SLO Presentation

BCOT
Date: 09-15-2022

ISLO

Civic Engagement
• Students will develop values and beliefs in their role as a member of local, national and global societies to promote truth, fairness and goodwill to others. They will use the democratic process to further their values and beliefs and recognize and accept differing perspectives based on cultural diversity. They will engage in actions which provide service to others and have a positive impact on their local community.

Communication and Expression
• Students will demonstrate the ability to effectively and appropriately communicate their thoughts and ideas both in written and oral forms. They will develop verbal and non-verbal delivery skills, in an appropriate manner, to communicate their ideas as well as evaluate the ideas of others in a wide variety of contexts.

Critical Thinking and Quantitative Reasoning
• Students will demonstrate the ability to recognize assumptions within an argument and actively and skillfully analyze underlying reasoning to develop a conclusion. They will apply qualitative and/or quantitative analysis to solve problems, predict outcomes, test hypotheses, and explore alternatives in an ethical manner.

Information Literacy
• Students will demonstrate the ability to determine when gathering additional information is necessary. They will use appropriate resources and technologies to locate, evaluate and incorporate the information when developing supporting arguments and drawing conclusions. Students will also develop the ability to understand any legal, ethical or social issues regarding the use of information.

Personal Knowledge and Responsibility
• Students will develop the necessary skills to define, maintain and complete their personal educational goals. They will learn to work independently to accomplish personal goals toward realizing their full potential academically, physically and emotionally whether for personal enrichment, further education or career advancement.

Business Education
BCOT

General Office--Cert
• Students apply correct filing principles, spelling/proofreading skills, and office procedures for the office.

• Students apply correct customer service/telephone techniques in a business environment.

• Students apply standard English grammar and writing skills to write effective business documents.

• Students apply the steps for effective job search in the business field.

• Students use correct keyboarding skills in applying Microsoft Office software for creating, editing, and formatting office documents.

Legal Secretary--Cert
• Students apply correct customer service/telephone techniques in a legal office environment.

• Students apply correct filing principles, spelling/proofreading skills, and office procedures for the legal office.

• Students apply standard English grammar and writing skills to write effective legal documents.

• Students apply the steps for effective job search in the business field.

• Students employ the correct application of Microsoft Office software for editing and formatting office documents in a legal office.

• Students recognize the basic principle of business law as to how they relate in the legal office environment.

Secretary/Administrative Assistant--Cert
• Students apply correct customer service/telephone techniques in a business environment.

• Students apply correct filing principles, spelling/proofreading skills, and office procedures for the office.

• Students apply the steps for effective job search in the business field.

• Students apply standard English grammar and writing skills to write effective business documents.

• Students employ the correct application of Microsoft Office software for editing and formatting office documents.

CSLO

BCOT60 - Customer Service

- Explain the customer service environment.

- Define what is entailed in serving a diverse population of customers.

- Explain customer behavior, loyalty, and exceptional service.

- Give examples on how to deal with attitude, angry customers, and relationship building.

- Determine how best to resolve customer problems and complaints.

- Use problem-solving, time, and stress management skills.

BCOT62 - Keyboarding for the Digital Age

- Demonstrate general knowledge of keyboarding theory and practice.

- Develop keyboarding skills using the alpha keys by touch.

- Develop keyboarding skills using the numeric and symbol keys by touch.

- Demonstrate keyboarding speed and proficiency in a five-minute timed writing exercise.

BCOT70 - Medical Machine Transcript

- Evaluate personal aptitude and attributes and assess personal readiness for careers in medical transcription.

- Describe the purpose and information contained on the most common types of reports transcribed.

- Use medical terms and their elements correctly to the context and purpose of the communication.

- Edit medical reports to conform to AAMT style guides.

- Pproofread and correct transcripts to produce error-free documents.

- Select and use appropriate general and specialty reference materials.

- Transcribe authentic medical dictation of varying complexity and format in specialty healthcare fields—dermatology; ophthalmology; otorhinolaryngology; pulmonology; cardiology; gastroenterology; obstetrics & gynecology; urology & nephrology; orthopedics; neurology; hematology-oncology; immunology.

