIZED ACCOUNTING SPECIALIST NONCREDIT CERTIFICATE

## 690 - 720 HOURS



**Program Goal.** Prepare students for entry- or mid-level jobs in the accounting and related fields. This program provides both manual and computerized instruction in maintaining records and in preparing appropriate reports and analyses. The Student will also learn the accounting functions of spreadsheet programs to assist in the preparation of financial reports.

### Learning Outcomes:

- ☞ Keyboard a minimum of 35 net words a minute.
- ☞ Describe and apply accounting principles and concepts.
- ☞ Use a computer to maintain accounting records.
- ☞ Demonstrate appropriate language including word choice and sentence variety.
- ☞ Utilize a variety of business applications software including word processing, spreadsheet, database, computerized accounting.

**Advisory Entrance:** Eligibility for noncredit ESL Level 5/6; typing: 25 net wpm.

### Exit Requirements:

Successful completion of all courses with a passing grade of "C" or higher. Typing: 35+ wpm in a timed test with 90% accuracy. Minimum attendance of 80% in all classes is required. Completion of certificate coursework within two years.

### Financial Assistance:

The Computerized Accounting Specialist Certificate Program is eligible for financial assistance. Please consult a counselor for further information.

### Courses Required for the Noncredit Certificate in Computerized Accounting Specialist

Schedule at [www.ccsf.edu/bus](http://www.ccsf.edu/bus)

X	Required Courses	CHINATOWN/ NORTH BEACH	DOWNTOWN	JOHN ADAMS	MISSION	HRS
	COMP 9857 MS Office Apps w/Simulated Projects	47613				45
	COMP 9904 Microsoft Excel Business II		47072	47848	47950   48020	45
	COMP 9932 Excel for Accounting Principles	47958		47628	47629	45
	COMP 9928 PowerPoint for Business	47240		47901	47242	45
	BOSS 4500 Business English I		45872			45
	BOSS 4501 Business English II		45875			45
	BOSS 4510 Business Communications	47946	46042	45879	47666	45
	BOSS 5500 Keyboarding for Computers	47612	47447   47610	46327   47667	45754   45753   48014	45
<b>Choose one of the following accounting courses or course combinations:</b>						
	ACBO 9203 Principles of Accounting - Comprehensive				Tentative Fall 2018	180
	ACBO 9201 Acct. I - Proprietorship & Partnership <b>AND</b>				Tentative Fall 2018	90
	ACBO 9202 - Accounting II - Corporate				Tentative Fall 2018	90
	ACBO 9206 Basic Accounting Concepts I <b>AND</b>	47601			47837	45
	ACBO 9207 Basic Accounting Concepts II	47944			47603	45-
	ACBO 9205 QuickBooks Complete <b>OR</b>	42453	47968	40266		45
	ACBO 9208 QuickBooks: Level 1			47838	47839	45
	ACBO 9209 QuickBooks: Level 2			47840	47605	45
	BOSS 3500 Job Preparation	45865	46492	47663		45

Match the **CRN Numbers** with the Online or Print Schedule at: [www.ccsf.edu/bus](http://www.ccsf.edu/bus)

# ACCOUNTING ASSISTANT NONCREDIT CERTIFICATE

## 735 - 780 HOURS



**Program Goal.** Prepare the student for entry-level assistant positions in A/P, A/R, billing, payroll, or in the financial services industry. Students learn to perform a variety of financial, customer service, recordkeeping and accounting office support duties. The student builds soft skills in customer service and communication with applicable computer skills.

### Learning Outcomes:

- ☞ Apply standard business English to well written employment and business documents.
- ☞ Describe accounting principles and concepts
- ☞ Describe basic recordkeeping, payroll theory, and procedures, including withholding and tax reporting.
- ☞ Use accounting computer software to create and maintain financial statements.
- ☞ Explain customer service concepts and effective customer service practices.

**Advisory Entrance:** Eligibility for noncredit ESL Level 5/6; typing: 25 net wpm. Review Procedures for Completing a Noncredit Business Program Certificate; review course advisories; and maintain a business noncredit educational plan current at all times.

