

Glendale Community College
STUDENT LEARNING OUTCOMES & CORE COMPETENCIES WORKSHEET

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Program Name: Office Clerk II Certificate Program

Semester: Fall 2011

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Directions: *This model is suggested, but not mandatory:*

Column 1. Write one SLO in each row (samples on page 2). Use action verbs (samples on page 3). For most courses, 3-6 SLOs are recommended.

Column 2. Write your measurement method(s) and progress indicator(s) in each row for each SLO.

Column 3. Using the list of Core Competencies (Institutional Learning Outcomes) on pages 4 & 5, list each of the Core Competencies addressed by each SLO in each row.

Column 4. Choosing from the list of "Expected Exit Levels" of Competency (below), write the appropriate overall level for each SLO.

1 = Knowledge	2 = Comprehension	3 = Application	4 = Analysis	5 = Synthesis	6 = Evaluation
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Student Learning Outcome	Assessment Method(s) and/or Progress Indicator(s)	Core Competency (or Competencies)	Expected Exit Level
<i>Program Certificate in Office Clerk II:</i> Demonstrate appropriate interpersonal skills and operate a variety of business software, including word processors and spreadsheets to create business correspondence, reports, and other related documents.	- Office Clerk II assessment exam (still in development)	3	4

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