OFFICE ADMINISTRATION
Institutional (ILO), Program (PLO), and Course (SLO) Alignment

Program: **Office Administration**	**Number of Courses:** 13	**Date Updated:** 07.24.2014	**Submitted by:** Kurt Hull, ext. 3775 Ana Milosevic, ext. 3784

ILOs	**1. Critical Thinking** *Students apply critical, creative and analytical skills to identify and solve problems, analyze information, synthesize and evaluate ideas, and transform existing ideas into new forms.*	**2. Communication** *Students effectively communicate with and respond to varied audiences in written, spoken or signed, and artistic forms.*	**3. Community and Personal Development** *Students are productive and engaged members of society, demonstrating personal responsibility, and community and social awareness through their engagement in campus programs and services.*	**4. Information Literacy** *Students determine an information need and use various media and formats to develop a research strategy and locate, evaluate, document, and use information to accomplish a specific purpose. Students demonstrate an understanding of the legal, social, and ethical aspects related to information use.*

SLO-PLO-ILO ALIGNMENT NOTES:

Mark boxes with an 'X' if: SLO/PLO is a major focus or an important part of the course/program; direct instruction or some direct instruction is provided; students are evaluated multiple times (and possibly in various ways) throughout the course or are evaluated on the concepts once or twice within the course.

DO NOT mark with an 'X' if: SLO/PLO is a minor focus of the course/program and some instruction is given in the area but students are not formally evaluated on the concepts; or if the SLO/PLO is minimally or not at all part of the course/program.

PLOs	**PLO to ILO Alignment** *(Mark with an X)*			
	1	**2**	**3**	**4**
PLO #1 Effective Communication Skills Demonstrate effective oral and written communication skills for business environments.	X	X		X
PLO #2 Principles, Procedures, and Practices Analyze and apply appropriate business management principles, procedures, and practices.		X		X
PLO #3 Business Software Utilize business software and technology solutions for business communications and analysis.				X
PLO #4 Diverse Businesses Requirements Demonstrate effective interpersonal, time management, and organizational skills appropriate for diverse business requirements.	X	X		X

SLOs	SLO to PLO Alignment *(Mark with an X)*				COURSE to ILO Alignment *(Mark with an X)*			
	P1	**P2**	**P3**	**P4**	**1**	**2**	**3**	**4**
BUS 27 Effective English for Business: SLO #1 Business Correspondence Demonstrate the ability to use proper grammar, sentence and punctuation structure, and punctuation when composing typical business correspondence.	X							
BUS 27 Effective English for Business: SLO #2 Business Situations Analyze business situations to select appropriate writing styles for composing effective explanatory and persuasive written responses.	X	X						
BUS 27 Effective English for Business: SLO #3 Composition Errors Identify and correct composition errors in various types of business correspondence.	X							
BUS 28 Written Business Communications: SLO #1 Communication Situations Identify and employ the proper approach or plan to be used for various business communication situations.	X	X						
BUS 28 Written Business Communications: SLO #2 Logical Patterns Develop logical patterns of presenting ideas as a means of achieving clear, concise expression. Compose various business documents, applying the principles of effective communication. Write clear and effective business documents.	X							
BUS 28 Written Business Communications: SLO #3 Content and Structure Criticize, evaluate, and revise the content and structure of business communications.	X							
BUS 28 Written Business Communications: SLO #4 Problems or Conflicts Evaluate business problems or conflicts, organize strategies, and compose effective written communications under typical business conditions.		X						
BUS 29 Oral Business Communications: SLO #1 Proper Speaking Techniques Identify and employ the proper speaking style to be used in various business situations.	X	X						
BUS 29 Oral Business Communications: SLO #2 Effective Messages Develop logical presentation skills as a means of delivering an effective message.	X	X		X				
BUS 29 Oral Business Communications: SLO #3 Speaking Situations Demonstrate effective planning, delivery, and time management skills for any given speaking situation.				X				
BUS 40 Career Orientation: SLO #1 Career Opportunities Evaluate, assess, and research career opportunities and requirements based on values, aptitudes and interests.		X		X				
BUS 40 Career Orientation: SLO #2 Preparing for Employment Prepare professional employment applications, resumes, and cover letters.	X							
BUS 40 Career Orientation: SLO #3 Professionalism and Poise Demonstrate professionalism and poise in job interviews.	X							

