

**Course SLO Assessment Report - 4-Column**  
**El Camino College**  
**El Camino: Course SLOs (BUS) - Office Administration**

Course SLOs	Assessment Methods & Standard and Target for Success / Tasks	Results	Action & Follow-Up
<p>El Camino: Course SLOs (BUS) - Office Administration - ECC: BUS 43 - Office Procedures - SLO #1 Business Environment - Demonstrate an understanding of office administration in a business environment. (Created By El Camino: Course SLOs (BUS) - Office Administration)</p> <p><b>Course SLO Assessment Cycle:</b> 2014-15 (Fall 2014)</p> <p><b>Input Date:</b> 11/26/2013</p> <p><b>Course SLO Status:</b> Active</p>	<p><b>Assessment Method Description:</b> SLO assessments are accomplished through regularly scheduled examinations.</p> <p><b>Assessment Method:</b> Exam/Test/Quiz</p> <p><b>Standard and Target for Success:</b> It is expected that 80% of students will score at 75% or better on the related assessment. Sample assessment questions: Administrative assistants need</p> <ul style="list-style-type: none"> <li>A. interpersonal skills. 0%</li> <li>B. communication skills. 0%</li> <li>C. a strong work ethic. 0%</li> <li>D. All the above 90%</li> </ul> <p>Learning about the culture, structure, and management of the organization you work for will help you understand</p> <ul style="list-style-type: none"> <li>A. your position in the organization. 0%</li> <li>B. acceptable behaviors and actions. 9%</li> <li>C. what to expect. 0%</li> <li>D. All the above 80%</li> </ul> <p>A typical job responsibility of administrative professionals is</p> <ul style="list-style-type: none"> <li>A. relieving management of administrative detail. 0%</li> <li>B. doing Internet research. 0%</li> <li>C. managing projects. 0%</li> <li>D. All the above 100%</li> </ul>	<p>11/12/2013 - Student results, based on questions from the sample above, satisfactorily achieved in this assessment category. This would indicate that sufficient course emphasis is being placed on this SLO.</p> <p>As seen in the results above, students responding to the selected quiz questions achieved the SLO standard of 80%. It should be noted that assessment questions were imbedded in regularly scheduled quizzes and the scores reflect answers of students who took the quizzes. As a result, percentages noted above reflect actual responses as well as "no response" indicating either a skipped question or an entire quiz not taken. Future assessments will specifically target SLOs and the reporting will reflect only actual responses.</p> <p><b>Standard Met? :</b> Yes</p> <p><b>Semester and Year Assessment Conducted:</b> 2013-14 (Fall 2013)</p> <p><b>Faculty Assessment Leader:</b> David Pahl</p>	<p>05/13/2014 - Continue to provide real world examples as a meaningful supplement to text materials.</p> <p><b>Action Category:</b> Teaching Strategies</p>
<p>El Camino: Course SLOs (BUS) - Office Administration - ECC: BUS 43 - Office Procedures - SLO #2 Time Management - Demonstrate an understanding of time management principles and organizational skills in an office environment. (Created By El Camino: Course SLOs (BUS) - Office Administration)</p> <p><b>Course SLO Assessment Cycle:</b> 2015-16 (Fall 2015)</p> <p><b>Input Date:</b> 11/26/2013</p> <p><b>Course SLO Status:</b> Active</p>	<p><b>Assessment Method Description:</b> SLO assessments are accomplished through regularly scheduled examinations.</p> <p><b>Assessment Method:</b> Exam/Test/Quiz</p> <p><b>Standard and Target for Success:</b> It is expected that 80% of students will score at 70% or better on the related assessment. Sample assessment questions: An example of a time waster at work is</p> <ul style="list-style-type: none"> <li>A. interruptions. 4%</li> <li>B. other people. 0%</li> <li>C. disorganization. 4%</li> <li>D. All the above 71%</li> </ul>	<p>11/12/2013 - Student results, based questions from the sample above, satisfactorily achieved in this assessment category in all but one of the questions. Taken strictly, this would indicate that some additional discussion regarding time management is necessary. However, as will be noted below, once null responses are taken into account even though the question suggests only 71% answered satisfactorily, it is more than likely the majority of responders answered correctly. Given this, it is likely that sufficient emphasis on time management is incorporated in the curriculum.</p> <p>As seen in the results above, students responding to the selected quiz questions achieved the SLO standard of 80%. It should be noted that assessment questions were</p>	<p>05/13/2014 - Continue to provide real world examples as a meaningful supplement to text materials.</p> <p><b>Action Category:</b> Teaching Strategies</p>

