

Review of Performance: (BU100, Fall 2012, 4students-Independent Study)

Submitted by: Joyce Roby

SLO#	Program SLO#	I, D, M	Reflection/Comment
1. Gain first-hand knowledge of the procedure of applying for a job such filling out an application getting a job interview, and composing a resume’.	4	D	100% were successful in meeting this objective by receiving a 80% and above rating or B and A on the process of applying for a job which included properly filling up an application and providing all the necessary documentations such as letters of reference, resume, updated transcript, and a cover letter. A mock interview was also used as an assessment strategy.
2. Demonstrate and master bookkeeping skills through duties performed at job training site; which include posting of general ledgers, preparing various financial worksheets and reconciling of financial records.	1, 2, 3, 5	D,M	This objective was not met due to the unpreparedness of all four students. Instructor was not comfortable in placing students in job sites that required the objective activities. All four students were not able to demonstrate these skills at their intern sites
3. Gain first-hand knowledge of the use of office machinery such as fax machine, telephone, duplicating machine, computer, calculator, and register.	2, 3, 4, 5,6	D	100% were successful in meeting this objective through demonstrations in an office setting and also working at their assigned job site in the Campus Library. Supervisory ratings were also used to assess students’ performances.
4. Demonstrate and master strong communication skills both orally and written through following telephone etiquettes, writing correspondence business letters, and servicing customers.	2,3, 5	D,M	All four students demonstrated minimal communication skills all areas of this objective.
5. Demonstrate and apply basic business mathematical skills to perform specific office duties and responsibilities.	5	D	100% were successful in meeting this objective through assisting in the tallying of materials and patrons in the LRC, calculating late fees, and return dates of resources, calculating time sheets, at the Gear Up office and PSPDS office and SSC. Supervisory ratings and reports were used to assess students’ performances.
6. Demonstrate and master duties and responsibilities of office procedures such as dictation, typing, and filing.	3,4,6	D, M	100% were successful in meeting this objective through assisting in the filing of documents, materials and typing up forms needed at certain working sites. Supervisory ratings and reports were used to assess students’ performances

**Program Learning Outcomes:**

*Student will be able to:*

1. Demonstrate proper bookkeeping techniques for a small business.
2. Demonstrate general computer competence and information technology literacy.
3. Describe small business management techniques.
4. Communicate effectively in English for business purposes.
5. Perform business computations and apply logic as needed.
6. File documents properly and use common office machines.

**Institution Learning Outcomes:**

*COM-FSM graduates will demonstrate that they can:*

- a. communicate effectively
- b. employ critical thinking [*& problem solving*]
- c. possess specific knowledge and skills in a major discipline or professional program of study
- d. take responsibility and develop skills for learning
- e. interact responsibly with people, cultures, and their environment

**Additional observations:** none

**Special comments:** All four students fulfilled the hours to complete this Practicum.

**Recommendations:** Prerequisite requirements should be followed.

Signature: Joyce Roby      Date: 12/20/12