

SLO Presentation

BCOT

Date: 09/11/2019

BUSINESS EDUCATION
BCOT
General Office--Cert <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• 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
BCOT46 - Business Communications <ul style="list-style-type: none">• Demonstrate how to form and use the possessive case of nouns.• Demonstrate how to form the plurals of regular and irregular nouns, proper nouns, surnames, compound nouns, foreign nouns, numerals, letters, symbols, and abbreviations.• The student will demonstrate how to use the comparative and superlative forms of adjectives/adverbs with 70+ percent accuracy.• Use personal pronouns in all three cases—nominative, objective, and possessive.• Demonstrate how to form and use the comparative and superlative degrees of adjectives and adverbs.• Apply the rules of subject/verb agreement.• Apply the rules of commas, capitalization, and other punctuation to write with clarity, consistency, and accuracy.••
BCOT60 - Customer Service/Telephone Techniques <ul style="list-style-type: none">• 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 - Computer Keyboarding

- Students demonstrate general knowledge of keyboarding theory and practice.
- Students develop keyboarding skills using the alpha keys by touch.
- Students develop keyboarding skills using the numeric and symbol keys by touch.
- Students demonstrate keyboarding speed and proficiency in a five-minute timed writing exercise.

BCOT63 - Keyboarding Speed/Control Building

- Demonstrate improvement in keyboarding speed from entry-level keyboarding test score.
- Demonstrate improvement in keyboarding accuracy from entry-level keyboarding test score.

BCOT80 - Processing Law Office Documents

- Practice decision-making skills in preparing and formatting court papers, legal instruments, and other documents.
- Use the Office Procedures Manual to locate specific information required for completing legal work.
- Key documents from draft in the correct format.
- Prepare documents using advanced features of MS Word.
- Organize, locate, and save the files created and used.
- Create a file management structure to save work in an organized format.

BCOT81 - Legal Office Procedures

- Discuss the court structures and its influence on the legal environment.
- Identify specific areas of law and recognize the basic legal documents required for each of these areas.
- Prepare legal documents.
- Define the procedures involved in the litigation process.
- Explain the U. S. legal system and sources for doing legal research.
- Use knowledge of family wills, trusts, and probate; business organizations; real estate; and criminal law to perform office procedures.

BCOT96 - Microsoft PowerPoint

- Create an Electronic Design presentation.
- Create, format, and modify a Benefits presentation.
- Format and add enhancements to a Travel presentation.
- Create and format tables and SmartArt in a restaurant presentation.
- Format a presentation in Slide Master View and save the presentation as a template.
- Apply animation effects to a Travel presentation.
- Copy Word and Excel data in a Sales Conference 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

- Format a report.
- Create and format a table.
- Create a flyer.

- Create an envelope and labels.
- Create a SmartArt diagram.
- Create a form letter, source, and merge letters and envelopes.

BCOT113 - Microsoft Excel

- Create a workbook using IF statements.
- Format a worksheet inserting PMT formulas.
- Format a worksheet using the DATE function.
- Format and filter a worksheet.
- Copy and paste data and insert WordArt in a workbook.
- Create and format a line chart and a pie chart.
- Insert a Text Box and Hyperlinks in a workbook.

BCOT114 - Introduction to Microsoft Office

- Create and edit a document; format characters and paragraphs; and format and enhance a document
- Prepare a fax using Word.
- Analyze data; edit and format worksheets; and use functions, set print options, and add visual elements
- Create labels, values, and formulas using Excel.
- Maintain data in Access tables; create tables and relationships; and create queries, forms, and reports
- Find, sort, filter, and delete records using Access.
- Prepare a presentation and edit and enhance slides
- Prepare a presentation with user-selected design, type text, add transition, duration and sound using PowerPoint.

BCOT118 - Microsoft Access for Office Technology

- Create forms using the Form Wizard.
- Create labels using the Label Wizard.
- Create relationships between tables.
- Create tables in a database.
- Design a Query with a calculated field entry.
- Filter records in tables.
- Modify tables.
- Relate tables and create forms in a database.

BCOT131 - Beginning College Keyboarding & Document Processing

- Develop keyboarding skills using the alpha, numeric, and symbol keys.
- Demonstrate keyboarding speed and proficiency in a five-minute timed writing exercise.
- Key and format a business letter, distinguishing between block, modified-block, and personal styles.
- Key and format tables in boxed, open, and ruled styles.
- Key and format an academic report.
- Key and format a memo with/without an attachment.
- Key and format employment documents—letter of application, resume, and follow-up letter.
- Key and format business reports—one-page, multi-page, and bound reports with/without footnotes, side headings, paragraph headings, and preliminary report pages.
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BCOT147 - Business Communications

- Explain the four basic communication skills and how they are interconnected in everyday life and in the business environment.
- Explain the basics of nonverbal communication and the process of listening.

- Describe differences/similarities between domestic communication and international communication.
- Develop presentation skills to deliver a formal business presentation.
- Apply communication skills to write a business letter/memo.
- Apply communication skills to write employment documents—application letter, résumé, and follow-up letter.
- Apply communication skills to write a short business report.
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BCOT148 - Effective Business Presentations

- A. Identify the basic principles that underlie all types of presentation speaking.
- B. Describe the steps necessary in analyzing the audience.
- C. Identify the intent of the business message.
- D. Explain how to structure the content of the presentation and design the visuals.
- E. Explain how to refine nonverbal delivery.
- F. Prepare and deliver a business presentation using MS PowerPoint.

BCOT150 - International Business Communication

- Develop an understanding of cultures and subcultures and the role they play in communicating and negotiating effectively in a global business environment.
- Examine contrasting cultural values and their impact on the international communication and negotiation process.
- Evaluate verbal thought patterns and nonverbal cues as they relate to conducting business abroad or in a multicultural domestic environment.
- Increase communication and negotiation effectiveness across cultures by examining language diversities, verbal dueling, high and low content language, and conversation taboos.
- 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; verbal thought patterns and nonverbal cues; written communication patterns; etiquette; business and social customs; intercultural negotiation processes; country-specific dress, behavior, and taboos; and laws as they relate to conducting business.

BCOT152 - Job Search in the Business Field

- Identify and focus on job strengths and match them to the best possible job and career targets.
- Organize job search and identify the best potential employers.
- Use the Internet to increase career knowledge and employment potential.
- Prepare employment documents—letter of application, résumé, and follow-up letter.
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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 - Principles of Filing

- Define the importance of recorded information.
- Explain how records are identified and stored.
- Use alphabetic filing rules for personal and business filing systems.

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

BCOT162 - Business Spelling and Proofreading Skills

- Proofread for keyboarding and spelling errors.
- Proofread for correct capitalization, plurals, possessives, and word division.
- Proofread for correct punctuation.
- Proofread for correct grammar, sentence structure, and number style.
- Proofread for correct formatting, accuracy, and consistency.
- Recognize and use proofreader's marks.

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.
- Solve a problem in a group situation.
- 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.
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