

Outcome Assessment Plan for certificates 2020-21

Certificate: **Administrative Assistant Cert**

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 Assistant Certificate will be able to:			
1. Perform basic entry-level office work. (new outcome)	85% “C” or higher	<u>SPRING</u> OS 240 Filing & Records Management Assignment: Final Practical Exam	During 2021-22 Program Review by CAWT department
2. Effectively use written, oral, and visual communications skills.	85% “C” or higher	<u>FALL</u> <u>WINTER</u> CAS 216 Beginning Word Assignment: Final Project	During 2021-22 Program Review by CAWT department
3. Use current and emerging technologies to solve workplace problems through presentation, research, analysis, and synthesis.	85% “C” or higher	<u>Spring</u> CAS 217 Intermediate Word Assignment: Final Project	During 2021-22 Program Review by CAWT department
4. Demonstrate professional and friendly behavior in the workplace.	85% “C” or higher	<u>WINTER</u> BA 285 – final grades to be used for 2020-21 (assignment tbd in summer 2021-22)	During 2021-22 Program Review by CAWT department
5. Apply basic mathematical equations to relevant office tasks.	85% “C” or higher	<u>Fall</u> BA 111– final grades to be used for 2020-21 (assignment tbd in summer 2021-22) or <u>WINTER</u> BA 104 BA 285 – final grades to be used for 2020-21 (assignment tbd in summer 2021-22)	During 2021-22 Program Review by CAWT department

Submitted by: Ashley Mickels, CTE Department Co-Chair

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