Outcome Assessment Timeline Academic Programs

OFFICE INFORMATION SYSTEMS “OIS”

Marisa Soler, Department Chair

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|  | **APR /SLO 3-Year Cycle 2018-2021** | **MEASURE/ COLLECT DATA** | **DISCUSS & PLAN** |  |
| COURSE ID | **COURSE-LEVEL STUDENT LEARNING OUTCOME (CSLO)** | 2017-2021 | FALL 2021 |  |
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| NOTE: S | TRIKE COURSES ARE UNDER BUSINESS DEPARTMENT: ELI | SABETH SHAPIRO, C | HAIR |  |
| BUS 35 | Student will be able to competently keyboard a block style letter following the guidelines. | 2017-2021 | FALL 2021 |  |
|  | Student will prepare memos, minutes, mail merges, newsletters, reports, and other office documentation. | 2017-2021 | FALL 2021 |  |
|  | Student will produce various types of documents using the Microsoft Office Suite. | 2017-2021 | FALL 2021 |  |
| BUS 36 | Student will competently draft a complaint following the legal guidelines. | 2017-2021 | FALL 2021 |  |
|  | Student will produce various types of documents using the Microsoft Office Suite. | 2017-2021 | FALL 2021 |  |
| ~~BUS 52~~ | ~~Student will analyze a government solicitation and develop a draft~~ ~~proposal/response.~~ |  |  |  |
|  | ~~Student will analyze a government solicitation package and~~ ~~develop a bid/no-bid decision for the contracting opportunity.~~ |  |  |  |
|  | ~~Student will conduct market research on government~~ ~~contracting and subcontracting opportunities via multiple~~ ~~websites and develop a draft version of a government~~ ~~marketing action plan.~~ |  |  |  |
| BUS 70 | Keyboard by touch 20 words per minute on a three-minute timed writing. | 2017-2021 | FALL 2021 |  |

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| BUS 7 | Keyboard by touch 25 words per minute on a three-minute timed writing. | 2017-2021 | FALL 2021 |
| BUS 73 | Student will keyboard by touch 35-40 words per minute on a five- minute timed writing. | 2017-2021 | FALL 2021 |
| BUS 74 | Student will keyboard by touch 40-45 words per minute on a five- minute timed writing. | 2017-2021 | FALL 2021 |
| BUS 75 | Student will keyboard by touch 45-50 words per minute on a five- minute timed writing. | 2017-2021 | FALL 2021 |
| ~~BUS 96~~ | ~~Student will demonstrate ability in verbal communications with~~ ~~correct pronunciation and usage of language.~~ |  |  |
|  | ~~Student will articulate information in a clear and informative~~ ~~manner to target audience. Student will demonstrate excellent~~ ~~people skills, an excellent attitude, and flexibility.~~ |  |  |
|  | ~~Student will demonstrate awareness of a multi-cultural~~ ~~environment.~~ |  |  |
| ~~BUS 100~~ | ~~Students will write a report on the steps involved in planning a~~ ~~successful urban development project.~~ |  |  |
|  | ~~Students will demonstrate ability to access, analyze, and~~ ~~synthesize a variety of data involved in city~~ ~~development/redevelopment projects.~~ |  |  |
|  | ~~Students will demonstrate ability to access legal and~~ ~~government records required in the research phase of an urban~~ ~~planning project.~~ |  |  |
|  | ~~Students will participate in a local city government advisory or~~ ~~council meeting involving people of diverse backgrounds.~~ |  |  |
| ~~BUS 110~~ | ~~Student will from given fact situations, complete U.S. Customs~~ ~~informal entry documentation for personal effect, American~~ ~~manufactured goods and various types of product.~~ |  |  |

