

Office Administration

Program Learning Outcomes

Learning outcomes represent culminating demonstrations of learning and achievement. In addition, learning outcomes are interrelated and cannot be viewed in isolation of one another. As such, they should be viewed as a comprehensive whole. They describe performances that demonstrate that significant integrated learning by graduates of the program has been achieved.

The graduate has reliably demonstrated the ability to

1. apply time management and organizational skills to facilitate the completion of tasks and to meet deadlines in the business, legal, and/or medical environment.
2. establish and maintain data management systems to organize electronic and paper records for the business, legal, and/or medical environment.
3. coordinate the organizing, processing, and responding to electronic and paper communications to facilitate the flow of information in the business, legal, and/or medical environment.
4. produce accurate financial and billing records for the business, legal, and/or medical environment within a specified time frame by compiling information and using appropriate software.
5. produce accurate business, legal, and/or medical correspondence and reports by a specific deadline using available computer technology as well as by applying recordings, editing, and language skills.
6. use effective interpersonal skills in the business, legal, and/or medical environment to assist the completion of individual and team tasks, to ensure effective client service, and to promote the image of the organization.
7. integrate the use of application software to create and produce accurate, organized documentation for business, the different areas of law and/or the medical environment within a specified period of time.
8. use the Internet and its tools in a business, legal, and/or medical environment to enhance communication and business opportunities.
9. demonstrate administrative skills to enhance the effective operation of the workplace.
10. research, develop, and present a report substantiating the selection of resources or services for the workplace using written and oral presentation techniques and appropriate technology.
11. organize meetings, conferences, special events, and travel including the preparation of related documentation.
12. provide technical support and training related to computer software to others in the business, legal, and/or medical environment as required.