

ASSESSMENT REPORT

BUSOT Office Management
Name of Program

May 12, 2005
Date Submitted

Program Definition:

Degree in the Office Management Program prepares students for business office careers, including those in middle/administrative management. Emphasis is on supervision, leadership, and interpersonal skills. Students develop abilities that create opportunities for promotions, job transitions, and positions of greater responsibility in the workplace.

How does the program relate to the College Mission Statement:

We serve students through equal access to quality learner-centered occupational/vocational, transfer, general education and foundation courses by addressing the needs of diverse populations, including both transfer and non-transfer students. As an applied academic area, the BUSOT Department serves students from all disciplines through our computer competency, written communications, and administrative office management offerings. Through the BUSOT curriculum, students develop skills, and competencies, and gain knowledge leading to success in the workplace.

Student Learning Outcomes: What can students do, think, or know as a result of the program:

1. Key using correct touch-typing techniques a minimum of 50 words a minute with 98% accuracy for five minutes on at least three instructor-administered timed writings.

2. Design, record, edit, and run macros in various software application programs to automate the advanced formatting of professional business documents.

3. Compose, edit, key, and format effective general business letters and memos that spotlight audience benefit and cultivate a "you" attitude.

4. Explain and differentiate the relationships among problem solving, decision making, and choice making as a successful administrative office manager.

5. Build their employment portfolio with work samples, letters of recommendation, resumes, cover letters, academic transcripts, proof of academic and/or job achievements, and copies of any job or academic certificates/licenses.