

Outcome 1	Measurable Criteria	Measurement Tool	Time Frame
Students will demonstrate their knowledge of the role and function of the clerk/receptionist in the office.	90% of students will earn a B or better on a Job Assessment Report..	Job Assessment Report assigned and graded in CIS 171, Office Procedures.	Data collected Spring quarter 2003 when course is first offered.
Results:			
<p>Analysis and Action: Due to the analysis in the last cycle, CIS 175 Administrative Services, which served the Clerk Receptionist program as well as other office professions, has been divided into two courses. CIS 171 will be the first of two; whereas CIS 175 will be taken by students in programs that go beyond Clerk Receptionist skills. CIS 171 will be offered for the first time Spring quarter 2003.</p>			

Outcome 2	Measurable Criteria	Measurement Tool	Time Frame
Students will demonstrate human relations and communications skills appropriate for an office.	80% of clerk receptionist students will earn a passing grade of 80% on communications assessment tool administered by instructor..	Practice employment simulation test administered and graded in CIS 109.	Quarterly
Results:			
Analysis and Action:			

Outcome3	Measurable Criteria	Measurement Tool	Time Frame
Students will demonstrate accurate and efficient keyboarding skills in keeping with industry standards.	80% of clerk receptionist students will average 30 net wpm or better on 5-minute timed writings.	5-minute straight copy timed writings administered in CIS 150.	Collect data continuously throughout the year. Analyze data every second year.
<p>Results: During 2000-01 school year, 96% (51 of 53) students averaged 30 wpm or better.</p>			
<p>Analysis and Action:</p>			