

# MINUTES

## BUSINESS OFFICE TECHNOLOGY ADVISORY MEETING

COLLEGE OF THE REDWOODS EUREKA DOWNTOWN SITE, ROOM 104

APRIL 29, 2011

8:30 – 10:00

**Attendance:** Barbara Jaffari (Business Office Technology Lead Instructor), Kriss Lewis (banking office manager), and Colleen Trask (accountant/bookkeeper).

The results of the last meeting's skills ranking (below) were distributed and discussed. Three course outlines were distributed: BT17 – Word Processing II, BT51 – Spreadsheet Applications, and BT53 – Technical and Professional Office Procedures. I explained the curriculum forms, and the committee discussed the outcomes and skills listed to determine if they matched the skills needed for potential office employees. We also discussed the program learning outcomes for the Business Office Technology awards.

A tentative date of November 11 was set for the next meeting, and the meeting was adjourned.

### ***SKILLS RANKING***

#1:

- ♦ Front Desk/Customer Service
- ♦ Word Processing
- ♦ Typing
- ♦ Communications Skills (writing, speaking)
- ♦ Word Processing
- ♦ Telephone Skills
- ♦ Paper File Management

#2:

- ♦ Electronic File Management
- ♦ Scheduling Program
- ♦ Spreadsheets
- ♦ QuickBooks/Accounting software

*Other Skills Needed:*

- ♦ Prioritization
- ♦ Conflict Resolution
- ♦ Etiquette/Protocol (cell phone usage)
- ♦ Professional Dress/Cleanliness