

BUSINESS INFORMATION MANAGEMENT

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The Business Information Management (BIM) program degrees and certificates outlined are suggested courses of study for students interested in pursuing careers in a business office environment. Students successfully completing a two-year program will earn one of two AAS degrees. Each of the BIM AAS degrees is transferable toward the online Bachelor of Applied Science (BAS) Administrative Management at Central Washington University.

Our classes prepare you for the world of work and apply to nearly every sector of the economy. All organizations need administrative professionals. Each program offers a job readiness component preparing you to write winning resumes, have successful interviews and job performance.

Electives provide students with flexibility while pursuing their degrees and the opportunity to focus study on interest or need. Electives include business management, law, accounting, Spanish, and various office/financial management applications at both introductory and advanced levels.

Most courses are competency-based, variable credit classes. Please refer to the description portion of the catalog to determine if the course is competency-based, variable credit, or structured. Competency-based courses are designed to allow each student to work individually at his or her own pace to accomplish the required course objectives and balance the workload of daily life.

Prerequisite and requisite courses must be completed with a minimum grade of 2.0.

Administrative Professional Services AAS (94 credits)

This option emphasizes the need for quality customer service, human relations, communication, and technology skills in the office where employment opportunities increase significantly for those who have these essential skills and can assume responsibility and perform a variety of office functions.

Program Learning Outcomes:

IO1 *Communication*

Students will write, speak, and present information effectively by creating professional documents that would be used in an office or medical office environment.

IO2 *Quantitative Reasoning*

Students will be able to reason mathematically using methods appropriate to the profession

IO3 *Human Relations/Workplace Skills*

Students will be able to demonstrate teamwork, professionalism, and/or workplace specific skills.

PO4 Students will identify the interpersonal and ethical attributes needed for success in the profession by developing a professional portfolio and/or successfully completing a mock Interview with industry professionals.

PO5 Students will develop proficient Microsoft Office techniques by creating professional business documents while meeting an 85% competency level.

The following schedule of courses is the recommended program for completing this degree. Depending on a student's English or Math placement, and keyboarding skills, additional courses may be required. Substitutions

must be approved by a BIM advisor. Some electives are not available every quarter or year. Ask about other classes in which you may be interested.

First Year

Fall Quarter

BIM 102 Document Formatting	4
BIM 103 The Administrative Professional.....	2
BUS 120 Human Relations on the Job.....	4
OR PSYC& 100 General Psychology	
OR SOC& 101 Intro to Sociology	
CSS 102 Focus on Success	3
OR CSS 100 College Success Skills	

Winter Quarter

BIM 104 Intermediate Keyboarding.....	3
BIM 130 Filing.....	2
BUS 121 Business English.....	5
CMST 100 Human Communications.....	4
OR CMST 220 Public Speaking (5 cr)	

Spring Quarter

BUS 122 Business Communications	5
BIM 112 Proof & Edit.....	3
BIM 180 Introduction to MS Office	5

Summer Quarter*

BUS 215 Customer Service	3
BIM 109 Internet Communications.....	2

Second Year

Fall Quarter

BIM 280 Advanced MS Office.....	5
BIM 285 MOS Prep & Certification (Word, Excel)	2
BUS& 101 Intro to Business	5
BUS 102 Business Mathematics	5

Winter Quarter

BUS 200 Supervision	5
Electives^.....	10

Spring Quarter

BIM 262 Professional Preparation	3
BUS 114 Business Ethics.....	5
Electives^.....	5

Summer Quarter*

FAD 150 Industrial First Aid.....	2
Electives^.....	2

*Students who do not plan to take summer classes, should complete summer quarter classes in additional quarter or add to previous quarter.

^Approved BIM Program Electives:

Medical Office and Billing Support Services AAS (98 credits)

This option is designed for students who are interested in specializing in medical office administration and billing. This degree consists of a combination of medical knowledge, accounting and business skills, and computer applications.

