



ALAMO
COLLEGES

PALO ALTO COLLEGE

Administrative Computer Technology: Business Communications Level I AAS Certificate

Career and Technical Education Degrees and Certificates

#1	Administrative Computer Technology: Business Communications 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 students make a score in the course of 70 or better on the POFT 2312 Business Correspondence and Communications final.
	Findings Seven out of nine students who took the course (in spring 2009) earned a "C" or better on the final exam.
	Related Action Plans Don't offer this course exclusively online. As we changed the delivery, the productive score rate fell. Offer the course in the traditional classroom setting for better comprehension by the students. Offer the course on a rotating semester basis for larger class sizes and better interaction among the students.
#2	Administrative Computer Technology: Business Communications Level I AAS Certificate Student Learning Outcome Demonstrate Keyboarding Proficiency by mastering the required words per minute
	Courses in this certificate that address this outcome POFT 1329
	Assessment Measure for this Outcome Timed Writings using the PAC/ACT timed writing scale
	Achievement Target for this Measure 70% of students pass 3 timed writings POFT 1329 Beginning Keyboarding.
	Findings Eighteen out of eighteen students scored a 70 or higher on their three timed writings.
	Related Action Plans Reorganized the course to add an additional contact hour so that students have more time with the



ALAMO COLLEGES

PALO ALTO COLLEGE

	instructor. Reduced the amount of work so that students can focus on the quality of the assignment rather than rush to get the quantity of assignments completed and allow for more practice on timed writings.
#3	Administrative Computer Technology: Business Communications Level I AAS Certificate Student Learning Outcome Demonstrate amicable and productive teamwork abilities.
	Courses in this certificate that address this outcome POFT 1313
	Assessment Measure for this Outcome Homework and group assignments in POFT 1313 Professional Workforce Course.
	Achievement Target for this Measure 70% of students make a score of 70 or better in the POFT 1313 Professional Workforce final.
	Findings Seven out of eight students earned a score of 70 or better.
	Related Action Plans Reduce the times that the course is offered during the year, place it on the rotation basis. Offer the course in person only to foster teamwork and to monitor the students' performance.