GENERAL OFFICE – CABOT Certificate Program (AS)

- The student will be able to identify the personal traits that lead to effective human relation skills in business and develop skills to work more effectively with customers and other employees.
- The student will be able to use a variety of office procedures to perform such tasks as sorting mail, answering telephones, and filing and processing documents while using the latest technology and computer applications
- The student will be able to produce cohesive, grammatically correct sentences for business documents, edit a variety of business documents.
- The student will be able to spell and pronounce words correctly,
- The student will be able to apply principles of alphabetic, numeric, geographic, and subject filing and be able to store, retrieve, retain, transfer, and dispose of records.
- The student will be able to compose entry-level correspondence using appropriate business language and will be able to proofread, edit, and revise memos, e-mails, letters and reports.
- The student will be able to acquire the knowledge necessary in the field of business math to be able to select the appropriate mathematical procedures to solve problems in business application areas.
- The student will be able to perform basic operations in Word, Excel, Access, and PowerPoint, such as creating and formatting various documents, creating and formatting spreadsheets with basic formulas, creating and running presentations, and creating a database while demonstrating the use of tables, forms, and reports.
- The student will become familiar with Global information systems and will be able to sign on to an account and use common utilities, including e-mail, Gopher, Web browsers, to search a variety of databases for information.

The assessment tools for this program may include any of the following options:

- Employer feedback during Internship/Externship experiences.
- Co-Ed outcomes.
- Capstone Course outcomes.
- Departmental exit interviews upon completion of the program.
- Student surveys/mailings from other relevant sources (i.e. Administration Office. Human Resources, Alumni, etc.).
- Results of entry-level employee tests (i.e. La County, LAUSD, etc.).