



Office Administration Program
Student Learning Outcome Mapping
Course (CLO), Program (PLO), Institutional (ILO)

Program Description: This program is designed to provide students with technical knowledge, skills and proper work habits/attitudes necessary for employment in this field. The program prepares students to work and advance in entry level and intermediate positions such as clerks, receptionists, and secretaries.

Program Learning Outcomes	Institutional Learning Outcomes
<ol style="list-style-type: none"> 1. Demonstrate proper attitudes and behaviors that will help students enter, perform and progress rapidly in a business environment. 2. Communicate clearly, concisely, and correctly in spoken and visual form as expected from a supporting staff & administrative professional. 3. Maintain records to ensure organized electronic and proper records for the workplace. 4. Prepare accurate business documents by a specified deadline using available computer technology. 5. Keep accurate bookkeeping records for the workplace. 	<ol style="list-style-type: none"> 1. Critical Thinking and Problem Solving: Analyze and solve problems by using informed judgment based on evidence, sound reasoning, and/or creativity to differentiate facts from opinions and to specify solutions and their consequences. 2. Communication: Effectively communicate, both orally and in writing, thoughts in a clear, well-organized manner to persuade, inform and/or convey ideas in academic, work, family and community settings. 3. Quantitative and Technological Competence: Use mathematical skills appropriate to our technological society by analyzing and solving problems that are quantitative in nature and use technology for informational, academic, personal and professional needs. 4. Diversity: Understand and appreciate differences in cultures and behaviors between the self and others by demonstrating respect, honesty, fairness, and ethical principles in both personal and professional life. 5. Civic Responsibility: Apply the principles of civility and morality to situations in the contexts of a healthy family, work, community, environment and world. 6. Aesthetics: Apply numerous means of inquiry to experience and appreciate the values of arts and nature.

PLO-ILO Mapping

PLOs	ILOs					
	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
PLO 1	X	X	X	X	X	X
PLO 2	X	X	X	X	X	X
PLO 3	X	X	X	X	X	X
PLO 4	X	X	X	X	X	X
PLO 5	X	X	X	X	X	X

CLO-PLO-ILO Mapping

OA 112 - Filing Systems and Record

This course covers basic indexing and filing rules, steps in correspondence filing, storage, and the use of equipment and supplies.

CLO Students will be able to:	PLO						ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5		ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Index, code, cross-reference and file records in alphabetic, numeric, subject or geographic storage.	X	X	X	X	X		X	X	X	X	X	
2. Add, delete, update, and retrieve records from a database file.	X	X	X	X	X		X	X	X	X	X	
3. Set up a filing system whether alphabetic, numeric, subject or geographic.	X	X	X	X	X		X	X	X	X	X	
4. Apply and explain color labels & color coding.	X	X	X	X	X		X	X	X	X	X	

OA 210 - Document Processing

This course provides simulated document processing in the workplace using Microsoft Office applications, and develops keyboarding speed and accuracy. It will cover realistic workplace challenges integrating business vocabulary, critical thinking strategies, and web research skills into the development of various business documents.

CLO Students will be able to:	PLO					ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Type with speed and accuracy.	X	X	X	X		X	X	X	X	X	
2. Prepare routine business correspondence.	X	X	X	X		X	X	X	X	X	
3. Prepare legal/medical documents.	X	X	X	X		X	X	X	X	X	

OA 211 - Business Communication

This course is designed to achieve effective written communication in English for the transaction of business; development of general letter writing principles and techniques; and use of computer based technology to enhance communication. Practical experience is given in writing the basic types of letters used in business: favorable, unfavorable, persuasive, and goodwill. Students will also prepare memos, job application letters and resumes.

CLO Students will be able to:	PLO					ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Apply basic writing guides for business correspondence and edit effectively.	X	X		X		X	X	X	X	X	
2. Compose a personal resume that can be used for applying for jobs.	X	X				X	X	X	X	X	

OA 221 - Office Procedures

This course covers the general duties and responsibilities of an office worker as well as the knowledge and skills in an office. It places emphasis on administrative duties, communications, record management, word processing, computing, accounting, and data processing.

CLO Students will be able to:	PLO						ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5		ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Explain how to perform administrative tasks.	X	X					X	X	X	X	X	
2. Explain how to perform communication tasks.	X	X			X		X	X				
3. Perform word processing tasks.	X	X			X		X	X	X	X	X	
4. Perform record managements tasks.	X	X	X	X	X		X	X				

OA 222 - Internship

This course provides the student with practical training in clerical and secretarial work. With the assistance of an instructor-coordinator, the student is assigned to work under a supervisor in a governmental department or a private business in order to learn through actual work experience.

CLO Students will be able to:	PLO						ILO					
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5		ILO 1	ILO 2	ILO 3	ILO 4	ILO 5	ILO 6
1. Demonstrate proper employee behaviors and work habits.	X	X	X	X	X		X	X	X	X	X	X
2. Perform clerical and/or secretarial tasks as assigned by a site supervisor.	X	X	X	X	X		X	X	X	X	X	X