

<i>Subject Area Committee Name:</i> Management/Supervisory Development SAC (MSD)	
<i>SAC Contact's Name:</i> Linda Paulson, Rebecca Robinson	<i>Contact's e-mail:</i> linda.paulson@pcc.edu, rebecca.robinson@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.)

Outcome (add additional rows if required)	Applicable Degree(s)/ Certificate(s)	Core Outcome Code(s) ‡	TSA *	Every Year	2013-2014	2014-2015
1. Enhance an organization's ability to thrive in a diverse, rapidly changing, and increasingly global business environment by carrying out supervisory or managerial responsibilities in a manner that reflects professional standards and ethics, sustainability, and social responsibility.	MSD AAS MSD One-Year Certificate	C CT & PS CA			X	
2. Innovate change as a change-leader to assist an organization in coping with new, more challenging workplace by using an understanding of what causes change initiatives to fail and how to manage the human and technological challenges of change.	MSD AAS	C CT & PS CA			X	
3. Strengthen organizational effectiveness by facilitating effective work relationships and resolving conflicts in a diverse workplace with skillful application of a broad range of communication skills.	MSD AAS MSD One-Year Certificate	C CT & PS CA			X	
4. Build enterprise value by developing, leading, and motivating diverse teams to continuously improve processes in a rapidly changing marketplace.	MSD AAS MSD One-Year Certificate	C CT & PS			X	X

	Customer Service Manager Career Pathways Certificate					
5. Strengthen an organization by developing goals, objectives, and flexible plans to manage and monitor project scope, resources, time schedules, and budgets for dynamic projects in alignment with company goals.	MSD AAS	C CT				
6. Respond to diverse customer needs in an increasingly global environment by applying problem solving skills with a variety of customer service strategies to identify, assess, predict, and achieve customer expectations.	MSD AAS MSD One-Year Certificate  Customer Service Manager Career Pathway Certificate  Customer Service Professional Career Pathways Certificate	C CT & PS CA			X	X
7. Support the primary mission of an organization by using an understanding of the history, current practices, and legal aspects of human resources standards to make effective on-the-job supervisory and managerial decisions.	MSD AAS	C CT & PS CA			X	
8. Actively build skills by identifying, assessing, and taking advantage of learning opportunities that contribute to personal and professional growth in a supervisory or managerial role.	MSD AAS	PC SR				

\*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.

Update: The MSD One-Year Certificate outcomes have been amended, to include four of the eight program outcomes and approved by the Degree and Certificate Committee. They are identified in this MSD Multi-Year Assessment Plan. (Revised 6/17/2014)