SLOs	SLO to PLO Alignment (Mark with an X)				COURSE to ILO Alignment (Mark with an X)			
	P1	**P2**	**P3**	**P4**	**1**	**2**	**3**	**4**
BUS 41 Records/Information Management: SLO #1 Record Retention Demonstrate an understanding of the principles of record retention and transfer in a business environment.		X		X				
BUS 41 Records/Information Management: SLO #2 Management of Records Evaluate and employ appropriate guidelines for effective management of records in paper and electronic format.		X						
BUS 41 Records/Information Management: SLO #3 Managerial Control Compare and contrast the managerial control available in various record management systems.		X						
BUS 43 Office Procedures: SLO #1 Business Environment Demonstrate an understanding of office administration in a business environment.		X		X				
BUS 43 Office Procedures: SLO #2 Time Management Demonstrate an understanding of time management principles and organizational skills in an office environment.				X				
BUS 43 Office Procedures: SLO #3 Interpersonal and Problem Solving Skills Demonstrate effective interpersonal and problem-solving skills.	X			X				
BUS 52A Microsoft Word Applications I: SLO #1 Editing Create and edit memos, letters, and reports of varying complexity.	X		X					
BUS 52A Microsoft Word Applications I: SLO #2 Formatting Apply appropriate formatting elements and styles to a range of document types.			X					
BUS 52A Microsoft Word Applications I: SLO #3 Graphics and Visual Elements Compare and contrast graphics and other visual elements to enhance written communication.			X					
BUS 52B Microsoft Word Applications II: SLO #1 Merging Merge documents and data sources.			X					
BUS 52B Microsoft Word Applications II: SLO #2 Tracking Changes Manage tracked changes and shared documents.			X					
BUS 52B Microsoft Word Applications II: SLO #3 Publishing Documents Plan, research, write, revise, and publish documents to meet specific information needs.			X					
BUS 55 Advanced Microsoft Office - Integrated Software Applications: SLO #1 Advanced Features Demonstrate how to use the advanced features of word processing, spreadsheet, database, and presentation software.			X					
BUS 55 Advanced Microsoft Office - Integrated Software Applications: SLO #2 Advanced Techniques Demonstrate advanced techniques for integrating word processing, spreadsheet, database, and graphics to create business documents and presentations.			X					
BUS 55 Advanced Microsoft Office - Integrated Software Applications: SLO #3 Demonstrating Common Database Functions Demonstrate an understanding of common database functions including data input, retrieval, and reporting.			X					

SLOs	SLO to PLO Alignment *(Mark with an X)*				COURSE to ILO Alignment *(Mark with an X)*			
	P1	**P2**	**P3**	**P4**	**1**	**2**	**3**	**4**
BUS 60A Microcomputer Keyboarding: SLO #1 Key by Touch Key by touch at a rate of at least 20 strokes per minute.			X					
BUS 60A Microcomputer Keyboarding: SLO #2 Techniques Use proper keyboarding technique.			X					
BUS 60A Microcomputer Keyboarding: SLO #3 Formatting a Business Letter Demonstrate the ability to properly format a standard business letter.			X					
BUS 60B Microcomputer Document Processing: SLO #1 Key by Touch Key by touch at a rate of at least 25 strokes per minute.			X					
BUS 60B Microcomputer Document Processing: SLO #2 Business and Academic Reports Use word processing software to format business and academic reports.			X					
BUS 60B Microcomputer Document Processing: SLO #3 Business Memoranda and Block Letters Use word processing software to format business memoranda and block-style letters.			X					
BUS 60B Microcomputer Document Processing: SLO #4 Preparing Tables Use word processing software to prepare tables.			X					
BUS 60C Microcomputer Document Formatting: SLO #1 Key by Touch Key by touch at a rate of at least 30 strokes per minute.			X					
BUS 60C Microcomputer Document Formatting: SLO #2 Multi-page Reports Use word processing software to format multiple-page business and academic reports with reference citations.			X					
BUS 60C Microcomputer Document Formatting: SLO #3 Indented Paragraphs Use word processing software to format multi-page letters and memoranda with indented paragraphs.			X					
BUS 60C Microcomputer Document Formatting: SLO #4 Résumés Use word processing software to create traditional and electronic résumés.			X					
BUS 60C Microcomputer Document Formatting: SLO #5 Complex Tables Use word processing software to construct complex tables.			X					
SUPV 27 Oral Business Communications: SLO #1 Proper Speaking Techniques Identify and employ the proper speaking style to be used in various business situations.	X	X						
SUPV 27 Oral Business Communications: SLO #2 Effective Messages Develop logical presentation skills as a means of delivering an effective message.	X	X		X				
SUPV 27 Oral Business Communications: SLO #3 Speaking Situations Demonstrate effective planning, delivery, and time management skills for any given speaking situation.		X		X				