

SCANS Competencies Checklist

Academic Year: 2022-2023

SCANS COMPETENCIES FOR PROGRAM: Business Office Technology: Office Specialist L1 Certificate

Competency	Course where Competency is Assessed	Method of Assessment	Improvements as a Result of Assessment Findings
1 READING: Locate, understand, and interpret written information in prose and in documents such as manuals, graphs, and schedules.	POFT 1301 Business English	Comprehensive final exam questions. Evaluated every three years.	Students must score at least 70% on final exam questions correctly. Instructor will continue to review final exam questions related to reading comprehension.
2 WRITING: Communicate thoughts, ideas, information, and messages in writing, and create documents such as letters, directions, manuals, reports, graphs, and flow charts.	POFT 1301 Business English	Comprehensive final exam questions and writer's workshop lessons. Evaluated every three years.	Students must score at least 70% on final exam questions correctly. Instructor will continue to review final exam questions related to reading comprehension and basic grammar.
3 ARITHMETIC OR MATHEMATICS: Perform basic computations and approach practical problems by choosing appropriately from a variety of mathematical techniques.	POFT 1321 Business Math	Comprehensive final exam questions. Evaluated every three years.	Students must score at least 70% on final exam questions correctly. Instructor will continue to review final exam questions related to reading comprehension.
4 SPEAKING AND LISTENING: Organize ideas and communicate orally; receive, attend to, interpret, and respond to verbal messages and other cues.	POFT 1309 Administrative Office Procedures I	Test 1 and oral presentation. Evaluated every three years.	70% will correctly answer questions tied to SLO correctly. Instructor will provide additional opportunities to practice oral communication in preparation for test 1.
5 THINKING SKILLS: A worker must think creatively, make decisions, solve problems, visualize, know how to learn, and reason effectively.	POFT 1309 Administrative Office Procedures I	Test 1. Evaluated every three years.	70% will correctly answer questions tied to SLO correctly. Instructor will provide additional opportunities addressing making decisions and time management skills.
6 PERSONAL QUALITIES: A worker must display responsibility, self-esteem, sociability, self-management, integrity, and honesty.	POFT 1309 Administrative Office Procedures I	Test 1. Evaluated every three years.	70% will correctly answer questions tied to SLO correctly. Instructor will enhance class lecture relating to responsibility and time management skills.
7 WORKPLACE COMPETENCIES: resources; interpersonal skills; information; systems; and technology	POFT 1309 Administrative Office Procedures I	Test 1. Evaluated every three years.	70% will correctly answer questions tied to SLO correctly. Instructor will provide additional opportunities to practice interpersonal skills.

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8 BASIC USE OF COMPUTERS	POFI 1301 Computer Applications I	Quizzes and exams. Evaluated every three years.	Students will score 70% or better on final exam. Instructor will provide additional class exercises to practice worksheet computer applications.