



ALAMO  
COLLEGES

PALO ALTO COLLEGE

**Administrative Computer Technology: Customer Services Representative Level I AAS Certificate**

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 student make a score of 70 or better in the ACNT 1303 Introduction to Accounting final.
	Findings Twelve out of twenty students (60%) made a score of 70 or better.
	Related Action Plans Reduce 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 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



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	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
	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 students make a score of a C or better on the POFT 2380 evaluations including satisfactory evaluation by employer at the end of the grading period.
	Findings 100% of students made of score of "C" or better on evaluations.
	Related Action Plans Discovered that some of the students were working already and needed an alternative to the cooperative learning experience. Added the Certified Professional Secretary course as an option to the AAS degree. Worked closer with students in selecting the places of employment and the situations used for the learning experience.