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|  | ~~Student will describe various methods of valuation of products~~ |  |  |
| ~~BUS 120~~ | ~~Given a function of management or marketing students will~~ ~~assess and analyze this function in relation to a specific legal~~ ~~form of an organization.~~ |  |  |
|  | ~~Given a case study students will analyze and assess ethical~~ ~~and socially responsible practices of businesses and labor~~ ~~unions in relationship to federal, state, and local laws.~~ |  |  |
| ~~BUS 121~~ | ~~Student will create at least four written goals each including a~~ ~~measureable objective, a time frame, the actions needed to~~ ~~accomplish the goal, and the priority of the goal.~~ |  |  |
|  | ~~Student will complete a cash flow statement (a.k.a. income~~ ~~statement) and a net worth statement (a.k.a. balance sheet)~~ ~~with either their own financial data or simulated data.~~ |  |  |
| ~~BUS 122~~ | ~~Student will be able to prepare a Pro Forma Invoice, Packing~~ ~~List, Bill of Lading, and Commercial Export Invoice, and assess~~ ~~whether or not the export documents need to be consularized~~ ~~by a foreign consulate.~~ |  |  |
|  | ~~Student will identify and explain the steps that should be taken~~ ~~by a business to analyze, research, market, and control its~~ ~~exports and imports~~ |  |  |
|  | ~~will understand and know how to work with the currency~~ ~~exchange rate mechanism and demonstrate an ability to setup~~ ~~a documentary letter of credit to pay for exports/imports~~ ~~involving a bank.~~ |  |  |
| ~~BUS 123~~ | ~~Students will be able to create a portfolio of five to twenty~~ ~~stocks and explain their rational for making their choices.~~ |  |  |
|  | ~~Students will be able to calculate at least 10 financial statistics~~ ~~about two individual companies and then compare and contrast~~ ~~the two individual companies resulting in a recommendation to~~ ~~choose one company for their portfolio.~~ |  |  |
| ~~BUS 126~~ | ~~Students will be able to discuss and explain the market,~~ ~~technological, cultural, and environmental forces affect the~~ ~~past, present, and future development of the Logistics functions~~ ~~of Global Supply Chains.~~ |  |  |

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|  | ~~Students will be able to measure and evaluate Logistics~~ ~~performance in global Supply Chains~~ |  |  |
|  | ~~Students will be able to develop, document, and explain~~ ~~appropriate Supply Chain Logistics strategies and tactics for~~ ~~various industries and markets~~ |  |  |
| ~~BUS 129~~ | ~~Create a PowerPoint presentation on any subject with a~~ ~~minimum of 10 slides using transitions, animation, graphics,~~ ~~and sound.~~ |  |  |
| ~~BUS 134~~ | ~~Using both business-to-business and business-to-consumer~~ ~~approach the student will analyze and assess online consumer~~ ~~buyer behavior and patterns and will identify future electronic~~ ~~commerce trends in both areas.~~ |  |  |
|  | ~~Given the many legal issues and security concerns in electronic~~ ~~commerce the students will assess security threats, security of~~ ~~payment systems, privacy protection and intellectual property~~ ~~rights protection for a given case and produce a plan of~~ ~~protection to customers.~~ |  |  |
| ~~BUS 135~~ | ~~Identify and evaluate the formation of electronic commerce~~ ~~business models in writing to foster effective web presence~~ ~~through interactive marketing techniques and objectives.~~ |  |  |
|  | ~~Assess and analyze the registration process, promotion, and~~ ~~launch of a website to foster a positive image and profitability.~~ |  |  |
| ~~BUS 136~~ | ~~Students will demonstrate the ability to ask open-ended~~ ~~questions that will probe, clarify, and improve communication~~ ~~with employees representing a wide range of diversity.~~ |  |  |
|  | ~~Student will be able to attract, accommodate and and retain~~ ~~employees of diverse ages, religions, ethnicities, races, body~~ ~~types and backgrounds.~~ |  |  |
|  | ~~Student will demonstrate a sensitivity to employees with~~ ~~different personality profiles, religious backgrounds, ethnic~~ ~~backgrounds, races, body types, genders, and ages.~~ |  |  |
|  | ~~Student will identify diversity within today's organizations and~~ ~~demonstrate an understanding of the significance of different~~ ~~types of diversity so as to be more effective business~~ ~~managers, supervisors and owners.~~ |  |  |