### Exit Requirements:

Successful completion of all courses with a passing grade of “C” or higher. Typing: 35+ wpm in a timed test with 90% accuracy. Minimum attendance of 80% in all classes is required. Completion of certificate coursework within two years.

### Financial Assistance:

The Accounting Assistant Certificate Program is eligible for financial assistance. Please consult a counselor for further information.

### Courses Required for the Noncredit Certificate in Accounting Assistant

X	Required Courses	CHINATOWN/ NORTH BEACH	DOWNTOWN	JOHN ADAMS	MISSION	HRS
	COMP 9245 - Windows Essentials for Microsoft Off.	47225				45
	COMP 9905 - Intro to Windows for MS Office App.	47618	47619	47617	47849   47951   47999	45
	BOSS 4500 - Business English I		45872			45
	BOSS 4501 - Business English II		45875			45
	BOSS 4510 Business Communications	47946	46042	45879	47666	45
	BOSS 3502 - Customer Service Principles	Tentative Fall 2018				45
	COMP 9900 - Microsoft Excel for Business I	47846	46246	42966	46247   48019   48018	45
	ACBO 9216 - Recordkeeping for the Business Office			47841		45
	COMP 9932 - Excel for Accounting Principles	47958		47628	47629	45
	ACBO 9210 - Income Tax Preparation	47945	47216   47467			45
	BOSS 5500 - Keyboarding for Computers	47612	47447   47610	46327   47667	45754   45753   48014	15
	BOSS 5506 - Keyboarding: The Numeric Keypad		45902   47947   48016		47948   47949	45
	COMP 9901 - Microsoft Access for Business I	40111				45
	COMP 9921 - The Internet and Social Customer Service	47624			47237   47238	45

### Choose one of the following accounting courses or course combinations:

	ACBO 9201 - Accounting I - Proprietorship and Partner.	Tentative Fall 2018				90
	ACBO 9206 - Basic Accounting Concepts I <b>AND</b>	47601			47837	45
	ACBO 9207 - Basic Accounting Concepts II	47944			47603	45
	ACBO 9205 - Quickbooks Complete <b>OR</b>	42453	47968	40266		90
	ACBO 9208 - QuickBooks: Level 1 <b>AND</b>			47838	47839	45
	ACBO 9209 - QuickBooks: Level 2			47840	47605	45
	BOSS 3500 - Job Preparation	45865	46492	47663		45

# BUSINESS OFFICE SUPPORT SKILLS NONCREDIT CERTIFICATE

## 685 HOURS



**Program Goal.** Prepare students for entry-level business office positions. Topics to be covered include skills in Microsoft Office applications (Word, Excel, Access, PowerPoint, Outlook and OneNote), keyboarding, record keeping and general office procedures. Students who receive the certificate will be qualified to apply for such positions as: Office Clerk; Junior Office Assistant; Filing Clerk; Shipping and Receiving Clerk; Bank Teller; Desk Clerk; Call Center Representative; Appointment Setter; Receptionist, Dispatch Representative; Office Support; Data Entry Clerk; Legal Records Clerk; Cashier; Entry-level Clerical Support; Financial Teller; Front Desk.

### Learning Outcomes:

- ☞ Demonstrate accurate keyboard input at a minimum of 35 words per minute and numeric data entry at 175 strokes per minute
- ☞ Use Microsoft Office applications such as Word, Excel, Access, PowerPoint, Outlook and OneNote to produce simple to complex documents.
- ☞ Apply basic office procedures to routine office tasks.
- ☞ Demonstrate basic knowledge and skills to be successful in an entry-level office position.

**Advisory Entrance Requirements:** Eligibility for noncredit ESL levels 5/6

### Exit Requirements:

Successful completion of all courses with a grade of C or higher. Typing 35+ net wpm with no more than a 10% error rate. The minimum time for completion of this certificate is 2 semesters. Completion time will vary based on student preparation and number of classes completed per semester.