Program Learning Outcomes:

IO1 *Communication*

Students will write, speak, and present information effectively by creating professional documents that would be used in an office or medical office environment.

IO2 *Quantitative Reasoning*

Students will be able to reason mathematically using methods appropriate to the profession

IO3 *Human Relations/Workplace Skills*

Students will be able to demonstrate teamwork, professionalism, and/or workplace specific skills.

PO4 Students will identify the interpersonal and ethical attributes needed for success in the profession by developing a professional portfolio and/or successfully completing a mock Interview with industry professionals.

PO5 Students will develop proficient Microsoft Office techniques by creating professional business documents while meeting an 85% competency level.

The following schedule of courses is the recommended program for completing this degree. Depending on a student's English or Math placement, and keyboarding skills, additional courses may be required. Substitutions must be approved by a BIM advisor. Some electives are not available every quarter or year. Ask about other classes in which you may be interested.

First Year

Fall Quarter

BIM 102 Document Formatting	4
BIM 103 The Administrative Professional.....	2
CSS 102 Focus on Success	3
OR CSS 100 College Success Skills	
HED 119 Medical Terminology.....	5

Winter Quarter

BIM 104 Intermediate Keyboarding.....	3
BUS 120 Human Relations on the Job.....	4
OR PSYC& 100 General Psychology	
OR SOC& 101 Intro to Sociology	
BUS 121 Business English.....	5
HED 239 Medical Ethics.....	2

Spring Quarter

BUS 102 Business Mathematics	5
BUS 122 Business Communications	5
BIM 112 Proof & Edit.....	3

BIM 180 Introduction to MS Office5

Summer Quarter*

BUS 215 Customer Service3

BIM 109 Internet Communications.....2

Second Year

Fall Quarter

BIM 130 Filing.....2

BIM 280 Advanced MS Office.....5

BIM 285 MOS Prep & Certification (Word, Excel).....2

CMST 100 Human Communications.....4

OR CMST 220 Public Speaking

Winter Quarter

BUS 161 Business Calculators2

BUS 200 Supervision5

BIM 113 Introduction to the Medical Office5

Spring Quarter

ACCT 105 Introduction to Accounting^.....5

BIM 117 Medical Accounts Receivable4

BIM 262 Professional Preparation3

Electives^.....4

Summer Quarter*

FAD 150 Industrial First Aid.....2

Electives^.....4

*Students who do not plan to take summer classes, should complete summer quarter classes in additional quarter or add to previous quarter.

^Approved BIM Program Electives:

ACCT 105 Introduction to Accounting.....5

BIM 106 Advanced Keyboarding 3

BIM 109 Internet Communications.....1

BIM 173 Word Processing I5

BIM 190 Spreadsheets I5

BIM 210 Internet2

BIM 285 MOS Prep & Certification (additional MS Apps)..3

BUS 161 Business Calculators2

BUS& 201 Business Law5

CJ& 101 Intro Criminal Justice.....5

CJ& 110 Criminal Law5

Certificate of Achievement

The Certificate of Achievement is designed to provide recognition for the student who does not plan to complete an AAS degree program. Upon completion of the following options, the student will earn a Certificate of Achievement from BBCC.

Customer Service Associate Certificate of Achievement (53 credits)

Program Learning Outcomes:

- IO1 **Communication**
Students will write, speak, and present information effectively by creating professional documents that would be used in an office or medical office environment.
- IO2 **Quantitative Reasoning**
Students will be able to reason mathematically using methods appropriate to the profession
- IO3 **Human Relations/Workplace Skills**
Students will be able to demonstrate teamwork, professionalism, and/or workplace specific skills.
- PO4 Students will identify the interpersonal and ethical attributes needed for success in the profession by developing a professional portfolio and/or successfully completing a mock Interview with industry professionals.
- PO5 Students will develop proficient Microsoft Office techniques by creating professional business documents while meeting an 85% competency level.