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| ~~BUS 139~~ | ~~Evaluate the distribution of consumer goods from the~~ ~~manufacture through wholesale and retail channels.~~ |  |  |
|  | ~~Research specific consumer behavior and products by~~ ~~identifying and analyzing customer service, pricing strategies,~~ ~~merchandise planning and store image of an organization.~~ |  |  |
| ~~BUS 140~~ | ~~Student will identify and define legal and regulatory concepts~~ ~~and terms used in common business contexts.~~ |  |  |
|  | ~~Student will be able to identify a wide variety of legal issues~~ ~~relevant to business owners and managers within a real-world~~ ~~context.~~ |  |  |
|  | ~~Student will analyze and discuss the ethical, social, economic,~~ ~~and regulatory forces, which help shape the law and impact the~~ ~~business legal environment.~~ |  |  |
|  | ~~Student will be able to read and understand legal cases.~~ |  |  |
| ~~BUS 142~~ | ~~Student will apply the ethical decision-making framework to a~~ ~~business problem and explain the process involved.~~ |  |  |
|  | ~~Student will identify the keys to successful ethics training,~~ ~~including program types and goals.~~ |  |  |
|  | ~~Student will analyze cases and discuss and/or debate how~~ ~~moral philosophies relate to business ethics.~~ |  |  |
| ~~BUS 143~~ | ~~Present researched business concept professionally~~ ~~highlighting the most important aspects of the developed~~ ~~strategic business plan.~~ |  |  |
|  | ~~Develop and implement a business plan in writing through~~ ~~research of the target market, competition, industry standards,~~ ~~and financial projections.~~ |  |  |
| ~~BUS 144~~ | ~~Analyze and evaluate an effective advertising strategy in writing~~ ~~with specific results to increase sales.~~ |  |  |
|  | ~~Identify and develop a promotional mix and strategy using~~ ~~proper research methods taking into consideration the~~  ~~organ ization ’s bud get co nst raints.~~ |  |  |

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| ~~BUS 145~~ | ~~Student will prepare and compute the payroll and related taxes~~ ~~for a given hypothetical business consisting of at least eight~~ ~~employees.~~ |  |  |
|  | ~~Student will analyze the advantages and disadvantages and~~ ~~the importance of dealing with small business support~~ ~~professionals such as Certified Public Accountants, bankers,~~ ~~financial professionals, lawyers, and insurance professionals.~~ |  |  |
|  | ~~Student will analyze and calculate the cash flow of a small~~ ~~business and prepare at least three cash flow statements (profit~~ ~~and loss statements, income statements).~~ |  |  |
| ~~BUS 147~~ | ~~Analyze a sales technique and discuss the pros and cons on~~ ~~how it deals with objections and closing the sale.~~ |  |  |
|  | ~~Ident if y a nd a na lyze co nsu m er bu yer ’s be ha vior t hrou gh~~  ~~research leading to the development of prospecting and~~ ~~approach methods for successful selling strategies.~~ |  |  |
| ~~BUS 148~~ | ~~Evaluate the alternative of starting a business comparing and~~ ~~contrasting the development of a new business, the purchase~~ ~~of an existing business, and the purchase of a franchise.~~ |  |  |
|  | ~~Identify and evaluate target market segmentations and financial~~ ~~management data in a written report by utilizing market~~ ~~research techniques described for entrepreneurs or small~~ ~~business managers.~~ |  |  |
| ~~BUS 149~~ | ~~Evaluate and analyze the strengths and weaknesses of the~~ ~~operations and management of a small business providing~~ ~~solutions and opportunities through specific entrepreneurial~~ ~~strategies.~~ |  |  |
|  | ~~Develop and implement differentiation strategies to sustain~~ ~~small business competitiveness through identifying and~~ ~~researching risk management programs, sales planning,~~ ~~forecast techniques, and succession planning.~~ |  |  |
| ~~BUS 150~~ | ~~Students will be able to compose a research paper for a small~~ ~~firm that incorporates each of the four management functions.~~ |  |  |

