

All levels SLOs achievement Business Computing - General Office Assistant-Certificate of Accomplishment during CCC Fall 2012

SLO Achievement

SLO Text	SLO Level	Course Number	Fully Achieved	Partially Achieved	Failed to Achieve
Students will apply Standard English principles when writing, editing, and speaking.	C	ENGL-C103	84.68 %	11.29 %	4.03 %
Upon completion of the course students will meet the minimum to maximum data entry requirements of 8,000 to 12,000 keystrokes per hour on industry-approved timed tests.	C	BC-C108	75.86 %	13.79 %	10.34 %
Increase keyboarding skill and accuracy to employable levels of 50+ words per minute on 15-second, 1-minute, 3-minute, and 5-minute timings.	C	BC-C109	0.00 %	5.56 %	94.44 %
Upon successful completion of the course students will be able to communicate effectively by telephone, in person, and through computers and office equipment; set up files and file manually and electronically; use proper workplace etiquette and customer service skills; keyboard, edit, and proofread business documents; handle, distribute, and process mail; and work as a flexible team member.	C	BC-C112	44.44 %	25.93 %	29.63 %
Demonstrating good customer service, appropriate communication styles, human relations skills, problem-solving expertise and a grasp of business terminology; given a real-life scenario the student will make travel plans for a challenging situation with various types of documentation.	C	BC-C112	70.37 %	3.70 %	25.93 %
The student will create a personal job seeker's portfolio that includes research on jobs, salaries, and samples of various professional documents (letter of application, references list, resume, application for employment, etc.).	C	BC-C112	55.56 %	0.00 %	44.44 %
Demonstrate ability to apply critical thinking and analysis.	I	BC-C112	88.89 %	3.70 %	7.41 %
Use effective communication and interpersonal skills.	I	BC-C112	77.78 %	0.00 %	22.22 %
Apply Standard English principles when writing, editing, and speaking.	P	ENGL-C103	84.68 %	11.29 %	4.03 %
Communicate effectively in the workplace.	P	BC-C112	62.96 %	0.00 %	37.04 %
Input, organize, retrieve, and manipulate data for the workplace.	P	BC-C112	62.96 %	0.00 %	37.04 %
Use appropriate software to create documents and digital files for the workplace.	P	BC-C112	40.74 %	33.33 %	25.93 %