Mendocino College

COURSE LEVEL STUDENT LEARNING OUTCOMES

Term Effective:	Fall (Semester)	2008 (Year)	
Title:	Office Procedures *(limit to 50 characters including spaces)*	Course Number:	BOT 140
Initiator:	Terri Robertson	Date Submitted:	8/26/2008

Units Min:	3.00	*If this is a variable unit course, then the relationship between units and any difference in expected SLO's should be explained.*			
Units Max:	3.00				
Lecture Hours:	3.00 to 3.00	Lab Hours:	0.00 to 0.00	Activity Hours:	0.00 to 0.00

Student Learning Outcomes: *(Enter the SLO's in an outline format. Use the Ctrl + Tab keys to indent for subtopics.)*

1. Perform with skill such typical duties of an entering office worker as:
   a. Telephone techniques
   b. Dictation and transcription
   c. Keyboarding and composing
   d. Information processing
   e. Mail processing
   f. Appointments
   g. Reprographics
   h. Office machine operations
2. Develop coping strategies when dealing with human and public relations
3. Successfully perform a variety of administrative-support functions.
   a. Organize meetings and conferences
   b. Make travel arrangements
   c. Purchase, care and control of office supplies and equipment
4. Study professional development as it applies to the modern-day secretary
   a. Professional image
   b. Decision making and supervising subordinates
   c. Job development

These will be assessed by hands-on exercises, work groups, production work, and tests.

SIGNATURES / APPROVALS:

Instructor(s) _____ Signature _____ Date

Instructor(s) _____ Signature _____ Date