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|  | ~~Considering the areas of management theories, leadership~~ ~~skills, motivational techniques, teamwork and effective~~ ~~communication prepare a research report that addresses the~~ ~~competencies required of successful middle managers in an~~ ~~organization.~~ |  |  |
| ~~BUS 151~~ | ~~Stud ent wi ll explain to em plo ye e’s n e w ru les p olicies a nd~~  ~~procedures with clarity and precision.~~ |  |  |
|  | ~~Student will analyze a project to determine the time involved in~~ ~~its completion, the benchmarks required along the process,~~ ~~areas that may become problematic to determine whether to~~ ~~take on the project and if so, how to proceed and to determine~~ ~~necessary resources and cost.~~ |  |  |
|  | ~~Student will research the cultural background of employees~~ ~~and/or colleagues to determine how to work with them~~ ~~harmoniously and effectively.~~ |  |  |
| ~~BUS 152~~ | ~~Write a report that analyzes the impacts of motivation,~~ ~~communication, and leadership on organizational culture.~~ |  |  |
|  | ~~Discuss ho w a n ind ividu al’s self -esteem and self awareness~~ ~~are related to his/her ability to deal with the challenges of~~ ~~discrimination, sexism, and sensitivity to diversity.~~ |  |  |
| ~~BUS 173~~ | ~~Student will analyze case studies presented in class to identify~~ ~~effective decision-making skills and apply these skills to solve~~ ~~problems within the transpiration and logistics industry.~~ |  |  |
|  | ~~Student will compare and contrast the different modes of~~ ~~transportation providers and will identify practical strategies and~~ ~~procedures commonly used by various transportation~~ ~~providers.~~ |  |  |
| ~~BUS 174~~ | ~~Using the marketing planning approach students will develop a~~ ~~comprehensive marketing plan demonstrating thorough~~ ~~research and creating specific marketing metrics that will be~~ ~~used to evaluate each step of the plan once implemented.~~ |  |  |
|  | ~~Students will be able to analyze current marketing trend~~ ~~activities in the global market of XYZ Corporation and produce~~ ~~a research report identifying the impact such trends can bring~~ |  |  |

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|  | ~~to th e corporat io n’s pro duct ion, f inance, an d hum an re sources~~  ~~functions.~~ |  |  |
|  | ~~Students will be able to compose a set of legal, social, and~~ ~~ethical standards a business firm will follow as it implements its~~ ~~marketing plans.~~ |  |  |
| ~~BUS 177~~ | ~~Student will be able to compare, contrast and explain the~~ ~~international environment and the forces, which influence the~~ ~~international environment.~~ |  |  |
|  | ~~Student will be able to demonstrate the ability to identify,~~ ~~describe, and discuss global production, outsourcing, logistics,~~ ~~marketing, research & development, import-export, and~~ ~~countertrade~~ |  |  |
|  | ~~Student will be able to create a comprehensive country report,~~ ~~researching, analyzing and describing the business~~ ~~environment, opportunities and risks of a particular country.~~ |  |  |
|  | ~~Student will demonstrate an understanding of ethical issues~~ ~~and dilemmas in international business including employment~~ ~~practices, human rights, environmental pollution, and corruption~~ ~~as well as practical and philosophical approaches to resolving~~ ~~these issues on a personal and organizational level.~~ |  |  |
|  | ~~Student will demonstrate knowledge of the drivers of~~ ~~globalization and the economic and political impact of~~ ~~globalization.~~ |  |  |
| BUS 181 | Student will be able to translate a business letter from English to Spanish and vice versa, using proper punctuation marks. | 2017-2021 | FALL 2021 |
|  | Student will prepare a translation using computer software and a dictionary. | 2017-2021 | FALL 2021 |
| BUS 182 | Student will prepare a manuscript from edited copy. | 2017-2021 | FALL 2021 |
|  | Students will edit copy and then produce final keyboarded copy | 2017-2021 | FALL 2021 |
| BUS 183 | Student will apply business math concepts to business articles and evaluate article for accuracy by using mathematical calculations. | 2017-2021 | FALL 2021 |

