

Office Systems Technology – Program Learning Outcomes

	Program Learning Outcomes	Student Learning Outcomes	Measure of Assessment and Criteria for Success*
1.	<p>Business Knowledge and Skills: Students will demonstrate a basic understanding of common business practices</p>	<p>Upon completion of the program of study and/or the appropriate course, students will demonstrate</p> <ul style="list-style-type: none"> • a basic understanding of common business concepts and practices • a basic understanding of accounting principles and the ability to apply this knowledge to a business organization • a basic understanding of the financial records of the organization and the ability to maintain such as directed • the ability to analyze basic tax scenarios, research applicable tax law, and complete various individual tax forms • the ability to use Quickbooks • the ability to anticipate and resolve human resource concerns • the ability to deal with the public and customers in a professional and timely manner 	<ul style="list-style-type: none"> • 80% of the students will score an average of 80% or above in the BUS 110 Introduction to Business course • 80% of the students will score an average of 80% or above in the ACC 115 Accounting course • 80% of the students will score an average of 80% or above in the ACC 129 Individual Income Taxes course • 80% of the students will score an average of 80% or above in the BUS153 Human Resources course • 80% of the students will score an average of 80% or above in the MKT 223 Customer Service course
2.	<p>Office Administration Knowledge and Skills: Students will demonstrate the ability to identify and utilize the required skills, knowledge, tools and technical information necessary to effectively function as a professional office assistant</p>	<p>Upon completion of the program of study and/or the appropriate course, students will demonstrate</p> <ul style="list-style-type: none"> • the ability to keyboard with speed and accuracy • the ability to operate word processing software so as to produce documents that are grammatically correct, error free, and in the correct form • the ability to compose and/or edit correspondence • the ability to produce accurate and understandable reports or the data for reports as directed • the ability to produce esthetically pleasing, readable, and informative publications • the ability to create, modify, and/or complete forms • the ability to create, maintain, and access records in the appropriate manner and form • the ability to use machine transcription, desktop calculators, facsimile machines, photocopying 	<ul style="list-style-type: none"> • 80% of the students will be able to type at least 55 word per minute with no errors after completion of the OST 131 Keyboarding, OST 132 Keyboard Skill Building, and OST 134 Text Entry and Formatting courses • 80% of the students will score an average of 80% or above in the OST 136 Word Processing, OST 164 Text Editing Applications, and OST 236 Advanced Word/Information Processing courses • 80% of the students will score an average of 80% or above in the OST 233 Office Publications Design course • 80% of the students will score an average of 80% or above in the OST 184 Records Management course • 80% of the students will score an average of 80% or above in the OST 137 Office Software Applications or CIS 111 Basic Computer Literacy, OST 138 Advanced Software Applications, and CTS 130 Spreadsheet I courses • 80% of the students will score an average of 80% or above in the OST 224 Machine Transcription course

*As measured over a three-year period

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		<p>machines, postage meters, and other standard office equipment</p> <ul style="list-style-type: none"> • the ability to organize work stations for effective work flow • the ability to plan and organize work so as to meet deadlines • the ability to select the appropriate technology tool(s) for an identified purpose and use the selected tool(s) effectively and efficiently 	
3.	<p>Communication Skills: Students will demonstrate effective reading, writing, speaking, listening, and nonverbal communication skills</p>	<p>Upon completion of the program of study and/or the appropriate course, students will demonstrate</p> <ul style="list-style-type: none"> • the ability to read, comprehend, analyze, and integrate written material • the ability to write clearly and in an organized manner so as to convey ideas and information effectively • the ability to speak clearly and in an organized manner so as to convey ideas and information effectively • the ability to listen actively so as to comprehend, analyze, and integrate oral information • the ability to observe actively so as to comprehend, analyze, and integrate visual information 	<ul style="list-style-type: none"> • 80% of the students will score an average of 80% or above in the ENG 111 Expository Writing course • 80% of the students will score an average of 80% or above in the OST 233 Office Publications Design course • 80% of the students will score an average of 80% or above in the ENG 114 Professional Research and Writing course • 80% of the students will score an average of 80% or above on the final exam or project in the BUS 260 Business Communication course • 80% of the students will score an average of 80% or above in the OST 162 Executive Terminology course
4.	<p>Interpersonal Skills: Students will demonstrate effective leadership, teamwork, relationship management, conflict resolution, and workplace skills</p>	<p>Upon completion of the program of study and/or the appropriate course, students will demonstrate</p> <ul style="list-style-type: none"> • the ability to effectively determine the needs of others and offer assistance in meeting those needs when appropriate • the ability to identify a source of conflict, develop options for resolution, and engage interested parties in resolving the conflict • the ability to advocate for a cause and develop a strategy to influence others to support such cause • the ability to interact with others in a friendly, respectful, and courteous manner • the ability to demonstrate a professional attitude 	<ul style="list-style-type: none"> • 80% of all prospective graduates will score an average of 80% or above in OST 284 Emerging Technologies and OST 289 Office Systems Management, the two capstone courses • 80% of prospective graduates will be scored as “Good” or “Excellent” on the Interpersonal Skills components of the Employer Survey after the student has completed the COE 112 Cooperative Education course

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		and approach to the office environment	
5.	<p>Thinking and Problem-Solving Skills: Students will demonstrate the skills necessary for analysis, synthesis, evaluation, decision-making, critical and creative thinking, and the creative process</p>	<p>Upon completion of the program of study and/or the appropriate course, students will demonstrate</p> <ul style="list-style-type: none"> • the ability to set and prioritize goals and develop plans to attain the goals • the ability to identify and understand problems, develop options for solutions, and apply the most appropriate solutions to the problem • the ability to formulate ideas and concepts in addition to using those of others • the ability to use appropriate program level mathematical concepts and methods to understand, analyze, and explain issues in quantitative terms • the ability to apply knowledge and skills to appropriate contexts and transfer knowledge and skills to new and varied situations • the ability to identify, organize, and allocate resources effectively • the ability to think critically in situations dealing with administrative procedures • the ability to access and evaluate information from a variety of sources 	<ul style="list-style-type: none"> • 80% of all prospective graduates will score an average of 80% or above in OST 284 Emerging Technologies and OST 289 Office Systems Management, the two capstone courses • 80% of prospective graduates will be scored as “Good” or “Excellent” on the Thinking and Problem-Solving Skills components of the Employer Survey after the student has completed the COE 112 Cooperative Education course
6.	<p>Professionalism and Ethics Awareness: Students will demonstrate a professional and ethical attitude.</p>	<p>Upon completion of the program of study and/or the appropriate course, students will demonstrate</p> <ul style="list-style-type: none"> • a knowledge of professional ethics • the ability to present themselves in a professional manner • the ability to demonstrate initiative and responsibility • the ability to accept constructive criticism 	<ul style="list-style-type: none"> • 80% of all prospective graduates will score an average of 80% or above in OST 284 Emerging Technologies and OST 289 Office Systems Management, the two capstone courses

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