BUS& 101 Intro to Business	5
BUS 102 Business Mathematics	5
BUS 120 Human Relations on the Job.....	4
BUS 121 Business English	5
BUS 122 Business Communications	5
BUS 215 Customer Service	3
BIM 102 Document Formatting	4
BIM 103 The Administrative Professional.....	2
BIM 104 Intermediate Keyboarding.....	3
BIM 109 Internet Communications (1 st credit)	1
BIM 130 Filing.....	2
BIM 180 Introduction to MS Office.....	2
CSS 102 Focus on Success	3
OR CSS 100 College Success Skills	
CMST 100 Human Communications.....	4
FAD 150 Industrial First Aid.....	2

Administrative Assistant Certificate of Achievement (66 credits)

Program Learning Outcomes:

- IO1 **Communication**
Students will write, speak, and present information effectively by creating professional documents that would be used in an office or medical office environment.
- IO2 **Quantitative Reasoning**
Students will be able to reason mathematically using methods appropriate to the profession
- IO3 **Human Relations/Workplace Skills**
Students will be able to demonstrate teamwork, professionalism, and/or workplace specific skills.
- PO4 Students will identify the interpersonal and ethical attributes needed for success in the profession by developing a professional portfolio and/or successfully completing a mock Interview with industry professionals.
- PO5 Students will develop proficient Microsoft Office techniques by creating professional business documents while meeting an 85% competency level.

BUS& 101 Intro to Business	5
BUS 102 Business Mathematics	5
BUS 120 Human Relations on the Job.....	4
BUS 114 Business Ethics.....	5
BUS 121 Business English.....	5
BUS 122 Business Communications	5
BUS 215 Customer Service	3
BIM 102 Document Formatting	4
BIM 103 The Administrative Professional.....	2
BIM 104 Intermediate Keyboarding.....	3
BIM 109 Internet Communications (1 st credit)	1
BIM 112 Proof & Edit.....	3
BIM 130 Filing.....	2
BIM 180 Introduction to MS Office	5
BIM 280 Advanced MS Office.....	5
CSS 102 Focus on Success	3
OR CSS 100 College Success Skills	
CMST 100 Human Communications.....	4
FAD 150 Industrial First Aid.....	2

Medical Office Technician Certificate of Achievement (58 credits)

Program Learning Outcomes:

IO1 **Communication**

Students will write, speak, and present information effectively by creating professional documents that would be used in an office or medical office environment.

IO2 **Quantitative Reasoning**

Students will be able to reason mathematically using methods appropriate to the profession

IO3 **Human Relations/Workplace Skills**

Students will be able to demonstrate teamwork, professionalism, and/or workplace specific skills.

PO4 Students will identify the interpersonal and ethical attributes needed for success in the profession by developing a professional portfolio and/or successfully completing a mock Interview with industry professionals.

PO5 Students will develop proficient Microsoft Office techniques by creating professional business documents while meeting an 85% competency level.

BUS 102 Business Mathematics	5
BUS 120 Human Relations on the Job.....	4
BUS 121 Business English.....	5
BUS 161 Business Calculators	2
BUS 215 Customer Service	3
BIM 102 Document Formatting	4
BIM 103 The Administrative Professional.....	2
BIM 104 Intermediate Keyboarding.....	3
BIM 109 Internet Communications.....	2
BIM 113 Introduction to the Medical Office	5
BIM 130 Filing.....	2
BIM 180 Introduction to MS Office	5
CSS 102 Focus on Success	3
OR CSS 100 College Success Skills	

CMST 100 Human Communications.....	4
FAD 150 Industrial First Aid.....	2
HED 119 Medical Terminology.....	5
HED 239 Medical Ethics.....	2

Customer Service Associate Certificate of Achievement (53 credits)

Program Learning Outcomes:

- IO1 **Communication**
Students will write, speak, and present information effectively by creating professional documents that would be used in an office or medical office environment.
- IO2 **Quantitative Reasoning**
Students will be able to reason mathematically using methods appropriate to the profession
- IO3 **Human Relations/Workplace Skills**
Students will be able to demonstrate teamwork, professionalism, and/or workplace specific skills.
- PO4 Students will identify the interpersonal and ethical attributes needed for success in the profession by developing a professional portfolio and/or successfully completing a mock Interview with industry professionals.
- PO5 Students will develop proficient Microsoft Office techniques by creating professional business documents while meeting an 85% competency level.

