Table 3.3.1.1-11

Level I Certificate Administrative Assistant		
2013-2014 Outcomes	**2014-2015 Outcomes**	**2015-2016 Outcomes**
Learning Outcome: Demonstrate mastery of oral and written business communication skills. **91% of students passed comprehensive final exam for POFT 2312.**	Learning Outcome: Demonstrate mastery of oral and written business communication skills. **100% of students passed comprehensive final exam for POFT 2312.**	Learning Outcome: Demonstrate mastery of oral and written business communication skills. **85% of students passed comprehensive final exam for POFT 2312.**
Learning Outcome: Demonstrate efficient and effective office procedures and practices. **88% of students made a "C" or better on the POFT 1309 final exam.**	Learning Outcome: Demonstrate efficient and effective office procedures and practices. **88% of students made a "C" or better on the POFT 1309 final exam.**	Learning Outcome: Demonstrate efficient and effective office procedures and practices. **88% of students made a "C" or better on the POFT 1309 final exam.**
2013-2014 Improvements	**2014-2015 Improvements**	**2015-2016 Improvements**
Incorporate problem-based assignments which will allow students to apply communication concepts to classroom simulations. With the change in course delivery to blended classroom/ online format and 4-week mini-term, the students have been able to realize a greater and faster-paced completion of certificates.	Continue the incorporation of problem-based learning. Results have been promising.	Modification to course content to include additional technology concepts. Continue the incorporation of problem-based learning. Results have been promising.