

Office Procedures & Technology Program

Expanded Statement of Institutional Purpose	Program Intended Educational Outcomes	Means of Program Assessment and Criteria for Success	Summary of Data Collected	Use of Results
<p><u>Mission Statement:</u> In keeping with the mission statement of LBC, the Office Procedures & Technology Program exists to prepare and equip graduates to provide competent office support for churches, Christian schools, missions offices, or community service organizations.</p> <p><u>Goal Statement:</u> I. Graduates of the program will demonstrate proficiency in skill areas such as typing, information processing, filing, speedwriting, and transcription.</p> <p>II. Graduates of the program will demonstrate competency in the use of computer software applications.</p> <p>III. Graduates of the program will demonstrate the ability to organize tasks and successfully manage daily office responsibilities.</p>	<p>1. Demonstrate proficiency in computer applications including word processing, spreadsheets, database management, presentation, and page layout.</p>	<p>1a. Internship supervisors will indicate on the Student Internship Supervisor Evaluation form that no less than 85% of students will rate 4 or greater (on a scale of 1-5) on the office assistant skills or traits necessary to demonstrate proficiency in computer applications.</p> <p>1b. Practicum supervisors will indicate on the Student Internship Evaluation form that no less than 85% of students will rate 3 or greater (on a scale of 1-5) on the office assistant skills or traits necessary to demonstrate proficiency in computer applications.</p> <p>1c. In response to the alumni survey, 85% of graduates will indicate that they felt the program prepared them with the computer applications used in their office position.</p>	<p>1a. On the Internship evaluation form, professional competencies numbers 3 and 7, internship supervisors indicated 100% of students they supervised demonstrated an average proficiency of 4 or greater in the computer-related tasks assigned to them.</p> <p>1b. On the Practicum evaluation form, professional competencies number 1, 3, 12, and 13, internship supervisors indicated 94% of students they supervised demonstrated an average proficiency of 3 or greater in the computer-related tasks assigned to them.</p> <p>1c. On the alumni survey, 88% of respondents indicated that the program prepared them with the computer applications used in their office position.</p>	<p>While the results are higher than expected in this outcome, students lacked documentation of proficiency in computer applications. Beginning in Spring 2007, students will be required to compose and present an Employment Portfolio demonstrating their skill. This portfolio must include a minimum of 10 samples of work they created in at least four of the MS Office programs: Word, Excel, PowerPoint, Access, and Publisher.</p>

	<p>2. Apply office procedures and management skills to manage customer service, telephones, bulk mailings, financial computations, document records, travel arrangements, and responsibilities in meetings or conferences.</p>	<p>2a. Internship supervisors will indicate on the Student Internship Supervisor Evaluation form that no less than 85% of students will rate 4 or greater (on a scale of 1-5) on the office assistant skills or traits necessary to demonstrate proficiency in applying office procedures and management skills.</p> <p>2b. Practicum supervisors will indicate on the Student Internship Evaluation form that no less than 85% of students will rate 3 or greater (on a scale of 1-5) on the office assistant skills or traits necessary to demonstrate proficiency in computer applications.</p> <p>2c. In response to the alumni survey, 85% of graduates will indicate that they felt the program prepared them to apply office procedures and management skills used in their office position.</p>	<p>2a. On the Internship evaluation form, professional competencies numbers 1, 8, 9, 10, 11 and 14, internship supervisors indicated 87% of students they supervised demonstrated an averaged proficiency of 4 or greater in applying office procedures and management skills.</p> <p>2b. On the Practicum evaluation form, professional competencies numbers 2, 3, 8, and 9, internship supervisors indicated 96% of students they supervised demonstrated an averaged proficiency of 3 or greater in office procedures and management skills.</p> <p>2c. On the alumni survey, 100% of respondents indicated that the program prepared them to apply office procedures and management skills used in their office position.</p>	<p>Results close to expectations for office procedures skills. However, some offices required students to take a more active role in office supervision/ management than previously taught. A component was added Spring 2005 to teach office management and supervision skills for offices having volunteers or others needing supervision.</p>
	<p>3. Organize tasks and set priorities to successfully manage the daily responsibilities required in an office.</p>	<p>3a. Internship supervisors will indicate on the Student Internship Supervisor Evaluation form that no less than 85% of students will rate 4 or greater (on a scale of 1-5) on the office assistant skills or traits necessary to demonstrate proficiency in organizing tasks and setting priorities.</p> <p>3b. Practicum supervisors will indicate on the Student Internship Evaluation form that no less than 85% of students will rate 3 or greater (on a scale of 1-5) on the office assistant skills or traits necessary to demonstrate proficiency in organizing tasks and setting priorities.</p> <p>3c. In response to the alumni survey, 85% of graduates will indicate that they felt the program prepared them to organize tasks and set priorities in their office position.</p>	<p>3a. On the Internship evaluation form, competencies numbers 2 and 6, internship supervisors indicated 88% of students they supervised demonstrated an average proficiency of 4 or greater in organizing tasks and setting priorities.</p> <p>3b. On the Practicum evaluation form, competencies numbers 10, 11, and 14, internship supervisors indicated 95% of students they supervised demonstrated proficiency of 3 or greater in organizing tasks and setting priorities.</p> <p>3c. On the alumni survey, 88% of respondents indicated that the program prepared them to organize tasks and set priorities used in their office position.</p>	<p>Results of supervisor evaluations are above expectations. However, the new office management and supervision component added in Spring 2005 to the Office Administration course should also result in higher scores in this objective.</p>