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|  | Student will calculate monthly loan payments and estimate the interest rate charged for a given loan term. | 2017-2021 | FALL 2021 |
| BUS 191 | Student will analyze needs of a business enterprise to setup a virtual office. | 2017-2021 | FALL 2021 |
|  | Student will analyze technology needs for the functioning of a virtual office. | 2017-2021 | FALL 2021 |
| BUS 192 | Student will research and develop a marketing plan for a virtual office. | 2017-2021 | FALL 2021 |
| BUS 200A | Students will read and follow instructions to complete tasks for creating, editing, formatting, and saving Microsoft Word documents. | 2017-2021 | FALL 2021 |
|  | Student will apply formatting to characters and to paragraphs by using commands or shortcuts. | 2017-2021 | FALL 2021 |
| BUS 200B | Student will be able to follow written instructions to customize documents, to customize Word features, and to use reference tools in creating visually appealing documents. | 2017-2021 | FALL 2021 |
|  | Student will use advanced MS Word features and apply skills learned to solving Case Study situations. | 2017-2021 | FALL 2021 |
|  | Student will develop a teamwork approach in learning advanced features of MS Word. | 2017-2021 | FALL 2021 |
| BUS 206 | 1. Student will file documents alphabetically and numerically. 2. Student will design and create a filing system. 3. Student will efficiently retrieve records. | 2017-2021 | FALL 2021 |
| BUS 210 | The student will write a personal business letter to a company clearly expressing his/her request for an adjustment on a purchase. | 2017-2021 | FALL 2021 |
|  | Student will successfully proofread and correct errors found in the context of a business letter or memo. | 2017-2021 | FALL 2021 |

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| BUS 211 | 1. Student will prepare a business letter and a memo, free of errors. 2. Student will create and make a business presentations (such as marketing plans and reports) using appropriate software (i.e., PowerPoint). | 2017-2021 | FALL 2021 |
| BUS 212 | Student will make an oral presentation based on their research report. | 2017-2021 | FALL 2021 |
|  | Student will research a business topic and prepare a complete business report using software and proper formatting rules. | 2017-2021 | FALL 2021 |
| BUS 218 | Student will use library and Internet resources to write about and present a topic that is work-related. For example: a presentation of different cultural elements in the workplace. | 2017-2021 | FALL 2021 |
|  | Student will use reliable sources to document findings for research paper. | 2017-2021 | FALL 2021 |
|  | Student must be able to work in a group environment and develop a teamwork approach. | 2017-2021 | FALL 2021 |
| BUS 225 | The student will accurately translate business letters, general documents, and contracts used on a daily basis from English to Spanish and Spanish to English. | 2017-2021 | FALL 2021 |
|  | The student will make a presentation on a Spanish-speaking country including cultural, political, and financial issues. | 2017-2021 | FALL 2021 |
|  | The student will develop social skills required to interact with diverse groups in the capacity of an interpreter. | 2017-2021 | FALL 2021 |
| BUS 226 | Student will do a 3-minute simultaneous, consecutive, summary interpretation, and a sight translation. | 2017-2021 | FALL 2021 |
|  | Student will translate a legal document from English to Spanish and vice-versa. | 2017-2021 | FALL 2021 |
| BUS 227 | Student will do a 3-minute simultaneous, consecutive, summary interpretation, and a sight translation. | 2017-2021 | FALL 2021 |
|  | Student will translate a medical document from English to Spanish and vice-versa | 2017-2021 | FALL 2021 |

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| BUS 229 | Student will do a 3-minute simultaneous, a consecutive, a summary interpretation, and sight translation. | 2017-2021 | FALL 2021 |
|  | Student will translate a legal document from English to Spanish and vice-versa. | 2017-2021 | FALL 2021 |
| BUS 233 | Student will interpret a short story from English to Spanish and vice versa. | 2017-2021 | FALL 2021 |
|  | Student will use English and Spanish dictionaries to find the appropriate word for translation/interpretation. | 2017-2021 | FALL 2021 |
| BUS 234 | Student will translate a legal document from English to Spanish and vice-versa | 2017-2021 | FALL 2021 |
|  | Student will interpret simultaneously in English and Spanish basic court documents and role-play situations commonly encountered in criminal, family, or immigration law. | 2017-2021 | FALL 2021 |
| ~~BUS 239~~ | ~~Student will present a completed project in timely manner~~ ~~applying project management principles throughout its~~ ~~preparation.~~ |  |  |
|  | ~~Student will set up an overall project plan and execute each~~ ~~step by reviewing data, investigating items and issues,~~ ~~resolving problems, discussing issues with team members, and~~ ~~integrating these at each step in the process.~~ |  |  |
|  | ~~Student will apply project management principles to complete a~~ ~~project in a manner that is efficient, high quality, and thorough,~~ ~~taking pride in the final product.~~ |  |  |
|  | ~~Student will work effectively with group members of diverse~~ ~~backgrounds with sensitivity to cultural differences to bring a~~ ~~project to completion.~~ |  |  |
| ~~BUS 290~~ | ~~Write measurable, achievable, relevant, and timely objectives~~ ~~related to new or expanded workplace responsibilities.~~ |  |  |
|  | ~~Demonstrate effective oral and written communication and~~ ~~technological awareness through the use of technologies~~ ~~(internet, email and telephone) in the workplace.~~ |  |  |

