

Spokane Falls Community College

Course Learning Outcomes

Prefix and Course Number: BT 231
Course Title: Office Procedures
Version Date: 4/24/2019

Course Learning Outcomes:

Upon successful completion of the course, the student will be able to:

1. Correctly prepare written correspondence for internal and external delivery
2. Identify and use proper meeting techniques and prepare reports and minutes correctly
3. Perform proofreading activities with accuracy
4. Identify professional office decorum, attitude, and dress
5. Prepare a variety of commonly used business documents correctly
6. Use a variety of office machines and technology correctly