

CTE Outcome Assessment Plan for degrees 2019-20 AAS: **Administrative Assistant Degree-CA/WT**

| 1. Outcome | 2. Criteria or Target | 3. Measurement Tool (course and assignment) | 4. When/how and by who analysis of assessment will be accomplished |
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| Students who successfully complete the Computer Applications and Office Systems – Administrative Assistant AAS will be able to: | | | |
| 1. Produce professional, error-free, timely documents by using current and emerging software and hardware technology. | 85% “C” or higher | FALL CAS 170 Beginning Excel Assignment: final performance assessment WINTER CAS 216 Beginning Word Assignment: Final Project SPRING | During 2021-22 Program Review by CAWT department |
| 2. Effectively communicate their own creative and critical ideas; respond effectively both verbally and in written format to the spoken, written, and visual ideas of others. | 85% “C” or higher | SPRING CAS 246 Integrated Comp Projects Assignment: Individual project OS 245 Office Systems and Procedures Assignment: Summative Journal | During 2021-22 Program Review by CAWT department |
| 3. Use critical thinking, organization and problem solving to effectively manage numeric, alphabetic and digital data. | 85% “C” or higher | SPRING OS 240 Filing & Records Management Assignment: Final Practical Exam | During 2021-22 Program Review by CAWT department |
| 4. Assess and analyze new tasks to determine what computer technology should be utilized to effectively complete the tasks. | 85% “C” or higher | SPRING CAS 246 Integrated Comp Project Assignment: Group project | During 2021-22 Program Review by CAWT department |
| 5. Establish and follow procedures to manage digital and hard copy office documents. | 85% “C” or higher | SPRING OS 240 Filing & Records Management Assignment: Final Practical Exam | During 2021-22 Program Review by CAWT department |
| 6. Apply planning and time management principles to accomplish workplace efficiency and achieve company objectives. | 85% “C” or higher | SPRING CAS 246 Integrated Comp Project Assignment: Group project OS 245 Office Systems and Procedures Assignment: Individual Project | During 2021-22 Program Review by CAWT department |

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| 7. Perform general office tasks: plan and participate in meetings, coordinate travel arrangements, schedule appointments, greet clients/customers, and process mail. | 85% "C" or higher | Summer OS 280 Cooperative Education | During 2021-22 Program Review by CAWT department |
| 8. Understand roles within teams, work units, departments, and organizations to identify the effect of systems on the activities of a business or an organization. | 85% "C" or higher | SPRING CAS 246 Integrated Comp Project Assignment: Group project | During 2021-22 Program Review by CAWT department |
| 9. Exhibit people skills to deal effectively with a variety of personalities and diverse individuals. | 85% "C" or higher | SPRING CAS 246 Integrated Comp Project Assignment: Group project OS 245 Office Systems and Procedures Assignment: Summative Journal | During 2021-22 Program Review by CAWT department |

Submitted by: Ashley Mickels, CTE Department Chair

Date: 11.13.19