

Spokane Falls Community College

Course Learning Outcomes

Prefix and Course Number: BT 232

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. Plan and organize meetings and report minutes correctly
2. Perform proofreading activities with accuracy
3. Implement electronic calendaring and time management efficiently
4. Use a variety of office equipment and identify necessary office supplies
5. Perform telephone, communications, and customer service activities correctly