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|  | ~~Convert classroom instruction to the employment environment~~ ~~through the development and attainment of three (3) learning~~ ~~objectives.~~ |  |  |
|  | ~~Apply personal skills, attitudes, cultural awareness, and skill~~ ~~proficiency in the workplace~~ |  |  |
|  | ~~Demonstrate accountability for their personal actions at work.~~ |  |  |
| ~~BUS 291~~ | ~~Demonstrate effective oral and written communication and~~ ~~technological awareness through the use of technologies~~ ~~(internet, email and telephone) in the workplace.~~ |  |  |
|  | ~~Write measurable, achievable, relevant, and timely objectives~~ ~~related to new or expanded workplace responsibilities.~~ |  |  |
|  | ~~Demonstrate accountability for their personal actions at work.~~ |  |  |
|  | ~~Apply personal skills, attitudes, cultural awareness, and skill~~ ~~proficiency in the workplace~~ |  |  |
| ~~BUS 292~~ | ~~Demonstrate effective oral and written communication and~~ ~~technological awareness through the use of technologies~~ ~~(internet, email and telephone) in the workplace.~~ |  |  |
|  | ~~Write measurable, achievable, relevant, and timely objectives~~ ~~related to new or expanded workplace responsibilities.~~ |  |  |
|  | ~~Demonstrate accountability for their personal actions at work.~~ |  |  |
|  | ~~Apply personal skills, attitudes, cultural awareness, and skill~~ ~~proficiency in the workplace~~ |  |  |
| ~~BUS 293~~ | ~~Demonstrate effective oral and written communication and~~ ~~technological awareness through the use of technologies~~ ~~(internet, email and telephone) in the workplace.~~ |  |  |
|  | ~~Write measurable, achievable, relevant, and timely objectives~~ ~~related to new or expanded workplace responsibilities.~~ |  |  |
|  | ~~Demonstrate accountability for their personal actions at work.~~ |  |  |
|  | ~~Apply personal skills, attitudes, cultural awareness, and skill~~ ~~proficiency in the workplace.~~ |  |  |

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| **Program** | **PROGRAM L-LEVEL STUDENT LEARNING OUTCOME (PSLO)** | **MEASURE/ COLLECT DATA** | **DISCUSS & PLAN** |
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| **GENERAL:**  Office Information Systems Professional | Student will work in an office setting interacting with supervisors, co-workers, and the public in a variety of ways, including receiving, clarifying, and providing information and direction, taking and transcribing minutes, developing reports, and using good communication skills to solve problems | 2017-2021 | FALL 2021 |
| Office Information Systems Professional--Basic | Student will work in an office setting interacting with supervisors, co-workers, and the public in a variety of ways, including receiving, clarifying, and providing information and direction. | 2017-2021 | FALL 2021 |
| Office Information Systems Professional-- Advanced | Student will work in an office setting interacting with supervisors, co-workers, and the public in a variety of ways, including receiving, clarifying, and providing information and direction, taking and transcribing minutes, developing reports, and using good communication skills to solve problems. | 2017-2021 | FALL 2021 |
| Microsoft Office Specialist (MOS)- Basic | Student will work in an office setting interacting with supervisors, co-workers, and the public in a variety of ways, including receiving, clarifying, and providing information and direction.  Student will utilize print material and computer/Internet documents such as reports, tables, statistics, and reference materials to produce clear, accurate, and organized documents. | 2017-2021 | FALL 2021 |
| Microsoft Office Specialist (MOS)- Advanced | Student will utilize advanced skills in Microsoft Word as well other components of the Microsoft Office Suite and Internet resources to produce clear, accurate, and organized reports, tables, statistics, and reference materials and documents. | 2017-2021 | FALL 2021 |
| **LEGAL:** |  | 2017-2021 | FALL 2021 |
| Legal Office Management AS | Student will evaluate documents required in the administration of a legal office and apply this information to provide an efficient and productive legal office environment. | 2017-2021 | FALL 2021 |
| Legal Office Management--Basic | Student will evaluate documents required in the administration of a legal office and apply this information to provide an efficient and productive legal office environment. | 2017-2021 | FALL 2021 |