Course SLOs	Assessment Methods & Standard and Target for Success / Tasks	Results	Action & Follow-Up
	<p>One way of staying motivated is to</p> <ul style="list-style-type: none"> <li>A. measure your progress. 80%</li> <li>B. accept interference. 0%</li> <li>C. punish yourself for missteps. 0%</li> <li>D. give up on goals that you do not reach. 0%</li> </ul> <p>Stress</p> <ul style="list-style-type: none"> <li>A. is an unusual occurrence. 0%</li> <li>B. produces the same responses in all people. 0%</li> <li>C. is caused by the same factors for everyone. 0%</li> <li>D. can be short-term or long-term. 80%</li> </ul> <p>Which type of workers plans, coordinates, and supervises the work of administrative assistants and support staff?</p> <ul style="list-style-type: none"> <li>A. office managers 80%</li> <li>B. coworkers 0%</li> <li>C. human resources associates 0%</li> <li>D. information processing workers 0%</li> </ul>	<p>imbedded in regularly scheduled quizzes and the scores reflect answers of students who took the quizzes. As a result, percentages noted above reflect actual responses as well as “no response” indicating either a skipped question or an entire quiz not taken. Future assessments will specifically target SLOs and the reporting will reflect only actual responses.</p> <p><b>Standard Met? :</b> Yes</p> <p><b>Semester and Year Assessment Conducted:</b> 2013-14 (Fall 2013)</p> <p><b>Faculty Assessment Leader:</b> David Pahl</p>	
<p>El Camino: Course SLOs (BUS) - Office Administration - ECC: BUS 43 - Office Procedures - SLO #3 Interpersonal and Problem Solving Skills - Demonstrate effective interpersonal and problem-solving skills. (Created By El Camino: Course SLOs (BUS) - Office Administration)</p> <p><b>Course SLO Assessment Cycle:</b> 2016-17 (Fall 2016)</p> <p><b>Input Date:</b> 11/26/2013</p> <p><b>Course SLO Status:</b> Active</p>	<p><b>Assessment Method Description:</b> SLO assessments are accomplished through regularly scheduled examinations.</p> <p><b>Assessment Method:</b> Exam/Test/Quiz</p> <p><b>Standard and Target for Success:</b> It is expected that 80% of students will score at 70% or better on the related assessment. Sample assessment questions: Human relations skills are demonstrated by</p> <ul style="list-style-type: none"> <li>A. showing respect for others. 0%</li> <li>B. having empathy for others. 0%</li> <li>C. showing support for the skills and ideas of others. 0%</li> <li>D. All the above 71%</li> </ul> <p>When a customer becomes angry</p> <ul style="list-style-type: none"> <li>A. take the comments personally. 0%</li> <li>B. refuse to listen to the customer’s concern. 0%</li> <li>C. acknowledge the situation and ask what you can do to solve the problem. 71%</li> <li>D. All the above 0%</li> </ul> <p>Hiding information from others is</p> <ul style="list-style-type: none"> <li>A. acceptable behavior for supervisors. 0%</li> <li>B. being dishonest. 76%</li> <li>C. acceptable for publicly traded companies. 4%</li> <li>D. ethical. 0%</li> </ul>	<p>11/12/2013 - As seen in the results above, students responding to the selected quiz questions achieved the SLO standard of 70%. It should be noted that assessment questions were imbedded in regularly scheduled quizzes and the scores reflect answers of students who took the quizzes. As a result, percentages noted above reflect actual responses as well as “no response” indicating either a skipped question or an entire quiz not taken. Future assessments will specifically target SLOs and the reporting will reflect only actual responses.</p> <p><b>Standard Met? :</b> Yes</p> <p><b>Semester and Year Assessment Conducted:</b> 2013-14 (Fall 2013)</p> <p><b>Faculty Assessment Leader:</b> David Pahl</p>	<p>05/13/2014 - Continue to provide real world examples as a meaningful supplement to text materials.</p> <p><b>Action Category:</b> Teaching Strategies</p>

Course SLOs	Assessment Methods & Standard and Target for Success / Tasks	Results	Action & Follow-Up