**Courses Required for the Noncredit Certificate in Business Office Support Skills**      Schedule at [www.ccsf.edu/bus](http://www.ccsf.edu/bus)

X	Required Courses	CHINATOWN/ NORTH BEACH	DOWNTOWN	JOHN ADAMS	MISSION	HRS
	BOSS 5509 - Office Procedures for the 21 st Century	Tentative Fall 2018				45
	BOSS 4500 - Business English I		45872			45
	BOSS 4501 - Business English II		45875			45
	BOSS 4510 - Business Communications	47946	46042	45879	47666	45
	BOSS 5501 - Keyboarding (Substitute BOSS 5500)	47612	47447   47610	46327   47667	45754   45753   48014	45
	WOPR 9995 - MS Word for Business I	47867			47653   48021	45
	WOPR 9996 - MS Word for Business II	47967				45
	COMP 9900 - Microsoft Excel Business I	47846	46246	42966	46247   48019   48018	45
	COMP 9904 - Microsoft Excel for Business II		47072	47848	47950   48020	45
	COMP 9901 - Microsoft Access Business I	40111				45
	COMP 9910 - Microsoft Access Business II	47953				45
	COMP 9928 - PowerPoint for Business	47240		47901	47242	45
	COMP 9936 - Outlook for Office Support		47631	47630	47632	45
	COMP 9977 - Microsoft OneNote		47863			45

Match the **CRN Numbers** with the Online or Print Schedule at: [www.ccsf.edu/bus](http://www.ccsf.edu/bus)

\* Students may satisfy this requirement by passing an examination in keyboarding by typing 35 or more words per minute.

# CLOUD-BASED ELECTRONIC COMMUNICATION CERTIFICATE

## 690-720 HOURS



**Program Goal.** Cloud-based Electronic Communication develops administrative and support skills in Office and Administrative Occupations. The program teaches active listening, reading comprehension, critical thinking, speaking, writing, clerical skills, intermediate computer literacy, problem-solving (troubleshooting), organizing, planning and prioritizing work, and job preparation.

### Learning Outcomes:

- ☞ Apply standard business English in electronic communication.
- ☞ Use cloud-based business applications to complete common business tasks.
- ☞ Create well written employment documents.
- ☞ Keyboard a minimum of 35 net words a minute.

**Advisory Entrance Requirements:** Completion of noncredit ESLN 3800; COMP 9905 or COMP 9245

### Exit Requirements:

Successful completion of all courses with a passing grade of “C” or better; typing 35 wpm in a timed test with 90% accuracy; minimum attendance of 80% in all classes required; and completion of certificate coursework within two years. The minimum time for completion of this certificate is 3 semesters. Completion time will vary based on student preparation and number of units or classes completed per semester.

### *Courses Required for the Noncredit Certificate in Cloud-Based Electronic Communication*

X	Required Courses	CHINATOWN/ NORTH BEACH	DOWNTOWN	JOHN ADAMS	MISSION	HRS
	COMP 9921 - The Internet and Social Customer Service	47624			47237   47238	45
	BOSS 4500 - Business English I		45872			45
	BOSS 4501 - Business English II		45875		47666	45
	BOSS 4510 - Business Communications	47946	46042	45879	47666	45
	BOSS 5501 - Keyboarding (Substitute BOSS 5500)	47612	47447   47610	46327   47667	45754   45753   48014	45
	COMP 9944 - Acrobat for Bus/Office	Tentative Fall 2018				45
	COMP 9967 - Google Apps for Business I	47965	46498			45
	COMP 9968 - Google Apps for Business II	47966				45
	COMP 9959 - Photoshop Elements		47964	47645	47648   47648	45
	COMP 9899 - Electronic Publishing for Business I		47845			45
	COMP 9907 - Electronic Publishing for Business II			47850		45
	COMP 9917 - Building Individual Websites	47954	47955		47672	45
	COMP 9918 - Building Business Web Sites			47956	47623	45
	COMP 9908 - Computer & Web-based Applications		47952		Contact Center	45
	BOSS 3500 - Job Preparation	45865	46492	47663		45

Match the **CRN Numbers** with the Online or Print Schedule at: [www.ccsf.edu/bus](http://www.ccsf.edu/bus)



# MICROSOFT OFFICE SPECIALIST NONCREDIT CERTIFICATE

## 630-675 HOURS



**Program Goal.** Prepares the student for entry-level clerical positions requiring the use of Microsoft Office applications. The student learns and develops the core competencies of Microsoft Word, Excel, Access, Outlook and PowerPoint while progressing through the various levels of each application.