BCOT71 - Medical Administrative Office Procedures

- Classify the importance of medical information management systems software (MIMS) in a medical office.

- Demonstrate scheduling of appointments.

- Demonstrate the use of menus and screens in MIMS.

- Create print ledger, aging, insurance aging, and patient day sheet reports.

- Demonstrate how to use, organize, and change patient information.

- Perform file electronic claims.

- Demonstrate record patient's account charges and payments.

- Demonstrate backup and restore data files, view backup data files, and process end-of-month data.

BCOT81 - Legal Office Procedures

- Discuss the court structures and its influence on the legal environment.

- Identify specific areas of law and recognize and prepare the basic legal documents required for each of these areas.

- Define the procedures involved in the litigation process.

- Define the procedures involved in the litigation process and explain the U.S. legal system and sources for doing legal research.

- Demonstrate knowledge of family wills, trusts, and probate; business organizations; real estate; and criminal law to perform office procedures.

BCOT96 - Microsoft PowerPoint

- Create, format, and modify a presentation.

- Format and add enhancements to a presentation

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- Create and format tables and SmartArt using Word and Excel in a presentation.

- Create a presentation template.

- Apply animation effects to a presentation.

BCOT97 - Microsoft Outlook
- Compose, send, and respond to e-mail messages including attachments

- Find, arrange, organize, manage, and archive e-mail messages.

- Schedule meetings and appointments and maintain monthly calendars.

- Manage contacts information and coordinate the data with e-mail and scheduling functions.

- Use Outlook's Task feature to track information about jobs or to assign tasks to others.

- Customize Outlook features or tools to meet individual information management needs.

BCOT112 - Microsoft Word
- Apply basic word processing functions of Word.

- Format text, paragraphs and report.

- Add and modify pictures, graphic elements, tables and charts to documents.

- Create reports and mailing

- Explore advanced document features in Word.

- Work with long documents and create forms.

BCOT113 - Microsoft Excel
- Enter, edit, and format spreadsheet data including manipulating cells, columns, rows, and worksheets.

- Configure worksheets and workbooks for distribution.

- Format worksheets and manage the Workbook.

- Import data, review, and finalize the Workbook.

BCOT114 - Introduction to Microsoft Office
- Create, edit, save, and print a document using Word.

- Format text, paragraphs, and documents using headers/footers, font/color, themes, page numbers, and hyperlinks using Word.

- Create a spreadsheet using number/date formats. AutoFill, simple formulas, functions in formulas, and absolute and relative references in Excel.

- Format cells using different formula skills, cell styles, and conditional formatting using Excel.

- Create a datasheet, a new record in a form and enter data, and sort records using Access.

- Create and save a table in datasheet and design view by setting the primary key, applying an input mask, and creating relationships in Access.

- Create a presentation using a design and template, adding content to slides, and using different formatting functions using PowerPoint.

- Manage and deliver presentation using PowerPoint.

BCOT118 - Microsoft Access for Office Technology
- Create table and edit fields within a table.

- Examine relationship structures.

- Examine table contents through queries.

- Design queries to extract specific information.

- Combine text and graphics to create database forms following principles of good design.

- Create and modify database reports following principles of good design.

BCOT131 - College Keyboarding & Document Processing
- Develop keyboarding skills using the alpha, numeric, and symbol keys.

- Demonstrate key and format a business letter, distinguishing between block, modified-block, and personal styles.

- Demonstrate key and format a memo with/without an attachment.

- Complete format business reports—one-page, multi-page, and bound reports with/without footnotes, side headings, and paragraph headings.

- Complete format and key an academic report with a list.

- Demonstrate key and format tables in boxed, open, and ruled styles.

- Show key and format employment documents—letter of application, resume, and follow-up letter.

- Use key and format preliminary report pages—title page, table of contents, and an outline.

- Demonstrate keyboarding speed and efficiency in a five-minute timed writing.

