

**Program Name:****Business Office Support Systems**

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| Program Outcomes: |  |
| Program Outcome 1: | Demonstrate proficiency using common business software applications. |
| Program Outcome 2: | Develop travel plans and other workplace events. |
| Program Outcome 3: | Utilize accounting software applications to create financial statements. |
| Program Outcome 4: | Construct letters that meet professional business standards. |

For each program course, indicate how the course will support the program level outcomes. For example, if course WXYZ 1234 introduces students to one of the program outcomes, then enter “I” for that specific program outcome. Please note that a course can be “I”, “P”, “E” and/or “A” in any program outcome.

**Program Map ▼**

I=Introduced P=Practiced E=Emphasized A=Assessed

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| Program Courses | Program Outcome 1 | Program Outcome 2 | Program Outcome 3 | Program Outcome 4 |
| **ACNT 1303** |  |  | I, P, E |  |
| **POFT 1329** | I, P, E |  |  |  |
| **POFT 2301** | P, E |  |  |  |
| **ACNT 1311** |  |  | I, P, E, A |  |
| **ITSW 1304** | I, P, E |  |  |  |
| **BMGT 1341** |  |  | I, P, E |  |
| **POFT 1307** | I, P, E |  |  |  |
| **POFT 2312** |  |  |  | P, E |
| **POFT 1319** | I, P, E |  |  |  |
| **BMGT 1344** |  | I, P, E | I, P, E |  |
| **POFT 2331** | I, P, E |  |  |  |
| **POFT 2371** | I, P, E |  |  |  |
| **ITSC 1309** | I, P, E |  |  |  |
| **BCIS 1305** | I, P, E |  |  |  |
| **POFT 1349\*** | P, A | P, A |  | P, A |

\*Capstone Course

**Assessment Plan for Program Learning Outcomes**

Review existing assessment methods and current practices for collecting/gathering student data to identify direct (and possibly indirect methods of assessment). Remember that the data will need to be gathered, analyzed, and used to support the program’s continuous improvement processes.

**Note:** Because courses from other disciplines already have assessment plans in place, they do not have to be included in this assessment plan. Nonetheless, proposers must work collaboratively with these other disciplines to stay current and up-to-date with the assessment plans in these courses.

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| **Program-Level Learning Outcome** (e.g. Students will describe the impact of various cultures on American cuisine.) | **Assessment Measure(s) and Where Implemented in Curriculum –** Description of Instrument(s)/ process(es) used to measure results and indication of where the assessment will be collected in curriculum. (e.g. Essay on Cultural influences on American cuisine in CUIS 1300.) | **Targets-** Level of Success Expected  (e.g. 80% of students score 2.5 or better on rubric for essay on cultures and cuisine.) |
| **PLO #1:** Demonstrate proficiency using common business software applications. | In the capstone course POFT 1349 Administrative Office Procedures II students are assessed on their ability to utilize word processing, spreadsheet, and presentation software applications to create a professional executive briefing. Students will create a spreadsheet to reflect an annual budget embedded within a professional letter sharing the information from the spreadsheet into tables within the word processing file for the letter. Students also develop a presentation using presentation software (e.g., MS PowerPoint) that highlights the key features from the spreadsheet and the professional letter in a presentation format. | 75% of students will score 2.0 or better out of 4.0 maximum on a faculty developed rubric elements that aligns to this PLO. |
| **PLO #2:** Develop travel plans and other workplace events. | In the capstone course POFT 1349 Administrative Office Procedures II students develop an itinerary for travel plans to a conference. Students are given a Case Study that describes an executive requesting travel arrangements to attend a conference on a specific date in the future. Students will develop a complete itinerary using word processing software for an out-of-state conference in response to the guidelines and grading rubric for the case study project. The itinerary will include a scheduled meeting at the conference, registration confirmation, lodging accommodations, flight arrangements, and transportation. | 75% of students will score 2.0 or better out of 4.0 maximum on a faculty developed rubric elements that aligns to this PLO. |
| **PLO #3:** Utilize accounting software applications to create financial statements. | In ACNT 1311 Introduction to Computerized Accounting, students create financial statements used by a faculty-provided fictitious business. Students use the QuickBooks online accounting software to generate the required financial reports: Balance Sheet, Profit and Loss, Trial Balance, Adjusting Trial Balance, and Statement of Cash Flows. | 75% of students will score 2.0 or better out of 4.0 maximum on a faculty developed rubric elements that aligns to this PLO. |
| **PLO #4:** Construct letters that meet professional business standards. | In the capstone course POFT 1349 Administrative Office Procedures II, students construct a letter using standard business formatting. Students are provided a Case Study scenario that describes a vendor sending an invoice for an amount that is greater than the agreed upon price for the supplies delivered. The Case Study will include a description of items about the vendor that are pertinent to include in the letter. Students will construct a standard business letter contesting the invoice using evidence of the agreement to dispute the charge and request a corrected invoice. | 75% of students will score 2.0 or better out of 4.0 maximum on a faculty developed rubric elements that aligns to this PLO. |