Assessment: Course Four Column

Courses (CT) - Computer Technologies

COT 240:Exec Office Procedures

Course Outcomes	Assessment Measures	Results	Actions
Skills, knowledge, attitudes, and traits employers expect of an administrative assistant - Describe the skills, knowledge, attitudes, and traits employers expect of an administrative assistant. **Course Outcome Status:** Active **Next Assessment:** 2023-2024	**Discussion -** Application Assignments, Chapter Assignments, Quizzes, Discussions **Criterion:** Passing grade for each assessment measured.	**Reporting Period:** 2018-2019 **Criterion Met:** Yes Of the thirty-two enrolled students twenty-five actively participated throughout the entire semester. Of these twenty-five students in this course the average grades scored throughout the semester ranging from 64% to 98%. With an overall average grade of 93%. Results Analysis: All Actively enrolled students achieved these outcomes. (08/27/2019)	**Action:** For the next running session of COT 240, I plan to streamline the assignments and discussions to provide a more concise learning experience for students. I plan to include more real-world application of discussed topics by including more involvement from professionals in the community. (08/27/2019)
Critical-thinking, decision-making, and problem-solving skills are essential to an administrative assistant - Explain why critical-thinking, decision-making, and problem-solving skills are essential to an administrative assistant. **Course Outcome Status:** Active **Next Assessment:** 2023-2024	**Assignment - Written -** Application Assignments, Chapter Assignments, Quizzes, Discussions, Projects **Criterion:** Passing grade for each assessment measured.	**Reporting Period:** 2018-2019 **Criterion Met:** Yes Of the thirty-two enrolled students twenty-five actively participated throughout the entire semester. Of these twenty-five students in this course the average grades scored throughout the semester ranging from 64% to 98%. With an overall average grade of 93%. Results Analysis: All enrolled students achieved these outcomes. (08/27/2019)	**Action:** For the next running session of COT 240, I plan to streamline the assignments and discussions to provide a more concise learning experience for students. I plan to include more real-world application of discussed topics by including more involvement from professionals in the community. (08/27/2019)
Ethical terms, concepts, and characteristics of ethical businesses and/or organizations - Know ethical terms, concepts, and characteristics	**Assignment - Written -** Application Assignments, Chapter Assignments, Quizzes, Discussions, Projects	**Reporting Period:** 2018-2019 **Criterion Met:** Yes Of the thirty-two enrolled students twenty-five actively participated throughout the entire semester. Of these	**Action:** For the next running session of COT 240, I plan to streamline the assignments and discussions to provide a more

Course Outcomes	Assessment Measures	Results	Actions
of ethical businesses and/or organizations. **Course Outcome Status:** Active **Next Assessment:** 2023-2024	**Criterion:** Passing grade for each assessment measured.	twenty-five students in this course the average grades scored throughout the semester ranging from 64% to 98%. With an overall average grade of 93%. Results Analysis: Five of six students accomplished the achievement criteria for chapter assignments. All enrolled students achieved chapter quizzes outcome. (08/27/2019)	concise learning experience for students. I plan to include more real-world application of discussed topics by including more involvement from professionals in the community. (08/27/2019)
Skills for providing effective customer service - Develop skills for providing effective customer service. **Course Outcome Status:** Active **Next Assessment:** 2023-2024	**Assignment - Written -** Application Assignments, Chapter Assignments, Quizzes, Discussions **Criterion:** Passing grade for each assessment measured.	**Reporting Period:** 2018-2019 **Criterion Met:** Yes Of the thirty-two enrolled students twenty-five actively participated throughout the entire semester. Of these twenty-five students in this course the average grades scored throughout the semester ranging from 64% to 98%. With an overall average grade of 93%. Results Analysis: All enrolled students achieved these outcomes. (08/27/2019)	**Action:** For the next running session of COT 240, I plan to streamline the assignments and discussions to provide a more concise learning experience for students. I plan to include more real-world application of discussed topics by including more involvement from professionals in the community. (08/27/2019)
Communication process and its elements - Describe the communication process and its elements. **Course Outcome Status:** Active **Next Assessment:** 2023-2024	**Assignment - Written -** Application Assignments, Chapter Assignments, Quizzes, Discussions **Criterion:** Passing grade for each assessment measured.	**Reporting Period:** 2018-2019 **Criterion Met:** Yes Of the thirty-two enrolled students twenty-five actively participated throughout the entire semester. Of these twenty-five students in this course the average grades scored throughout the semester ranging from 64% to 98%. With an overall average grade of 93%. Results Analysis: All enrolled students achieved these outcomes. (08/27/2019)	**Action:** For the next running session of COT 240, I plan to streamline the assignments and discussions to provide a more concise learning experience for students. I plan to include more real-world application of discussed topics by including more involvement from professionals in the community. (08/27/2019)
Different types of financial statements for organizations - Create different types of financial statements for organizations **Course Outcome Status:** Active **Next Assessment:** 2023-2024	**Assignment - Project -** Application Assignments, Chapter Assignments, Quizzes, Discussions, Projects **Criterion:** Passing grade for each assessment measured.	**Reporting Period:** 2018-2019 **Criterion Met:** Yes Of the thirty-two enrolled students twenty-five actively participated throughout the entire semester. Of these twenty-five students in this course the average grades scored throughout the semester ranging from 64% to 98%. With an overall average grade of 93%.	**Action:** For the next running session of COT 240, I plan to streamline the assignments and discussions to provide a more concise learning experience for students. I plan to include more real-world application of discussed topics by including more

Course Outcomes	Assessment Measures	Results	Actions
		Results Analysis: All enrolled students achieved these outcomes. (08/28/2019)	involvement from professionals in the community. (08/28/2019)