

# Business Technology

E`Imi Pono

## Student Learning Outcomes

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### Business Technology Program SLOs

What do our students need to be able to do “out there” that we’re responsible for “in here”?

Roles: *Office Administration, Receptionist, Clerk, Upper division (business administration)*

Work as a responsible member of an office team to meet the needs of customers from diverse populations.

Work with people as a team

Work effectively with diverse populations (disabled, cultural race, religion, sexual orientation, gender, age, etc.)

Meet the public

Practice customer service—internal and external

Display a professional attitude in the office following general business etiquette and ethics including dependability, honesty, accepting constructive feedback, providing good customer service, and taking pride in work.

Positive attitude

Take pride in work

Respect others’ space

Accept constructive criticism

Practice work ethics of timeliness, honesty, etc.

Be an office professional

Demonstrate professionalism in appearance (*includes hygiene, inappropriate tattoos/body piercing, and dress*), attitude, and work habits

Leave personal problems at home

Practice confidentiality

Survive on the job

Work independently (take initiative to find information and solve problems)

Organize, prioritize, and manage multiple personal and professional tasks, making efficient use of time and resources.

Manage your time

Multitask and prioritize work

Schedule meetings

Use current and emerging technologies to produce and communicate (oral and written) error-free and properly formatted documents.

Write meaningful business letters

Proofread with 100% accuracy

Use the transcriber

Type at 40 net words

Use the calculator at 90 spm

Create correctly formatted, mailable documents

Use word processing software

- Learn new technology
- Keep abreast
- Develop PowerPoint presentations
- Communicate effectively
- Listen and follow directions
- Receive and disseminate information
- Taking accurate telephone messages
- Speak clearly to express feelings and ideas
- Make effective presentations to a variety of audiences

Use research and decision making skills to solve problems and achieve personal and organizational goals.

- Screen visitors and calls
- Think critically
- Use reference materials
- Confirm information and sources
- Solve problems by making informed decisions

Create and manage company files according to records management procedures.

- Use various filing systems
- Backup records and files
- File so they can be retrieved
- Transfer and dispose of records

Identify and engage in opportunities for professional development.

- Be willing to learn new tasks
- Take opportunities for continuous learning
- Receive instruction in/practice and maintain employment readiness (includes updated resumes, interviewing techniques, and researching the company).

**To contact us:**

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