

Assessment Impact by Course Objectives

Palau Community College

Program (OA) - Office Administration

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CLO: OA 221 - Office Procedures: CLO 1

Perform administrative tasks.

CLO Assessment Cycle: 2014-2015 (Spring 2015)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Perform administrative tasks. Signature assignment: Portfolio Folder	70% of the students assessed will perform at the proficiency level.		Yes

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Portfolio Folder - 05/28/2015 - 100% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: CLO1student1,2Level4.SignUpForm.zip	05/28/2015 - No action needed at this time as the expected outcome has been met.		2014 - 2015 (Spring 2015)
Portfolio Folder - 05/26/2014 - 100% of all assessed students have reached the proficiency level. Expected Student Performance Met: Yes Related Documents: Itinerary.docx itinerary.docx	05/26/2014 - No action needed at this time as the expected outcome has been met. 05/26/2014 - No action needed at this time as the expected outcome has been met. 05/26/2014 - No action is need at this point. 05/26/2014 - No action is need at this point.		2013 - 2014 (Spring 2014)

CLO: OA 221 - Office Procedures: CLO 2

Perform Communication Tasks.

CLO Assessment Cycle: 2014-2015 (Spring 2015)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Perform communication tasks. Signature assignment: Portfolio Folder	70% of the students assessed will perform at the proficiency level.		Yes

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Portfolio Folder - 05/28/2015 - 100% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: CLO2.student1,2.level4.Workbook.telephone.calls.zip	05/28/2015 - 100% of the students assessed performed at the proficiency level.		2014 - 2015 (Spring 2015)
Portfolio Folder - 05/26/2014 - 100% of students of all assessed students have reached the proficiency level. Expected Student Performance Met: Yes Related Documents: Chapter 1.docx Chapter 2.docx Chapter 3.docx Chapter 4.docx Chapter 5.docx Chapter 6.docx Chapter 16 Travel Arrangements.docx Chapter 9 Customer Service.docx Chapter 8 Verbal Communication and Presentation.docx Chapter 9 Customer Service.docx Chapter 12 Telecommunications Technology and Etiquette.docx Chapter 6 Ethical Theories and Behaviors.docx CLO2.student1.level4.Workbook.telephone.calls.zip			2013 - 2014 (Spring 2014)

CLO: OA 221 - Office Procedures: CLO 3

Perform word processing tasks.

CLO Assessment Cycle: 2014-2015 (Spring 2015)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Perform word processing tasks. Signature assignment: Portfolio Folder	70% of the students assessed will perform at the proficiency level.		Yes

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Portfolio Folder - 05/28/2015 - 100% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: CLO3.student,1,2Level4.MemoDeanAcademic.zip	05/28/2015 - 100% of the students assessed performed at the proficiency level.		2014 - 2015 (Spring 2015)
Portfolio Folder - 05/26/2014 - 100% of all assessed students have reached the proficiency level. Expected Student Performance Met: Yes Related Documents: Chapter 7 (Memo Form).doc Invitation.docx CHAPTER 11 Workplace Mail and Copying.docx Chapter 7 Written Communications.docx			2013 - 2014 (Spring 2014)

CLO: OA 221 - Office Procedures: CLO 4

Explain the process of finding a job and keeping a job.

CLO Assessment Cycle: 2014-2015 (Spring 2015)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Describe the process of finding a job and keeping it. Signature assignment: Portfolio Folder	70% of the students assessed will perform at the proficiency level.		Yes

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Portfolio Folder - 05/28/2015 - 100% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: CLO4.student1.2.level4.Evaluation Summary.zip	05/28/2015 - 100% of the students assessed performed at the proficiency level.		2014 - 2015 (Spring 2015)
Portfolio Folder - 05/26/2014 - 100% of all assessed students have reached the proficiency level. Expected Student Performance Met: Yes Related Documents: Chapter 17 Job Search and Advancement.docx Application Letter=Evidence.docx RESUME.doc			2013 - 2014 (Spring 2014)

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed

CLO: OA 221 - Office Procedures: CLO 5

Perform record managements tasks.

CLO Assessment Cycle: 2014-2015 (Spring 2015)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Describe and perform record management tasks. Signature assignment: Portfolio Folder	70% of the students assessed will perform at the proficiency level.		Yes

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Portfolio Folder - 05/28/2015 - 100% of the students assessed performed a the proficiency level. Expected Student Performance Met: Yes Related Documents: CLO5student1,2Level4.zip	05/28/2015 - No action needed a this time as the expected outcome has been met.		2014 - 2015 (Spring 2015)
Portfolio Folder - 05/26/2014 - 100% of all assessed students have reached the proficiency level. Expected Student Performance Met: Yes Related Documents: Chapter 13 Managing Paper and Electronic Records.docx Chapter 13.docx Chapter 13.docx			2013 - 2014 (Spring 2014)