

## Office Systems Technology (Virtual Office Assistance) – Program Learning Outcomes

	Program Learning Outcomes	Student Learning Outcomes	Measure of Assessment and Criteria for Success*
1.	<p><b>Business Knowledge and Skills:</b> 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"> <li>• a basic understanding of common business concepts and practices</li> <li>• a basic understanding of accounting principles and the ability to apply this knowledge to a business organization</li> <li>• a basic understanding of the financial records of the organization and the ability to maintain such as directed</li> <li>• the ability to set up a working electronic commerce Internet web site</li> </ul>	<ul style="list-style-type: none"> <li>• 80% of the students will score an average of 80% or above in the <b>BUS 110 Introduction to Business</b> course</li> <li>• 80% of the students will score an average of 80% or above in the <b>ACC 115 Accounting</b> course</li> <li>• 80% of the students will score an average of 80% or above in the <b>ECM 210 Introduction to E-Commerce</b> course</li> </ul>
2.	<p><b>Office Administration Knowledge and Skills:</b> Students will demonstrate the ability to identify and utilize the required skills, knowledge, and technical information necessary to effectively function as an 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"> <li>• the ability to keyboard with speed and accuracy</li> <li>• the ability to operate word processing software so as to produce documents that are grammatically correct, error free, and in the correct form</li> <li>• the ability to compose and/or edit correspondence</li> <li>• the ability to produce accurate and understandable reports or the data for reports as directed</li> <li>• the ability to produce esthetically pleasing, readable, and informative publications</li> <li>• the ability to create, modify, and/or complete forms</li> <li>• the ability to create, maintain, and access records in the appropriate manner and form</li> <li>• the ability to use machine transcription, desktop calculators, facsimile machines, photocopying machines, postage meters, and other standard office equipment</li> <li>• the ability to organize work stations for effective work flow</li> <li>• the ability to plan and organize work so as to meet deadlines</li> </ul>	<ul style="list-style-type: none"> <li>• 80% of the students will be able to type at least 55 word per minute with no errors after completion of the <b>OST 131 Keyboarding, OST 132 Keyboard Skill Building, and OST 134 Text Entry and Formatting</b> courses</li> <li>• 80% of the students will score an average of 80% or above in the <b>OST 136 Word Processing, OST 164 Text Editing Applications, and OST 236 Advanced Word/Information Processing</b> courses</li> <li>• 80% of the students will score an average of 80% or above in the <b>OST 233 Office Publications Design</b> course</li> <li>• 80% of the students will score an average of 80% or above in the <b>OST 184 Records Management</b> course</li> <li>• 80% of the students will score an average of 80% or above in the <b>OST 137 Office Software Applications or CIS 111 Basic Computer Literacy, and CTS 130 Spreadsheet I</b> courses</li> <li>• 80% of the students will score an average of 80% or above in the <b>OST 224 Machine Transcription</b> course</li> <li>• 80% of the students will score an average of 80% or above in the <b>OST 171 Introduction to Virtual Office, WEB 110 Internet/Web Fundamentals, and OST 271 Office Web Technologies</b> courses</li> </ul>

\*As measured over a three-year period

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		<ul style="list-style-type: none"> <li>• the ability to select the appropriate technology tool(s) for an identified purpose and use the selected tool(s) effectively and efficiently</li> <li>• the ability to effectively apply Internet technologies</li> </ul>	
3.	<p><b>Communication Skills:</b> 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"> <li>• the ability to read, comprehend, analyze, and integrate written material</li> <li>• the ability to write clearly and in an organized manner so as to convey ideas and information effectively</li> <li>• the ability to speak clearly and in an organized manner so as to convey ideas and information effectively</li> <li>• the ability to listen actively so as to comprehend, analyze, and integrate oral information</li> <li>• the ability to observe actively so as to comprehend, analyze, and integrate visual information</li> </ul>	<ul style="list-style-type: none"> <li>• 80% of the students will score an average of 80% or above in the <b>ENG 111 Expository Writing</b> course</li> <li>• 80% of the students will score an average of 80% or above in the <b>OST 233 Office Publications Design</b> course</li> <li>• 80% of the students will score an average of 80% or above in the <b>ENG 114 Professional Research and Writing</b> course</li> <li>• 80% of the students will score an average of 80% or above in the <b>BUS 260 Business Communication</b> course</li> <li>• 80% of the students will score an average of 80% or above in the <b>OST 162 Executive Terminology</b> course</li> </ul>
4.	<p><b>Interpersonal Skills:</b> 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"> <li>• the ability to effectively determine the needs of others and offer assistance in meeting those needs when appropriate</li> <li>• the ability to identify a source of conflict, develop options for resolution, and engage interested parties in resolving the conflict</li> <li>• the ability to advocate for a cause and develop a strategy to influence others to support such cause</li> <li>• the ability to interact with others in a friendly, respectful, and courteous manner</li> <li>• the ability to demonstrate a professional attitude and approach to the office environment</li> </ul>	<ul style="list-style-type: none"> <li>• 80% of all prospective graduates will score an average of 80% or above in <b>OST 289 Office Systems Management and OST 272 Virtual Office Capstone</b>, the two capstone courses</li> </ul>
5.	<p><b>Thinking and Problem-Solving Skills:</b> Students will demonstrate the 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"> <li>• the ability to set and prioritize goals and develop</li> </ul>	<ul style="list-style-type: none"> <li>• 80% of all prospective graduates will score an average of 80% or above in <b>OST 289 Office Systems Management and OST 272 Virtual Office Capstone</b>, the two capstone</li> </ul>

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	<p>necessary for analysis, synthesis, evaluation, decision-making, critical and creative thinking, and the creative process</p>	<p>plans to attain the goals</p> <ul style="list-style-type: none"> <li>• the ability to identify and understand problems, develop options for solutions, and apply the most appropriate solutions to the problem</li> <li>• the ability to formulate ideas and concepts in addition to using those of others</li> <li>• the ability to use appropriate program level mathematical concepts and methods to understand, analyze, and explain issues in quantitative terms</li> <li>• the ability to apply knowledge and skills to appropriate contexts and transfer knowledge and skills to new and varied situations</li> <li>• the ability to identify, organize, and allocate resources effectively</li> <li>• the ability to think critically in situations dealing with administrative procedures</li> <li>• the ability to access and evaluate information from a variety of sources</li> </ul>	<p>courses</p>
6.	<p><b>Professionalism and Ethics Awareness:</b> 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"> <li>• a knowledge of professional ethics</li> <li>• the ability to present themselves in a professional manner</li> <li>• the ability to demonstrate initiative and responsibility</li> <li>• the ability to accept constructive criticism</li> </ul>	<ul style="list-style-type: none"> <li>• 80% of all prospective graduates will score an average of 80% or above in <b>OST 289 Office Systems Management</b> and <b>OST 272 Virtual Office Capstone</b>, the two capstone courses</li> </ul>

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