BUS& 101 Intro to Business	5
BUS 102 Business Mathematics	5
BUS 120 Human Relations on the Job.....	4
BUS 121 Business English	5
BUS 122 Business Communications	5
BUS 215 Customer Service	3
BIM 102 Document Formatting	4
BIM 103 The Administrative Professional.....	2
BIM 104 Intermediate Keyboarding.....	3
BIM 109 Internet Communications (1 st credit)	1
BIM 130 Filing.....	2
BIM 180 Introduction to MS Office	5
CSS 102 Focus on Success	3
OR CSS 100 College Success Skills	
CMST 100 Human Communications.....	4
OR CMST 220 Public Speaking	
FAD 150 Industrial First Aid.....	2

Certificate of Accomplishment

Upon completion of each of the following options, the student will earn a Certificate of Accomplishment from BBCC.

Medical Office Receptionist Certificate of Accomplishment (33 credits)

Program Learning Outcomes:

- PO5 Students will develop proficient Microsoft Office techniques by creating professional business documents while meeting an 85% competency level.

BUS 120 Human Relations on the Job.....	4
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BUS 121 Business English	5
BUS 215 Customer Service	3
BIM 102 Document Formatting	4
BIM 103 The Administrative Professional.....	2
BIM 109 Internet Communications (1 st credit)	1
BIM 113 Introduction to the Medical Office	5
BIM 130 Filing.....	2
HED 119 Medical Terminology.....	5
HED 239 Medical Ethics.....	2

Office Assistant Certificate of Accomplishment (32 credits)

Program Learning Outcomes:

PO5 Students will develop proficient Microsoft Office techniques by creating professional business documents while meeting an 85% competency level.

BUS 120 Human Relations on the Job.....	4
BUS 121 Business English	5
BUS 215 Customer Service	3
BIM 102 Document Formatting	4
BIM 103 The Administrative Professional.....	2
BIM 104 Intermediate Keyboarding.....	3
BIM 109 Internet Communications (1 st credit)	1
BIM 130 Filing.....	2
BIM 180 Introduction to MS Office	5
CSS 102 Focus on Success	3
OR CSS 100 College Success Skills	

Office Clerk Certificate of Accomplishment (16 credits)

Program Learning Outcomes:

PO5 Students will develop proficient Microsoft Office techniques by creating professional business documents while meeting an 85% competency level.

BUS 120 Human Relations on the Job.....	4
BUS 215 Customer Service	3
BIM 102 Document Formatting	4
BIM 103 The Administrative Professional.....	2
BIM 109 Internet Communications (1 st credit)	1
BIM 130 Filing.....	2

Business Information Management Program Approved Electives

ACCT 105 Introduction to Accounting.....	5
BIM 106 Advanced Keyboarding	3
BIM 109 Internet Communications (2nd/3rd credits)	2
BIM 173 Word Processing I	5
BIM 190 Spreadsheets I	5
BIM 210 Internet	2
BIM 285 MOS Prep & Certification (Other MS Apps).....	3
BUS 161 Business Calculators	2
BUS& 201 Business Law	5

CJ& 101 Introduction Criminal Justice	5
CJ& 110 Criminal Law	5
HED 121 The Human Body and Disease I	5
HED 122 The Human Body and Disease II	5
HED 123 The Human Body and Disease III	5

