Administrative Computer Technology: Customer Services Representative Level I AAS Certificate
2010- 2011

Career and Technical Education Degrees and Certificates

#1	Administrative Computer Technology: Customer Services Representative Level I AAS Certificate Student Learning Outcome Demonstrate accurate accounting practices.
	Courses in this certificate that address this outcome ACNT 1303
	Assessment Measure for this Outcome Homework, exams, and comprehensive problems in Introduction to Accounting course (ACNT 1303).
	Achievement Target for this Measure 70% of students make a grade of 70 or better in the ACNT 1303 Introduction to Accounting final exam
	81% of the students made a "C" or higher in the final exam for ACNT 1303 Introduction to Accounting.
	Related Action Plans Continue to monitor the number of sections offered. Find tutoring options for the students.
#2	Administrative Computer Technology: Customer Services Representative Level I AAS Certificate Student Learning Outcome Demonstrate oral and written business communication skills.
	Courses in this certificate that address this outcome POFT 2312
	Assessment Measure for this Outcome Oral and written assignments for the POFT 2312 Business Correspondence and Communications course.
	Achievement Target for this Measure 70% of the students make a "C" or higher in the final exam for POFT 2312 Business Correspondence and Communications.
	NO INFORMATION AVAILABLE
	Related Action Plans Offer the course in a blended, 4 week format for more concentrated content delivery to the students. Offer the course on a rotating semester basis for larger class sizes and better interaction among the students.

#3	Administrative Computer Technology: Customer Services Representative Level I AAS Certificate
	Student Learning Outcome
	Demonstrate Job performance skills.
	Courses in this certificate that address this outcome
	POFT 2380 Co-op
	Assessment Measure for this Outcome
	Evaluation of the goals set by agreement for the co-operative learning class used as the capstone for the Associate of Applied Science Award.
	Achievement Target for this Measure
	70% of the students make a "C" or better on the POFT 2380 evaluations including satisfactory evaluation by employer at the end of the grading period.
	80% of the students made a "C" or better on the POFT 2380 evaluations as well as satisfactory evaluation by employer sat the end of the grading period.
	Related Action Plans
	Work closer with students in selecting the places of employment and the situations used for the learning experience.