

CTE Outcome Assessment Plan for degrees 2020-21

AAS: Administrative Office Professional (AOP)

1. Outcome	2. Criteria or Target	3. Measurement Tool (course and assignment)	4. When/how and by who analysis of assessment will be accomplished
Students who successfully complete the Computer Applications and Office Systems – Administrative Office Professional AAS will be able to:			
1. Produce professional, error free, timely documents by using current and emerging software and hardware technology. Evaluate and analyze new tasks to determine what computer technology should be utilized to effectively complete the tasks.	85% "C" or higher	<u>WINTER</u> CAS 216 Beginning Word Assignment: Final Projects OS 220 Business Editing Skills Assignment: Portfolio <u>SPRING</u> CAS 217 Intermediate Word Assignment: Final Projects	During 2021-22 Program Review by CAWT department
2. Perform general office tasks: plan and participate in meetings; coordinate travel arrangement; schedule appointments; greet clients/customer; process mail; manage equipment, supplies, and other resources in a timely manner to maintain workplace efficiency.	85% "C" or higher	<u>Summer</u> OS 280 Cooperative Education Assignment: Work Experience Intern	During 2021-22 Program Review by CAWT department
3. Work effectively in a team and group setting by understanding roles within teams, work units, departments, and organizations. Exhibit effective people skills to deal with a variety of personalities and diverse individuals.	85% "C" or higher	<u>SPRING</u> CAS 246 Integrated Comp Projects Assignment: Group project OS 245 Group Project	During 2021-22 Program Review by CAWT department
4. Effectively communicate creative and critical ideas; respond effectively both verbally and in written format to the spoken, written, and visual ideas of others. Collaborate with others to develop and implement company vision, goals, and tasks.	85% "C" or higher	<u>SPRING</u> CAS 246 Integrated Comp Project Assignment: Individual project OS 245 Group Project	During 2021-22 Program Review by CAWT department
5. Analyze the effectiveness of office practices and procedures and recommend and implement necessary changes. Use planning and time management principles to accomplish workplace efficiency and achieve company objectives.	85% "C" or higher	<u>Summer</u> OS 280 Cooperative Education Assignment: Work Experience Intern	During 2021-22 Program Review by CAWT department

<p>6. Use critical thinking, organization, and problem solving to effectively manage numeric, alphabetic, and digital data. Apply knowledge of basic accounting procedures to the basic record-keeping requirements of a business using applicable technology.</p>	<p>85% "C" or higher</p>	<p><u>SPRING</u> OS 240 Filing & Records Management Assignment: Final Practical Exam</p> <p><u>Summer</u> OS 280 Cooperative Education Assignment: Work Experience Intern</p>	<p>During 2021-22 Program Review by CAWT department</p>
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Submitted by: Ashley Mickels, CTE Department Co-Chair

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