MINUTES

BUSINESS OFFICE TECHNOLOGY ADVISORY MEETING

COLLEGE OF THE REDWOODS EUREKA DOWNTOWN SITE, ROOM 104

NOVEMBER 17, 2010

11:30 – 12:30

Attendance: Amy Davis (medical office manager), Jennifer DeBoer (office manager), Michelle Henson (office manager), Barbara Jaffari (Business Office Technology Lead Instructor), Kriss Lewis (banking office manager), Pru Ratliff (Grant Director), Liana Simpson (owner temporary personnel service), and Colleen Trask (accountant/bookkeeper).

A letter from a student who graduated with the Business Office Technology Office Professional Degree (attached) was shared with the committee. The student wrote about the program and classes and her insights regarding strengths and potential improvements.

The committee then was asked to fill out a skills ranking table (attached) to determine the most important skills needed in the office environment. There was lengthy discussion regarding the wide variety of office settings and the skills needed in all of the settings.

The Business Office Technology one-unit courses were introduced to the committee: BT81 (Introduction to Microsoft Office), BT90 (Introduction to Microsoft Excel), BT91 (Introduction to Microsoft PowerPoint), and BT92 (Introduction to Microsoft Word), and the committee discussed the value of these courses to train office staff.

Time ran out and we did not discuss certificate proposals and degree change proposals. We decided to use email to discuss the proposals during the process next year. A tentative date of April 13 was set for the next meeting, and the meeting was adjourned.

SKILLS RANKING 1 TO 5 (1-IMPORTANT TO 5-NOT ESSENTIAL)

Office Type _____

RANK	SKILL
	Accounting (QuickBooks)
	Computer Repair/Maintenance
	Database (Access)
	Desktop Publisher (InDesign or Publisher)
	Electronic File Management
	Front Desk/Customer Service
	Paper File Management
	Photoshop
	Other Adobe Products (please list)
	Networking Knowledge (please list specifics)
	Presentation Program (PowerPoint)
	Scheduling Program (Outlook)
	Spreadsheet (Excel)
	Telephone Skills (Multiple Lines?) Yes ☐ No ☐
	Typing
	Web Page Design
	Web Page Maintenance
	Word Processing (Word) at least _____ words per minute
	Writing Skills
	Other:
	Other:

List of skills that student lack when hired:

1.) _____   6.) _____

2.) _____   7.) _____

3.) _____   8.) _____

4.) _____   9.) _____

5.) _____   10.) _____

Barbara Jaffari
College of the Redwoods
7351 Tompkins Hill Road
Eureka, CA 95501

RE: What I learned at College of the Redwoods

Dear Barbara and other educators at College of the Redwoods,

Thank you for inviting me to share my past experiences at CR with you. I really feel honored! I graduated from CR in May, 2007 with an AS degree in Computer Applications and Office Systems, and with certificates in Bookkeeping and Payroll Clerk. I really enjoyed my time at CR and I learned so much that has helped me in the different positions I have held since graduating. These are a few of the skills I have found most helpful:

1. **Keyboarding** – When I started my first keyboarding class at CR I typed at 19 WPM. When I graduated from CR, I was typing at 75 WPM. I am probably closer to 65 WPM now, but I use this skill ALL of the time!

2. **MS Word and Excel** – I learned the ins and outs of MS Word and Excel 2003 during my time at CR, which has helped me immensely! I use Word mainly to write business letters, create forms with fields, and create process manuals with graphics, hyperlinks, table of contents, etc. Learning formatting techniques for long documents has really given me an advantage among my peers. I use Excel for creating budgets and for tracking all sorts of data by using formulas and hyperlinks. I graduated CR with an advanced knowledge of these programs and, because of that, people come to me for help.

    Unfortunately, MS 2007 came out just after I graduated and so I have had to learn that program on my own. Since I know what can be done in 2003, however, it has just been a matter of figuring out how to do it 2007 and finding where in the ribbon they moved the command to.

3. **MS Access** – I did use MS Access 2003 at one of the jobs that I held, and because of what I learned from CR, I was able to update the database forms to make them better. I was also able to create and run queries as needed. I do wish the class were more than one semester, though. I would say that after one semester of Access, my knowledge of the program was at an intermediate level.

4. **Business Letters** – I learned how to draft and format business letters while at CR, which is another skill that I use quite frequently.

5. **File Storage (both physical and electronic)** – In all of the positions that I have held, filing is an integral part of the job. Having an accurate filing system is very important for efficiency and accurate retrieval. The filing systems I learned while attending CR are commonly used in the work place and have allowed me to ease right into the system.

6. **Keyboard Shortcuts** – I am so glad that Barbara put such an emphasis on keyboard shortcuts! It would be so easy to not learn these keystrokes and just use the mouse all of the time. Knowing the shortcuts, however, saves a lot of time.

As much as I learned at CR, there were a few more skills that would have been very helpful to have learned. These include the following:

1. **10 Key** – Since my emphasis in school was bookkeeping, I knew that I would need to know how to use the 10 key. I was quite disappointed that it was not taught as part of the keyboarding classes. I have needed to use the 10 key in every job that I have had since graduating from CR.

    There is an online game that I found that worked very well for teaching me how to 10 key. It is called Tontie and can be found at www.eyezmaze.com, which has some other really great games as well. It is a bit like whack-a-mole, but you have to use the 10 key. To really help the process of learning, I started out by saying the numbers out loud as I keyed them.

2. **More Emphasis on PDF** – PDF files are SO common and yet I do not know the first thing about creating or manipulating them. I feel this has definitely inhibited my abilities since PDF's are so frequently used.

3. **Using Windows Explorer and Mapping a Network Drive** – This recently came up at my current job when I explained that I did not know anything about using windows explorer, mapping a network drive, or even how a server works. My supervisor feels these are skills I should have learned with the degree that I have. Maybe these are covered more with the programming or networking degrees, but I am now feeling the need to learn more about it.

I want to thank each of you for the time and effort that you put in to your teaching every day. The spectacular education I received at CR has given me the knowledge, skills, and confidence needed to move forward in life and up the corporate ladder. I now have a terrific job that pays well and has many benefits. My husband, who also graduated from CR, is doing just as well. We could not have done it without you.
Thank you sincerely,

Leandra Young