	<p>4. Apply effective writing and editing principles when composing letters and documents.</p>	<p>4a. Internship supervisors will indicate on the Student Internship Supervisor Evaluation form that no less than 85% of students will rate 4 or greater (on a scale of 1-5) on the office assistant skills or traits necessary to demonstrate proficiency in applying effective writing and editing principles when composing letters and documents.</p> <p>4b. Practicum supervisors will indicate on the Student Internship Evaluation form that no less than 85% of students will rate 3 or greater (on a scale of 1-5) on the office assistant skills or traits necessary to demonstrate proficiency in applying effective writing and editing principles when composing letters and documents.</p> <p>4c. In response to the alumni survey, 85% of graduates will indicate that they felt the program prepared them to apply effective writing and editing principles used in their office position.</p>	<p>4a. On the Internship evaluation form, professional competencies numbers 4 and 13, internship supervisors indicated 81% of students they supervised demonstrated proficiency of 4 or greater in applying effective writing or editing principles.</p> <p>4b. On the Practicum evaluation form, professional competencies numbers 1 and 12, internship supervisors indicated 96% of students they supervised demonstrated an average proficiency of 3 or greater in applying effective writing or editing principles.</p> <p>4c. On the alumni survey, 86% of respondents indicated that the program prepared them to apply effective writing and editing principles in their office position.</p>	<p>While these skills were strongly emphasized in the sophomore year, outcomes indicated a need for greater emphasis on these skills earlier in the program. Beginning Fall 2004, greater emphasis is now placed on grammar, proofreading, and composing skills in several freshman courses.</p>
	<p>5. Apply biblical values and knowledge in practical communications and human relations situations such as resolving conflict, maintaining honesty and integrity in words and actions, and handling cultural issues in the workplace.</p>	<p>5a. Internship supervisors will indicate on the Student Internship Supervisor Evaluation form that no less than 85% of students will rate 4 or greater (on a scale of 1-5) on the office assistant skills or traits necessary to demonstrate proficiency in applying biblical values and knowledge in practical communications and human relations situations.</p> <p>5b. Practicum supervisors will indicate on the Student Internship Evaluation form that no less than 85% of students will rate 3 or greater (on a scale of 1-5) on the office assistant skills or traits necessary to demonstrate proficiency in applying biblical values and knowledge in practical communications and human relations situations.</p> <p>5c. In response to the alumni survey, 85%</p>	<p>5a. On the Internship evaluation form, professional competencies number 15, internship supervisors indicated 100% of students they supervised demonstrated proficiency of 4 or greater in applying biblical values and knowledge in practical communications and human relations situations.</p> <p>5b. On the Practicum evaluation form, professional competencies numbers 4, 5, 6, 14, and 15, internship supervisors indicated 97% of students they supervised demonstrated proficiency of 3 or greater in applying biblical values and knowledge in practical communications and human relations situations.</p> <p>5c. On the alumni survey, 88% of respondents indicated that the program prepared them to apply biblical values and knowledge in practical communications and human relations</p>	<p>Results were much higher than expected indicating a strong emphasis on applying biblical values to the workplace. To further strengthen this, the Fall 2006 new textbook for Office Procedures also places a strong emphasis on business ethics and issues of cultural diversity.</p>

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