ALAMO COLLEGES

PALO ALTO COLLEGE

Administrative Computer Technology: General Office Level I AAS Certificate

Career and Technical Education Degrees and Certificates

#1	Administrative Computer Technology: General Office 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 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.
#2	Administrative Computer Technology: General Office Level I AAS Certificate Student Learning Outcome Demonstrate computer and software competency.
	Courses in this certificate that address this outcome POFI 1301
	Assessment Measure for this Outcome Assignments in the POFI 1301 Computer Applications course.
	Achievement Target for this Measure 70% of students make a score of 70 or better in the POFI 1301 Computer Applications final.
	Findings Due to Banner transitioning data not available from the last time that the course was taught.
	Related Action Plans Up-scored software package. Changed delivery system from open entry/open exit to a more traditional delivery of the course. Evaluated the faculty and rotated who teaches what.

#3	Administrative Computer Technology: General Office Level I AAS Certificate Student Learning Outcome Demonstrate organization skills.
	Courses in this certificate that address this outcome POFT 1319, POFT 1120, POFT 1232
	Assessment Measure for this Outcome Production of retrievable files in various formats and demonstration of job seeking skills through mock interviews and resume and report production.
	Achievement Target for this Measure 70% of students make a score of 70 or better on the POFT 1319 Records and Information Management and POFT 1120 Job Search Skills and POFT 1232 Workplace Diversity finals. (Formerly HRPO 1311 Human Relations was used for the skills in POFT 1120 and POFT 1232.)
	Findings POFT 1319 (spring 2010) 15 out of 16 students made a score of 70 or better on the final. POFT 1120 (spring 2010) 5 out of 7 students made a score of 70 or better on the final. POFT 1232 (fall 2009) 7 out of 10 students made a score of 70 or better on the final.
	Related Action Plans Changed the HRPO course to 2 POFT courses to divide the competencies and increase the amount of time spent on Job search skills. Changed the delivery method from online where students seemed to have a higher failure rate. Discontinued offering the POFT 1319 online. Students respond better to offering the course in the classroom. Began offering course on a rotational basis of every other semester. Reevaluated the assignments to spend more time on those that seem to be the most challenging.