

apa1001	ost1355	ost2402	geb1011	ost1943

apa1001	ost1355	ost2402	geb1011	ost1943

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Office Administration Progra

Literacy	ost1100	ost1581	ost1336	ost1324	ost1384	ost2771	ost2335
Demonstrate grammatical and format prociency in written business documents including business letters, emails and reports.			81.2				78.5
Demonstrate proficiency in communicating orally both in classroom discussions and in formal oral presentations.	78.6				85.3		
Demonstrate the ability to conduct research via the Internet, magazine articles, and other resources and put information together in a logical and concise written report.		88.5					

Problem Solving	ost1100	ost1581	ost1336	ost1324	ost1384	ost2771	ost2335
Demonstrate problem solving abilities by being able to troubleshoot minor computer operational problems.	72.1					84.8	
When presented with typical business scenarios for which there are no obvious solutions, students will demonstrate problem solving abilities by selecting correct resources and actions to deal effectively with the scenarios.		87.5					
Demonstrate proficiency in how to deal with customers who come from diverse backgrounds, age groups, socioeconomic groups, and those with complaints, problems, and aggressive behaviors utilizing analytical and problem-solving tools.		89.7			84.5		

Program-Specific	ost1100	ost1581	ost1336	ost1324	ost1384	ost2771	ost2335
Demonstrate proficiency in MS Word, Excel, and PowerPoint.							
Demonstrate keyboarding proficiency of 50wpm with 3 errors or less.							
Demonstrate teamwork skills necessary for working in an office environment.							

Demonstrate the ability to prioritize projects and assignments, use effective time management techniques, and employ effective records management techniques.							
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79.9

82.0

84.0

84.2

88.6

87.1

Office Administration Program

Literacy		student1	student2	student3	student4	student5	student6
Demonstrate grammatical and format proficiency in written business documents including business letters, emails and reports.							
Demonstrate proficiency in communicating orally both in classroom discussions and in formal oral presentations.							
Demonstrate the ability to conduct research via the Internet, magazine articles, and other resources and put information together in a logical and concise written report.	OST1581	96	84	92	88	74	90
	OST2501						
Problem Solving							
Demonstrate problem solving abilities by being able to troubleshoot minor computer operational problems.							
When presented with typical business scenarios for which there are no obvious solutions, students will demonstrate problem solving abilities by selecting correct resources and actions to deal effectively with the scenarios.	OST1581	98	88	81	92	90	88
	OST2501						
Demonstrate proficiency in how to deal with customers who come from diverse backgrounds, age groups, socioeconomic groups, and those with complaints, problems, and aggressive behaviors utilizing analytical and problem-solving tools.	OST1581	100	98	90	81	88	85
	OST1384						
Program-Specific							
Demonstrate proficiency in MS Word, Excel, and PowerPoint.							
Demonstrate keyboarding proficiency of 50wpm with 3 errors or less.							
Demonstrate teamwork skills necessary for working in an office environment.							

Demonstrate the ability to prioritize projects and assignments, use effective time management techniques, and employ effective records management techniques.							
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OST 1581 Introduction to Customer Service

Term	20071	20071	20071	20072	20072	20073	
Section #	232901	232786	243561	243402	243774	249410	
Assignment 1	88.5						88.5
Assignment 2	87.5						87.5
Assignment 3	89.7						89.7