

Community College of Denver

**Business Technology**

Mary Murphy, Chair

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## **Mission/Goals**

*The Community College of Denver's Business Technology (BTE) program will strive to ensure that their students receive a high quality education that reflects the demands of the industry and in order to prepare students for meaningful and productive employment.*

The BTE advisory board will aid CCD in identifying industry trends in order to update BTE competencies essential for student employment success.

## **Program Student Learning Outcomes**

The following PSLOs are modified to fit the curriculum of the specific associate of applied science degree.

- Accurately type 40 GWAM with 5 or fewer errors and with proper posture.
- Demonstrate the ability to accurately engage in file management.
- Follow complex instructions in creating forms, tables, and spreadsheets
- Follow directions and anticipate needs of supervisor in a professional, calm and friendly manner
- Effective and accurate use of a calculator or excel spreadsheet in simple mathematical equations

PSLOs are communicated to every faculty member and instructor in one-on-one training that relates the learning outcomes of the program to the learning outcomes of the college. This is done on an annual basis in a departmental meeting to enforce the one-on-one learning.

Program student learning outcomes are discussed in every class, and we are creating a common module to put into our learning management system (D2L).

### Curriculum Maps

AAS	Administrative Professional				
Core Courses	Accurately type 40 GWAM with 5 or fewer errors and with proper posture.	Demonstrate the ability to accurately engage in file management	Follow complex instructions in creating forms, tables, and spreadsheets	Follow directions and anticipate needs of supervisor in a professional, calm and friendly manner	Effective accurate a calcula excel spreads simple mathem equation
BTE 100	I	I		I	I
	Timed Writings	Keyboarding software		Paper	Ten-Pac
BTE 102	D	D	I	I	
	Timed Writings	Lessons/Workplace Success File Management	Letters, Tables, Memos	Workplace Success	
BTE 103	M	D	D	D	
	Timed Writings	File Management Concepts	Reports, Forms, Templates, Citations, Mail Merge, Graphics, Track Changes	Workplace Success Paper	

Core Courses	Accurately type 40 GWAM with 5 errors or less with proper posture	Demonstrate efficient records and file management systems	Demonstrate document design at an intermediate level using all tools in an application suite	Articulate the principles of customer service	Demonstrate mathematical efficiency of calculators software
BTE 120	D		D	D	D
	Chapter Lessons			A research paper on customer service	Excel Spreadsheets
BTE 125		I			
		Simulated Records Management Packet			
BTE 156					M
					Whole Number Fractions Decimals
BTE 225		M	M	D	D
		Office Management Simulated Packet	Office Management Simulated Packet	Office Management Simulated Packet	Excel Financial Documents

BTE 257		D	D		D
		File Management Concepts	Technology Labs		Techn La
BTE 287	M	M	M	M	M
	In-Box Activities	In-Box Activities	In-Box Activities	In-Box Activities	In-B Activ

I = Introduced  
D = Demonstrated  
M = Mastered

AAS	Administrative Professional: Healthcare				
Core Courses	Accurately type 40 GWAM with 5 or fewer errors and with proper posture	Demonstrate the ability to accurately engage in file in a medical setting	Follow complex instructions in creating forms, tables, and spreadsheets using correct medical language	Follow directions and anticipate needs of supervisor in a professional, calm and friendly manner	Effective an accurate us calculator o spreadshee simple mat equations
BTE 100	I	I		I	I
	Timed Writings	Keyboarding software		Paper	Ten- Pac
BTE 102	D	D	I	I	
	Timed Writings	Lessons/Workplac e Success  File Management	Letters, Tables, Memos	Workplace Success Responses	
BTE 103	M	I	D	D	
	Timed Writings	File Management Concepts	Reports, Forms, Templates, Citations, Mail Merge, Graphics, Track Changes	Workplace Success Responses	



Core Courses	Accurately type 40 GWAM with 5 errors or less with proper posture	Demonstrate efficient records and file management systems	Demonstrate document design at an intermediate level using all tools in an application suite	Articulate the principles of customer service	Demonstrate mathematical efficiency of calculators software
BTE 120	D		D	D	D
	Chapter Lessons			A research paper on customer service	Excel Spreadsheets
BTE 125		I			
		Simulated Records Management Packet			
BTE 156					M
					Whole Number Fractions Decimals
BTE 225		M	M	D	D
		Office Management Simulated Packet	Office Management Simulated Packet	Office Management Simulated Packet	Excel Financial Documents

Core Courses/ Support Courses	Accurately type 40 GWAM with 5 errors or less with proper posture	Demonstrate efficient records and file management systems	Demonstrate document design at an intermediate level using all tools in an application suite	Articulate the principles of customer service	Demonstrate mathematical efficiency of calculators software
BTE 257		D	D		D
		File Management Concepts	Technology Labs		Techn La
MOT 209			D	D	
				Chapter Lessons	
HPR 178			D	D	
				Chapter Lessons	
BTE 187	M	M	M	M	M
	In-Box Activities	In-Box Activities	In-Box Activities	In-Box Activities	In-Box Activities

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The associate of applied science in legal administrative professionals is being discontinued in 2018-2019.

### Assessment Methods and Results

Every learning outcome is measured using timed in-class examinations to ensure that the learning has been met. This is done on a five year plan to go through all PSLOs, and to develop improvements in instruction for each outcome not met.

Currently, a five year plan is being developed to focus on one outcome for each year. Up to the present, we have been attempting to measure every outcome every semester, and feel that method was not achieving strong goals.

Each faculty member and instructor is involved in assessment. Random student artifacts are gathered from the relevant semester and



redacted. Then, those artifacts are assessed against a common, normed rubric. The department sets 80% at "meets" as their goal for each PSLO, and will work on improvements in the classroom toward meeting that goal before moving onto the next PSLO.

Assessment results are used to change classroom instructional methods in order to improve the student outcomes on that PSLO. Those changes are also assessed to ensure that they meet our goals.

At our advisory committee meetings, they are updated on the progress of our assessment practices and assist in creating improvement strategies.

### **Continuous Improvement**

The assessment plan is reviewed and updated by the department every five years. If at an advisory board or departmental meeting we determine that our plan has become out dated, we immediately update the plan to reflect new industry standards. The chair maintains responsibility for initiating this update as well as for ensuring that the results of assessment are integrated into the appropriate courses.