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|  | Student will train office staff and be open to the ideas and changes proposed by supervisors and staff and their integration into the legal office environment. | 2017-2021 | FALL 2021 |
|  | Student will research office efficiency by identifying, analyzing, and assessing the topic of office efficiency from a variety of sources and apply to specific office situations. | 2017-2021 | FALL 2021 |
|  | Student will identify the cultural values and traditions of diverse ethnic groups working within local legal offices and develop a list of ways to positively work as a manager of this diverse group. | 2017-2021 | FALL 2021 |
| Legal Office Management— Intermediate Intermediate Certificate | Student will evaluate documents required in the administration of a legal office and apply this information to provide an efficient and productive legal office environment. | 2017-2021 | FALL 2021 |
|  | Student will train office staff and be open to the ideas and changes proposed by supervisors and staff and their integration into the legal office environment. | 2017-2021 | FALL 2021 |
|  | Student will research office efficiency by identifying, analyzing, and assessing the topic of office efficiency from a variety of sources and apply results to specific office situations. | 2017-2021 | FALL 2021 |
|  | Student will interact properly and ethically in a legal environment with people of diverse backgrounds and determine how to manage the various individuals in a sensitive and respectful manner. | 2017-2021 | FALL 2021 |
| Legal Office Professional | Student will work in a legal office setting interacting with supervisors, co-workers, and the public in a variety of ways, including receiving, clarifying, and providing information and direction. | 2017-2021 | FALL 2021 |
| Legal Office Professional--Basic Certificate | Student will work in a legal office setting interacting with supervisors, co-workers, and the public in a variety of ways, including receiving, clarifying, and providing information and direction | 2017-2021 | FALL 2021 |
|  | Student will utilize print material and computer/Internet documents such as reports, tables, statistics, and reference materials to produce clear, accurate, and organized documents utilizing word processing applications. | 2017-2021 | FALL 2021 |
|  | Student will interact properly and ethically in a legal environment with people of diverse backgrounds at work and in the community providing quality customer service. | 2017-2021 | FALL 2021 |
| Business Law Specialty | Student will work in a legal office setting interacting with supervisors, co-workers, legal professionals, and the public | 2017-2021 | FALL 2021 |

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|  | in a variety of ways, including receiving, clarifying, and providing information and direction. |  |  |
| Civil Litigation Specialty | Student will work in a legal office setting interacting with supervisors, co-workers, legal professionals, and the public in a variety of ways, including receiving, clarifying, and providing information and direction. | 2017-2021 | FALL 2021 |
| Criminal Law Specialty | Student will work in a legal office setting interacting with supervisors, co-workers, legal professionals, and the public in a variety of ways, including receiving, clarifying, and providing information and direction. | 2017-2021 | FALL 2021 |
| Family Law Specialty | Student will work in a legal office setting interacting with supervisors, co-workers, legal professionals, and the public in a variety of ways, including receiving, clarifying, and providing information and direction. | 2017-2021 | FALL 2021 |
| Immigration Law Specialty | Student will work in a legal office setting interacting with supervisors, co-workers, immigration/legal professionals, and the public in a variety of ways, including receiving, clarifying, and providing information and direction. | 2017-2021 | FALL 2021 |
| International Business Law Specialty | Student will work in a legal office setting interacting with supervisors, co-workers, legal professionals, and the public in a variety of ways, including receiving, clarifying, and providing information and direction. | 2017-2021 | FALL 2021 |
| Wills, Trusts, and Estates Specialty | Student will work in a legal office setting interacting with supervisors, co-workers, legal professionals, and the public in a variety of ways, including receiving, clarifying, and providing information and direction. | 2017-2021 | FALL 2021 |
| **BILINGUAL PROGRAMS:** (ENGLISH/SPANISH) |  | 2017-2021 | FALL 2021 |
| Administrative Office Assistant-Bilingual | Student will work in an office setting interacting with supervisors, co-workers, and the public in a variety of ways, including receiving, clarifying, and providing information and direction in both English and Spanish. | 2017-2021 | FALL 2021 |
| Office Information Systems Professional | Student will work in an office setting and interact with supervisors, co-workers, and the public in a variety of ways, including taking, clarifying, and providing information and direction, and producing verbal and written work products in both English and Spanish. | 2017-2021 | FALL 2021 |
| Office Information Systems Professional-Basic | Student will work in an office setting interacting with supervisors, co-workers, and the public in a variety of ways, including receiving, clarifying, and providing information and direction in both English and Spanish | 2017-2021 | FALL 2021 |
| Office Information Systems | Student will work in an office setting interacting with supervisors, co-workers, and the public in a variety of ways, | 2017-2021 | FALL 2021 |

