

Glendale Community College Instructional Division Program Learning Outcomes Assessment Timeline

Please complete a separate timeline form for *each* program within your division

Division name: Business

Program name (degree, certificate, sequence of courses or series of learning activities leading to intellectual mastery):

LEGAL SECRETARY – CABOT Certificate Program (AS)

Program Relationship to Glendale Community College's Core Competencies/Institutional Student Learning Outcomes (ISLOs)

How does this program relate to GCC's College's Core Competencies/Institutional Student Learning Outcomes (ISLOs)?:
Core Competencies/ISLOs are commonly defined as the knowledge, skills, abilities, and attitudes that students are expected to develop as a result of their overall experiences with any aspect of the college, including courses, programs, and student services. Each program offered at GCC should link to at least some of these Core Competencies/ISLOs. A list of the Core Competencies/ISLOs can be found here:
<http://www.glendale.edu/Modules/ShowDocument.aspx?documentid=4362>
Include a brief statement outlining how this program aligns with GCC's Core Competencies/ISLOs

An ideal relationship:

- Is clear and brief
- Is connected to GCC's Core Competencies/ISLOs
- If applicable, aligns with professional organization(s) learning outcomes

Upon the successful completion of the program, the student will be able to meet the following core competency standards:

- 1) Communication – a through e
- 2) Mathematical Competency / Quantitative Reasoning – a and b
- 3) Information Competency – a through d
- 4) Critical Thinking – a through d
- 5) Global Awareness and Appreciation – b, d, and e
- 6) Personal Responsibility – a and b
- 7) Application of Knowledge – a through d

Program Level Outcomes (PLOs) Assessment Timeline

What are the Program Learning Outcomes of this program?: Program Learning Outcomes (PLOs) are commonly defined as the knowledge, skills, and abilities that students have attained as a result of their involvement in a particular set of educational experiences such as within a specific program, degree, certificate or series of learning activities leading to intellectual mastery List your PLOs below and explain the timeline by which the PLOs will be assessed What is the PLO Assessment Planning Timeline for this Program?: To develop an ongoing and systematic planning timeline, it is recommended that you assess PLOs within a 3 year cycle (e.g. assess 1/3 of PLOs in year 1, 1/3 in year 2, and 1/3 in year 3)			Ideal examples of Program Learning Outcomes: • Are observable and measurable • Are program specific • Connect to GCC's Core Competencies/ISLOs • Use action verbs • Generally a program will have between three and six PLOs • If applicable, aligns with professional organization(s) learning outcomes Ideal examples of Program Assessment Timelines: • Are practical, sustainable, and geared to Core Competencies/ISLOs, and college mission • Ensure that each PLO is assessed regularly within a 3 year cycle • Include teams for assessment data collection and analysis and assessment report writing that include faculty members who are instructors of the courses/programs assessed		
List PLOs below. Generally, a program will have between three and six PLOs. Continue to add PLOs until you have developed an assessment timeline for each PLO associated with this program.		In what semester and year will you assess this PLO? What data will you use to assess it (i.e. SLO data from courses within the program, exam or essay data, portfolios of student work, licensing/exit exams, etc) ?		Who will collect and analyze the PLO assessment data and write a report of the findings? (Include report writer's name and, if possible, other participants)	
PLO 1 The student will be able to perform general office skills such as sorting mail, answering phones, filing and processing documents; identify the role of personnel in various law		_____ Semester Results acquired from evaluating student performance in a law office environment, possibly through an internship/externship program.		CABOT Department Chair or Designee	

offices and demonstrate the knowledge and understanding of common legal terms; use the Internet, Web, and legal databases to locate information, make court-related appointments, select mail/courier services for court and non-court documents; initiate and respond to correspondence effectively while using automated technology to perform communication tasks. The student will also be able to identify the personal traits that lead to effective human relation skills in business and develop skills to work more effectively with customers and other employees.		
PLO 2 The student will be able to perform basic skills in Excel, more advanced skills in Word, and be able to utilize the standard and basic features of Windows operating system.	_____ Semester Results acquired through testing students on a capstone project.	CABOT Department Chair or Designee
PLO 3 The student will be able to type by touch at a minimum of thirty (30) words a minute and to create, edit, and format any business including forms, medical and legal forms, resumes, job applications, bibliographies, footnotes/endnotes, newsletters.	_____ Semester Results based on testing the typing skills (speed and accuracy) of the student on a variety of business forms.	CABOT Department Chair or Designee

.		
PLO 5		
PLO 6		
PLO 7		
PLO 8		
PLO 9		
PLO 10		

Course/Program Alignment Matrix

How are courses in the program aligned with the program's learning outcomes?: This section should include a matrix of the PLOs for your program and a list of each course which is a part of the program - For each course indicate if PLO is addressed within it the level at which it is addressed by either leaving it blank (if not addressed in program) or noting I, D, or M Introduce = I PLO is introduced at a basic level D = Develop Students are given opportunities to practice, learn more about, and receive feedback to develop more sophistication M = Mastery Students demonstrate mastery at a level appropriate for graduation	Ideal alignment: - Course/Program matrix indicates that PLOs are embedded in program's coursework - PLOs are introduced, developed, and mastered within the range of courses - Each course addresses one or more of the PLOs; however, rarely does a course address all PLOs
--	--

Course name and number e.g. Magic 101: Elementary Magic	PLO 1	PLO 2	PLO 3
	The student will be able to perform general office skills, such as sorting mail, answering phones, filing and processing documents; identify the role of personnel in various law offices and demonstrate the knowledge and understanding of common legal terms; use the Internet, Web, and legal databases to locate information, make court-related appointments, select	The student will be able to perform basic skills in Excel, more advanced skills in Word, and be able to utilize the standard and basic features of Windows operating system.	The student will be able to type by touch at a minimum of thirty (30) words a minute and to create, edit, and format any business document including forms, medical and legal forms, resumes, job applications, bibliographies, footnotes/endnotes, newsletters.

	mail/courier services for court and non-court documents; initiate and respond to correspondence effectively while using automated technology to perform communication tasks. The student will also be able to identify the personal traits that lead to effective human relation skills in business and develop skills to work more effectively with customers and other employees		
BUSAD 106 – Written Business Communication	M		
BUSAD 110 – Human Resources in Business	M		
BUSAD 152 – Management Communications – Oral	M		
CABOT 102 – English For Business	M		
CABOT 103 – Business Vocabulary Development	M		
CABOT 104 – Filing Methods and Systems	M		
CABOT 110 – Collegiate Business Math	M		
CABOT 162 Legal Office Procedures	M		
CABOT 165 Machine Transcription—Legal	M		

CABOT 208 – Windows Basics		M	
CABOT 210 – Computer Keyboarding/Typing II			M
CABOT 265 – Microsoft Word I		M	
CABOT 266 – Microsoft Word II		M	
CABOT 270 – Microsoft Excel I		M	
CS/IS 191 – Internet Orientation	M		
CABOT 156 Voice Recognition	M		

As you fill out this alignment matrix, gaps may occur or become visible. Use the gaps to help your determine which course or program SLOs may need to be revised so that all courses and programs are aligned. Question 2.2 in your program's Program Review report provides a means to explain if you noted any gaps in alignment and, if yes, how your division might revise course or program SLOs to ensure that all course and program learning outcomes are aligned.