

Glendale Community College
STUDENT LEARNING OUTCOMES & CORE COMPETENCIES WORKSHEET

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Program Name: General Office Clerk I

Semester: Fall, 2010

Instructors: Cindy Pollack and Rosemarie Shamieh

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 General Office Clerk I:</i> Produce documents using a word processor and demonstrate understanding of general office etiquette.	- Portfolio in complete course consisting of: resume, cover letter, references, varied correspondence, application form and several evaluation forms.	3	3