

**Clackamas Community College**  
Online Course/Outline Submission System

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Date approved: June 1, 2011 Certified General Education Area(s): None

**Section #1 General Course Information**

**Department:** Business & Computer Science: Business

**Submitter**

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**Course Prefix and Number:** BA - 280E

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**# Credits:** 6

**Contact hours**

Lecture (# of hours):  
Lec/lab (# of hours): 216  
Lab (# of hours):  
Total course hours: 216

For each credit, the student will be expected to spend, on average, 3 hours per week in combination of in-class and out-of-class activity.

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**Course Title:** Business/CWE: Service in Business Applications

**Course Description:**

Business CWE: Service in Business Applications is a course with emphasis given to work based learning within the approved service in business applications focus topics.

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**Type of Course:** Lower Division Collegiate

**Reason for the new course:**

Coming forward for review, not a new course.

**Is this class challengeable?**

**Yes**

**Can this course be repeated for credit in a degree?**

**Yes**

**Up to how many credits can this course be repeated to satisfy a degree requirement? 6**

Is general education certification being sought at this time?

**No**

Does this course map to any general education outcome(s)?

**No**

Is this course part of an AAS or related certificate of completion?

**Yes**

**Name of degree(s) and/or certificate(s): Business AAS & Certificate**

Are there prerequisites to this course?

**No**

Are there corequisites to this course?

**No**

Are there any requirements or recommendations for students taken this course?

**Yes**

**Recommendations:**

**Requirements:** Instructor consent & a CWE seminar

Are there similar courses existing in other programs or disciplines at CCC?

**No**

Will this class use library resources?

**No**

Is there any other potential impact on another department?

**No**

Does this course belong on the Related Instruction list?

**No**

**GRADING METHOD:**

A-F or Pass/No Pass

**Audit: Yes**

When do you plan to offer this course?

**✓ Not every term**

Is this course equivalent to another?

If yes, they must have the same description and outcomes.

**No**

Will this course appear in the college catalog?

**No**

Will this course appear in the schedule?

**No**

Student Learning Outcomes:

Upon successful completion of this course, students should be able to:

1. demonstrate knowledge and skills learned from the Work Agreement objectives in one or more focus topic of service in business,
2. improve organizational systems to better serve customers,
3. maximize profits and service fields by using budgeting and forecasting principles,
4. enhance communication with co-worker, customers/guests through verbal and non-verbal communication;
5. understand various management styles and demonstrate their use in service industries,
6. use technology systems specific to service industries,
7. design improvements in service/product or training of staff based on customer suggestions,
8. other knowledge and skills outcomes applicable to Service in Business.

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***This course does not include assessable General Education outcomes.***

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Major Topic Outline:

1. Orientation and establishment of individual goals/measurable learning objectives within focus area.
2. Creation and approval of Work Agreement plan.
3. The job application process.
4. Resume construction and job interview.
5. Informational interview(s) with professional in chosen career field.
6. Time Management, Anger Management, Appearance, Attendance, Ethics.
7. Human relations on the job: Problem Solving, Networking, Cultural Competency.
8. Work term production record maintenance.
9. Work based learning in focus area.

Does the content of this class relate to job skills in any of the following areas:

- |                                      |           |
|--------------------------------------|-----------|
| 1. Increased energy efficiency       | <b>No</b> |
| 2. Produce renewable energy          | <b>No</b> |
| 3. Prevent environmental degradation | <b>No</b> |
| 4. Clean up natural environment      | <b>No</b> |
| 5. Supports green services           | <b>No</b> |

Percent of course: 0%

**Section #2 Course Transferability**

Concern over students taking many courses that do not have a high transfer value has led to increasing attention to the transferability of LDC courses. The state currently requires us to certify that at least one OUS school will accept a new LDC course in transfer. Faculty should communicate with colleagues at one or more OUS schools to ascertain how the course will transfer by answering these questions.

1. Is there an equivalent lower division course at the University?
2. Will a department accept the course for its major or minor requirements?
3. Will the course be accepted as part of the University's distribution requirements?

If a course transfers as an elective only, it may still be accepted or approved as an LDC course, depending on the nature of the course, though it will likely not be eligible for Gen Ed status.

**Which OUS schools will the course transfer to? (Check all that apply)**

**Identify comparable course(s) at OUS school(s)**

**How does it transfer? (Check all that apply)**

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**First term to be offered:**

**Next available term after approval**

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