### Learning Outcomes:

- ☞ Keyboard a minimum of 35 net words a minute.
- ☞ Develop and produce presentations that utilize electronic media and printed documents.
- ☞ Use a variety of business applications software including word processing, spreadsheet, presentation, and database to complete common business tasks.
- ☞ Use technology such as computers, Internet, peripherals, cloud and telephony to complete common business tasks.

**Advisory Entrance Requirements:** Completion of a noncredit ESLN Intermediate Low course (3550-3606) or higher; typing: 25 net wpm.

### Exit Requirements:

Successful completion of all courses with a passing grade of “C” or better; typing 35 wpm in a timed test with 90% accuracy; minimum attendance of 80% in all classes required; and completion of certificate coursework within two years. The minimum time for completion of this certificate is 2 semesters. Completion time will vary based on student preparation and number of units completed per semester.

### Financial Assistance:

The Microsoft Office Specialist Noncredit Certificate Program is eligible for financial assistance. Please consult a counselor for further information.

### ***Courses Required for the Noncredit Certificate in Microsoft Office Specialist***

X	Required Courses	CHINATOWN/ NORTH BEACH	DOWNTOWN	JOHN ADAMS	MISSION	HRS
	BOSS 5500 - Keyboarding for Computers	47612	47447   47610	46327   47667	45754   45753   48014	45
	WOPR 9995 - Microsoft Word for Business I	47867				45
	WOPR 9996 - Microsoft Word for Business II	47967				45
	COMP 9900 - Microsoft Excel for Business I	47846	46246	42966	46247   48019   48018	45
	COMP 9904 - Microsoft Excel for Business II		47072	47848	47950   48020	45
	COMP 9901 - Microsoft Access for Business I	40111				45
	COMP 9910 - Microsoft Access for Business II	47953				45
	COMP 9936 - Outlook for Office Support		47631	47630	47632	45
	COMP 9928 - PowerPoint for Business	47240		47901	47242	45
	BOSS 5509 - Office Procedures for the 21 st Century		Tentative Fall 2018			45
	BOSS 4510 - Business Communications	47946	46042	45879		45
<b>Choose ONE of the following keyboarding courses:</b>						
	BOSS 5501 - Keyboarding Skills (Sub. BOSS 5500)	47612	47447   47610	46327   47667	45754   45753   48014	90
	BOSS 5502 - Clerical Keyboarding (Substitute)	47612	47447   47610	46327   47667	45754   45753   48014	90
<b>Choose ONE of the following electives:</b>						
	COMP 9909 - Microsoft Excel for Business III		47854			45
	COMP 9857 - MS Office Bus. App. w/ Simulated Projects	47613				90
	COMP 9938 - Publisher for Business Desktop Publishing	47634		47858		45

# SMALL BUSINESS NONCREDIT CERTIFICATE

## 72 HOURS - DOWNTOWN CENTER



Student I.D. # (Required)	New students can obtain an Auto-Generated Student I.D. Number at any Campus or Center kiosk or online at <a href="http://www.ccsf.edu/dtn">www.ccsf.edu/dtn</a>	
Last Name:	First Name:	Birthdate: (Month / Day / Year)
Phone:	E-mail:	ENROLLED in a Certificate? <input type="checkbox"/> Yes <input type="checkbox"/> No

**Directions:** Click an **X** next to the CRN number. Incomplete information will void your preregistration. Return completed preregistration form in person to 88 4<sup>th</sup> Street, San Francisco CA 94103. An interactive PDF version of the preregistration form can be found at [www.ccsf.edu/dtn](http://www.ccsf.edu/dtn) and can be emailed to [rpadilla@ccsf.edu](mailto:rpadilla@ccsf.edu).

**Program Goal.** Prepares students for a successful start in their own small business and helps small business owners increase the effectiveness and operation of their business in 5 areas: **1) Starting Out, 2) Management, 3) Finance, 4) Marketing, and 5) Export/Import and International Business.**

### Learning Outcomes:

- ☞ Outline and describe the major tasks required to open a small business.
- ☞ Write a basic business plan to use in structuring and organizing a small business as well as applying for loans and securing partners or investors.

