

Review of Performance: (BU 095/P1 Spring 2014 - 26 students)
 Submitted by: Phyllis Silbanuz

Course SLO#	Program SLO#	I, D, M	Reflection/Comment
1.0 Describe the office workplace and its environment.	PLO# 2 Demonstrate general computer competence and information technology literacy. PLO#3 Demonstrate proper office procedures and management techniques PLO#6 File documents properly and use common office machines.	ID	Short answer questions, team assignments and projects, quizzes, and class demonstrations. 63% or 17/26 students were able to pass this SLO. Some students were missing their textbooks the first week of class and were not able to complete assignments.

2.0 Identify techniques for being productive in the office.	PLO#2, 3, 6 Same as above	ID	Short answer questions, team assignments and projects, quizzes, and class demonstrations. 70% or 19/26 students were able to pass this SLO.
3.0 Demonstrate and explain ethical behavior in the workplace.	PLO#2, 3, 6 Same as above	ID	Short answer questions, quizzes, and projects. 81% or 22/26 students were able to pass this SLO.
4.0 Use office machines such as computers, fax, calculators, copy machines, and telephones.	PLO#2, 3, 6 Same as above	ID	Short answer questions, individual projects/demonstrations, and quiz. 70% or 19/26 students were able to pass this SLO.
5.0 Relate to others effectively inside and outside the organization by written or oral communication.	PLO#2, 3, 6 Same as above	ID	Short answer questions, team assignments and projects, quizzes, and interviews. 59% or 16/26 students were able to pass this SLO. The low percentage is due to some students not doing their oral presentations before midterms and missing interviews conducted towards the end of the semester.
6.0 Set up and control a suitable filing system.	PLO#2, 3, 6 Same as above	ID	Short answer questions, quiz, and demonstrations. 63% or 17/26 students were able to pass this SLO. Some students were not able to correctly classify the different types of records and correctly determine the records retention schedule.
7.0 Arrange business trips, meetings, and conferences.	PLO#2, 3, 6 Same as above	ID	Short answer questions, quiz, and individual projects. 59% or 16/26 students were able to pass this SLO. Some students were not able to demonstrate their understanding of the process involved in setting up meetings and business travel. Some students were also not able to create and submit an itinerary for their individual projects.
8.0 Prepare financial documents such as	PLO#2, 3, 6 Same as	ID	Short answer questions, quiz, and projects.

invoices, statements, checks and bank statement reconciliations.	above		59% or 16/26 students were able to pass this SLO. Some students had difficulty describing and preparing financial forms and statements.
--	-------	--	---

Additional observations: None.

Special comments: 70% or 18/26 students were able to pass the course with a “C” or better. 30% or 8 students didn’t pass due to excessive absences and missed projects/exams. The targets for SLOs 1, 5, 6, 7, and 8 were not met because less than 70% of the students were able to pass these SLOs.

A	B	C	D	F	TOTAL	W
6	8	4	3	5	26	1

SLO1	SLO2	SLO3	SLO4	SLO5	SLO6	SLO7	SLO8
17	19	22	19	16	17	16	16
63%	70%	81%	70%	59%	63%	59%	59%

Recommendations: Students should take BK 095 first to be familiar with financial documents. In addition, more practical projects should be done for SLOs #5, #7, #8 to facilitate students’ understanding. Students should spend at least a week/semester in an office environment.

Signature: Phyllis Silbanuz

Date: 5/14/2014

Please check which of the following were assessed in this course:

Institutional 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