Subject Area Committee Name: Computer Applications and Office Systems	
SAC Contact's Name: M. Noreen Brown	*Contact's e-mail:* Noreen.brown@pcc.edu

CTE SACs have the responsibility to assess their degree and certificate outcomes. Outcomes for each degree and certificate can be found here.

In the table below, list each outcome, all the relevant degree(s)/certificate(s), the Core Outcome(s) each maps to, and the schedule for summary data assessment*. If you have questions about how to complete the form, consult the Help Guide to Completing the Multi-Year Assessment Plan for CTE 2013-2014, or consult with your LAC coach.

We recognize some SACs have more outcomes than can realistically be comprehensively assessed on a two-year cycle. If this is the case for your SAC, contact your LAC coach to develop an alternative assessment cycle.

*Summary data is defined as the information relevant to understanding student outcome attainment (e.g., totals, averages, percentages, etc.) for all the degree/certificate outcomes assessed that year. This data can come from various types of assessments (e.g., TSAs, external exams/assessments, internal exams/assessments, and employer assessments).

‡PCC Core Outcomes Codes

Communication (**C**) Cultural Awareness (**CA**) Community and Environmental Responsibility (**C&ER**) Professional Competence (**PC**) Self Reflection (**SR**) Critical Thinking and Problem Solving (**CT&PS**)

Multi-Year Plan

The expectation is that most SACs will be able to complete their outcome assessment cycle in two years and then repeat the cycle. If your SAC needs more time, please consult with your coach to work out an alternate plan (4 years probably representing the maximum length), and add more columns for the additional years. (These plans may need to be reviewed and corrected after two years.)

CAS/OS Assessment Plan

2011-2016

Outcome (add additional rows if required)	Applicable Degree(s)/ Certificate(s)	Core Outcome Code(s) ‡	TSA*	Every Year	2013-2014	2014-2015	2014-2015	2015-2016
Produce professional, error-free, timely documents by using current and emerging software and hardware technology.	AAS: Administrative Assistant, AAS Administrative Office Professional	PC	**F**				**Repeat Full Assessment**	
Effectively communicate their own creative and critical ideas; respond effectively both verbally an in written format to the spoken, written, and visual ideas of others.	AAS: Administrative Assistant, Administrative Office Professional	C	**F**					

Use critical thinking, organization and problem solving to effectively manage numeric, alphabetic and digital data.	AAS: Administrative Assistant, Administrative Office Virtual Assistant	CT&PS	F					
Assess and analyze new tasks to determine what computer technology should be utilized to effectively complete the tasks.	AAS: Administrative Assistant	CT&PS	P				**Repeat Full Assessment**	
Establish and follow procedures to manage digital and hard copy office documents.	AAS: Administrative Assistant	PC	P				**Repeat Full Assessment**	
Apply planning and time management principles to accomplish workplace efficiency and achieve company objectives.	AAS: Administrative Assistant, Virtual Assistant	PC	P				**Repeat Full Assessment**	
Perform general office tasks: plan and participate in meetings, coordinate travel arrangements, schedule appointments, greet clients/customers, and process mail.	AAS: Administrative Assistant, Administrative Office Professional	CT&PS	P				**Repeat Full Assessment**	
Understand roles within teams, work units, departments, and organizations to identify the effect of systems on the activities of a business or an organization.	AAS: Administrative Assistant, Administrative Office Professional	CT&PS	P				**Repeat Full Assessment**	
Exhibit people skills to deal effectively with a variety of personalities and diverse individuals.	AAS: Administrative Assistant, Virtual Assistant	C	F					

Use technological skills to contract office support to entrepreneurs, businesses, and organizations.	Virtual Assistant	**PC**				**Conduct Assessment**		
Create a virtual community.	Virtual Assistant	**PC**				**Conduct Assessment**		
Apply planning and time management principles to accomplish workplace efficiency and achieve business objectives.	Virtual Assistant	**PC**	F					
Manage equipment, supplies, and other resources to maintain office efficiency.	Virtual Assistant	PC				**Conduct Assessment**		
Be prepared for entry-level jobs	One Year Certificate – CAS/OS, **Basic Computer Literacy** Career Pathway Certificate, **Word Processing** Career Pathway Certificate, **Spreadsheet** Career Pathway Certificate, **Office Assistant** Career Pathway Certificate	PC	F					

Apply new computer applications and office skills at an entry level.	**Basic Computer Literacy** Career, Pathway Certificate	C	F					
Upgrade existing computer applications and office skills	**Word Processing** Career Pathway Certificate, **Spreadsheet** Career Pathway Certificate, **Office Assistant** Career Pathway Certificate	PC		**When the Pre and Post tests are developed, they will be administered every year.**			**Pre and Post test**	
Learn new computer applications and office skills.	**Word Processing** Career Pathway Certificate, **Spreadsheet** Career Pathway Certificate, **Office Assistant** Career Pathway Certificate	PC		**When the Pre and Post tests are developed, they will be administered every year.**			**Pre and Post test**	

Apply website development and design skills in a business environment to create and maintain functional websites following current professional and/or industry standards.	**Website Development & Design** One-Year Certificate	PC	TBD				**Assess - if not covered by the TSA.**	
Work in the role of administrative support or as an entrepreneur to develop and manage departmental and personal websites.	**Website Development & Design** One-Year Certificate	PC	TBD				**Assess - if not covered by the TSA.**	
Assist website developers and designers in the production of professional dynamic websites.	**Website Development & Design** One-Year Certificate	PC	TBD				**Assess - if not covered by the TSA.**	
Use critical thinking skills to identify key web design issues including human factors, visual interface, and customer and business partner considerations.	**Website Development & Design** One-Year Certificate	PC	TBD				**Assess - if not covered by the TSA.**	
Apply knowledge of the web design profession to determine whether to pursue a 2-year degree.	**Website Development & Design** One-Year Certificate	PC	TBD				**Assess - if not covered by the TSA.**	
Provide basic support for existing websites in the workplace.	**Website Design & Development: Web Assistant I** Less Than One-Year: Career Pathway Certificate	PC	TBD				**Assess - if not covered by the TSA.**	

Be prepared for entry-level jobs in the area of web designer.	**Website Design & Development: Web Assistant II** Less Than One-Year: Career Pathway Certificate	PC	TBD				**Assess - if not covered by the TSA.**	
Apply website development and design skills in a business environment to produce dynamic website following current professional and/or industry standards.	**Website Development & Design** AAS Degree	PC	TBD		**full assessment**			**Assess - if not covered by the TSA.**
Use critical thinking skills to identify and make recommendations regarding key web design and development issues including human factors, visual interface, and customer and business partner considerations.	**Website Development & Design** AAS Degree	CT&PS	TBD		**full assessment**			**Assess - if not covered by the TSA.**
Apply knowledge of website development and design tools to address current and future business issues	**Website Development & Design** AAS Degree	CT&PS	TBD		**full assessment**			**Assess - if not covered by the TSA.**
Work within the ethical and professional parameters of the website development and design industry	**Website Development & Design** AAS Degree	PC	TBD		**full assessment**			**Assess - if not covered by the TSA.**

*TSA Column: If this outcome is fully assessed by a TSA, mark 'F' (fully) here. Mark 'P' if a TSA partially assesses this outcome and indicate in the appropriate column when the other aspects of the outcome will be assessed. Leave this cell blank if a TSA is not used with this outcome.