The minimum time for completion of this certificate is 1 semester. Completion time will vary based on student preparation and number of classes completed per semester.

### ***Courses Required for the Noncredit Certificate in Excel Specialist***

X	CRN	Course Title	DAY	TIME	DATE	INSTRUCTOR	HRS
	40382	SMBU 9419 Developing a Business Plan.	Thurs.	06:00-08:50PM	04/05-05/10	Wuthmann, C	18
	40411	SMBU 9467 Getting Started in Business	Tues.	06:00-08:50PM	01/16-02/20	Hughes, P	18
<b>Choose two of the following elective courses:</b>							
	44853	SMBU 9476 Green and Sustainable Small Business	Mon.	06:00-08:50PM	02/26-04/09	Chenard, S	18
	40423	SMBU 9792 Small Business Management	Thur.	06:00-08:50PM	01/18-02/22	Wuthman, C	18
	40424	SMBU 9793 Small Business Marketing and Sales	Tue.	06:00-08:50PM	04/10-05/22	TBA	18

Match the **CRN Numbers** with the Online or Print Schedule at: [www.ccsf.edu/bus](http://www.ccsf.edu/bus)

# BUSINESS NONCREDIT CERTIFICATE PROCEDURES



## STUDENT

- Schedules an appointment interview with a Counselor to officially enroll in a noncredit program certificate.
- Reviews ALL noncredit program certificate course advisories and entrance/exit requirements.
- Preregisters for classes and commits to approved program certificate.
- Completes ALL required course work and meets all exit requirements
- Meets with a counselor to review certificate requirements and completes a **“Petition For Noncredit Certificate.”**

## COUNSELOR

- Insures the student meets all certificate requirements, including 80% attendance hours.
- Signs the Petition For Noncredit Certificate form after evaluating the student’s transcript.
- Submits all documents to Noncredit Admissions & Records, Ocean Campus, SH-118B.

## OFFICE OF NONCREDIT ADMISSIONS & RECORDS

- Evaluates and posts Certificate awards by term of year on the student’s academic records.
- Contacts the Department Chair to sign the certificate/s once they are ready.
- Contacts the student for certificate pickup (Student is required to show photo ID upon pick up of the certificate).
- Certificates for each program and an official transcript will be presented to the student.

## PROGRAM GRADES

- A Excellent
- B Good
- C Satisfactory
- P Passing (grade not eligible for certificates)

## NON-PASSING CODES

- SP Satisfactory Progress (Not a passing grade, student must re-take the course in order to pass it.)
- NP No Pass (Less than satisfactory or failing)
- W Withdrawal (discontinued attendance). “W” will show up on the transcript with attendance hours.

**Note:** Although we make every effort to have all program courses available at the Centers, low enrolled class may be cancelled at or before the start of a semester. Low enrolled classes may also be cancelled during the semester. Please review the schedule when course cancellations occur. Students should anticipate attending classes at other centers to meet all program certificate requirements.



# IMPORTANT DATES SPRING 2018

**JAN 16** Instruction Begins. First day to add classes and change section

**JAN 20** Saturday classes begin

**FEB 16 - 19** Presidents Day Weekend Observance. No classes. College Closed.

**MAR 6** Flex day College Open. No Classes Held

**MAR 26 - APR 1** Spring Recess. No Classes. College Closed.

**MAR 31** Holiday. Cesar Chavez Day. No classes. College closed.

**MAR 19-20** Final examinations for Saturday and Sunday classes.

## SCHEDULE

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8a						
8:15a						
8:30a						
9a						
10:30a						
10:45a						
11:15a						
11:30a						
12:30p						
12:45p						
1p						
1:15p						
3:30p						
4p						
5:30p						
6p						
6:30p						

Schedule at [www.ccsf.edu/bus](http://www.ccsf.edu/bus)

**Apply: [www.ccsf.edu/bus/apply](http://www.ccsf.edu/bus/apply) (Auto-Generated Student I.D. Number)**

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