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| Professional- Advanced | including receiving, clarifying, and providing information and direction in both English and Spanish |  |  |
| Legal Office Professional | Student will work in a legal office setting interacting with supervisors, co-workers, and the public in a variety of ways, including receiving, clarifying, and providing information and direction. | 2017-2021 | FALL 2021 |
| Legal Office Professional--Basic Certificate | Student will work in a legal office setting interacting with supervisors, co-workers, and the public in a variety of ways, including receiving, clarifying, and providing information and direction | 2017-2021 | FALL 2021 |
|  | Student will utilize print material and computer/Internet documents such as reports, tables, statistics, and reference materials to produce clear, accurate, and organized documents utilizing word processing applications. | 2017-2021 | FALL 2021 |
|  | Student will interact properly and ethically in a legal environment with people of diverse backgrounds at work and in the community providing quality customer service. | 2017-2021 | FALL 2021 |
| Civil Litigation Specialty | Student will work in a legal office setting interacting with supervisors, co-workers, legal professionals, and the public in a variety of ways, including receiving, clarifying, and providing information and direction. | 2017-2021 | FALL 2021 |
| Criminal Law Specialty | Student will work in a legal office setting interacting with supervisors, co-workers, legal professionals, and the public in a variety of ways, including receiving, clarifying, and providing information and direction. | 2017-2021 | FALL 2021 |
| Family Law Specialty | Student will work in a legal office setting interacting with supervisors, co-workers, legal professionals, and the public in a variety of ways, including receiving, clarifying, and providing information and direction. | 2017-2021 | FALL 2021 |
| Immigration Law Specialty | Student will work in a legal office setting interacting with supervisors, co-workers, immigration/legal professionals, and the public in a variety of ways, including receiving, clarifying, and providing information and direction. | 2017-2021 | FALL 2021 |
| International Business Law Specialty | Student will work in a legal office setting interacting with supervisors, co-workers, legal professionals, and the public in a variety of ways, including receiving, clarifying, and providing information and direction. | 2017-2021 | FALL 2021 |
| Wills, Trusts, and Estates Specialty | Student will work in a legal office setting interacting with supervisors, co-workers, legal professionals, and the public in a variety of ways, including receiving, clarifying, and providing information and direction. | 2017-2021 | FALL 2021 |
| Legal Interpretation-  -Basic (English/Spanish) | Student will interpret orally for a client and an attorney from the base language (English or Spanish) to the target language (Spanish or English) maintaining accuracy in the content of the messages being interpreted. | 2017-2021 | FALL 2021 |

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|  | Student will work with diverse clients in a legal setting in an ethical, respectful, and businesslike manner being sensitive to the traditions and culture of the clients. | 2017-2021 | FALL 2021 |
| Legal Interpretation-  -Intermediate (English/Spanish) | Student will interpret orally and translate in writing for a client and an attorney from the base language (English or Spanish) to the target language (Spanish or English) maintaining accuracy in the content of the messages being interpreted and translated.. | 2017-2021 | FALL 2021 |
|  | Student will work with diverse clients in a legal setting in an ethical, respectful, and businesslike manner being sensitive to the traditions and culture of the clients. | 2017-2021 | FALL 2021 |
| Legal Office Assistant---Bilingual (English/Spanish) Intensive Training Certificate of Achievement | Student will work in a legal office setting interacting with supervisors, co-workers, and the public in a variety of ways, including receiving, clarifying, and providing information and direction in both English and Spanish. | 2017-2021 | FALL 2021 |
| Virtual Office Professional | Student will provide virtual customers with clear and organized information. | 2017-2021 | FALL 2021 |