BCOT146 - Business English for the Digital Workplace
- Demonstrate how to form and to use the plurals of regular and irregular nouns, proper nouns, surnames, compound nouns, foreign nouns, numerals, letters, symbols, degrees, and abbreviations.

- Demonstrate how to form and to use the possessive case of nouns.

- Use personal pronouns in all three cases—nominative, objective, and possessive.

- Apply the rules of subject/verb agreement.

- Demonstrate how to form and to use the comparative and superlative degrees of adjectives and adverbs.

- Apply the rules of commas, capitalization, numbers, and other punctuation to write with clarity, consistency, and accuracy.

BCOT148 - Effective Business Presentations
- Identify the basic principles that underlie all types of presentation speaking.

- Describe the steps necessary in analyzing the audience.

- Explain how to structure the content of the presentation and design the visuals.

- Prepare and deliver a business presentation using MS PowerPoint.

BCOT150 - International Business Communication
- Understand and use the vocabulary of international business.

- Demonstrate an understanding of the role of ethnic, social, and economic differences as they relate to world trade.

- Examine country-specific dress, behavior, taboos, and other business and social customs as they relate to conducting business with persons from other cultures.

- Study international law, as well as home country and host country laws, that relate to conducting business in multicultural environments.

- Write a report about a specific country addressing location; cultural values; language; written communication; taboos; and laws as they relate to conducting business.

BCOT152 - Employment Search in the Job Market
- Research the job market for employment opportunities.

- Evaluate personal standards for appearance and behavior as they relate to professional development and understand the implications of personal appearance for career success.

- Assemble a business wardrobe and select appropriate accessories suitable for business attire and use appropriate grooming techniques to enhance personal appearance for the job interview.

- Prepare a personal résumé, letter of application/cover letter, and thank-you/follow-up letter/email.

- Determine what behaviors deter or promote job growth.

BCOT155 - Administrative Secretarial Procedures
- Describe how an effective administrative professional sets goals and makes decisions.

- Develop an understanding of effective team behavior and workplace team composition.

- Define the personal and work characteristics that contribute to a positive professional image.

- Explain the convention of business etiquette.

- Explain the signs and effects of stress in the workplace.

- Define the importance of effective written and verbal communication in the office.

- Explain the importance of effective customer service and the use of proper telephone etiquette.

- Define the importance of records management.

BCOT161 - Filing/Records Management
- Define the importance of recorded information.

- Use the processing of materials, filing, indexing, alphabetizing, coding, and creating filename/filename extensions for electronic files.

- Use alphabetic filing rules for personal and business filing systems.

- Store and retrieve electronic data to and from directories/subdirectories.

- Use the principles/practices of effective records and information management for physical and electronic records systems.

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- Use geographic, consecutive numeric or terminal-digit numeric filing, subject, for business filing systems.

BCOT162 - Business Document Proofreading and Editing Skills
- Demonstrate how to form and use noun plurals and the possessive case of nouns.

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- Apply the rules of subject/verb agreement.

- Recognize and correct errors in comma usage, capitalization, other punctuation, and number usage.

- Use proofreader's marks to correct/edit document formatting, spelling , keyboarding errors, sentence structure, and content inconsistencies.

BCOT247 - Managerial Business Communications
- Select, write, prepare, and present a business-related topic using MS PowerPoint.

- Apply principles of deductive, persuasive, or inductive organization for business letters and memos to compose a business letter of request, claims/adjustments, sales, public relations, credit approval/denial and apply the appropriate format.

- Compose a personal résumé, letter of application, and follow-up letter and demonstrate how to respond to a business ad and a job interview situation.

- Demonstrate how to prepare for a job interview and how to dress.

BCOT248 - Professional Soft Skills for the Workplace
- Apply ethical decision making to workplace conflicts through resolution and negotiation

- Explain the elements of professional dress in the workplace

- Recognize the influence of professional and positive human relations on personal, academic, and career success

- Assess money wasters, emotional spending, and the impact of money on relationships

- Identify and utilize effective time management tools

- Prepare and practice proper interviewing techniques