

Division of Business – AAS Office Technology Program (Administrative Option and Medical Option)
Program Outcome and Core Competencies - Assessment Results/Action Plan
Semester Averages: Spring 2021

Overall Program Outcome	Assessment Method/Measurement	Semester Results			Action Plan
		Sp 20	Fall 20	Sp 21	
Upon successful completion of this program, students will be able to: demonstrate the ability to apply office skills based on program goals for the business office or healthcare facilities.	85% of all AAS Office Technology students will achieve the core competencies by scoring 70% or higher on the required course assessment methods.	86%	81%	85%	Faculty will share teaching strategies and best practices to ensure competencies are taught across the curriculum.
	85% of AAS internship students will achieve the core competencies by scoring 75% or higher on the Internship supervisor evaluations and simulations or projects.	100%	100%	100%	Faculty will meet to review evaluation instrument and additional assessment measurements.
	85% of AAS students will score 70% or higher in the Integrated Office Projects capstone course.	100%	50%	67%	Continue with Teaching Strategies
Division Outcome	85% of all business students will achieve the core competencies by scoring 70% or higher on the required course assessment methods.	78%	76%	78%	Faculty revised SLO's and goals for each program. Evaluate changes for modifications to assessment.
Student Retention Rates (Program)		90.6%	86.8%	83.9%	Continue Retention Strategies

PCCUA and Division Core Competency	Division Core Competency and Goals	Program Goals Upon completion of this program, students will be able to:	Student Learning Outcome – Courses Assessed		Assessment Method/Measurement	Semester Results			Action Plan
						Sp 20	Fall 20	Sp 21	
Social and Civic Responsibility	Demonstrate legal/ethical behavior that is appropriate for the business professional in today's society.	Apply the legal and ethical issues in the business office and healthcare facilities.	BAN 263 BMGT 233 ES 213	OT 223 OT 1203 OT 1213	75% of students will score 70% or higher on the Social and Civic Responsibility student learning outcomes for selected courses.	87%	77%	90%	Continue teaching strategies for legal/ethical behaviors in the business environment.
		Demonstrate business professional work ethic, attitude, and values as they relate to the office environment.							
Technology Utilization	Demonstrate the ability to use computer technology.	Demonstrate use of software and technology skills needed to perform in the office and healthcare environments.	BAN 283 CT 113 CT 233 CT 273 CT 1233 CT 1283 NT 133	OT 113 OT 123 OT 133 OT 203 OT 1203 OT 1213	75% of students will score 70% or higher on the Technology Utilization student learning outcomes for selected courses.	80%	81%	83%	Review courses to determine alternative course delivery. Implement online/hybrid options
Analytical and Critical Thinking	Develop a critical thinking approach in applying theory to application.	Analyze business and medical transactions, apply accounting functions, and prepare financial statements and reports used for decision making in the office and healthcare environments.	BAN 113 BAN 213 BAN 283 BMGT 233 ES 213 CT 113 CT 233 CT 273 CT 1233 CT 1283	NT 133 OT 113 OT 123 OT 203 OT 223 OT 263 OT 273 OT 1273 OT 1203 OT 1213	75% of students will score 70% or higher on the Analytical and Critical Thinking student learning outcomes for selected courses.	87%	78%	86%	Continue using classroom activities to promote critical thinking skills along with problem solving and conflict resolutions skills.
Communication	Communicate effectively in an oral or written manner in the business environment.	Demonstrate effective communication skills in a business professional manner.	BAN 263 BMGT 233 ES 213 NT 133	OT 113 OT 123 OT 273 OT 1273 OT 1203 OT 1213	75% of students will score 70% or higher on the Communication student learning outcomes for selected courses.	93%	89%	82%	Develop activities to focus on workplace communication skills
Cultural Awareness	Acknowledge diverse groups of individuals possessing different beliefs, values, attitudes, and customs.	Demonstrate the ability to interact in a professional manner with diverse groups.	BAN 113 BAN 263 BMGT 233	CT 233 OT 1203 OT 1213	75% of students will score 70% or higher on the Cultural Awareness student learning outcomes for selected courses.	84%	77%	84%	Implement classroom projects on conflict resolutions.