

SCANS Competencies Checklist

Academic Year: 2018-2019

SCANS COMPETENCIES FOR PROGRAM: Business Office Technology, Office Specialist 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.	Reading comprehension is satisfactory. 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. Evaluated every three years.	Writing skills are satisfactory. Instructor will continue to incorporate writing assignments to enhance writing skills.
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.	Math skills are satisfactory. Instructor will continue to review formulas and give additional practice worksheets.
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. Evaluated every three years.	Speaking and listening skills are satisfactory. 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.	Critical thinking skills are satisfactory. Instructor will provide additional opportunities addressing making decisions.
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.	Skills related to personal qualities are satisfactory. Instructor will enhance class lecture relating to responsibility.
7 WORKPLACE COMPETENCIES: resources; interpersonal skills; information; systems; and technology	POFT 1309 Administrative Office Procedures I	Test 1. Evaluated every three years.	Interpersonal skills are satisfactory. Instructor will provide additional opportunities to practice interpersonal skills.
8 BASIC USE OF COMPUTERS	POFI 1301 Computer Applications I	Perform common tasks used in applications. Evaluated every three years.	Computer skills are satisfactory. Instructor will provide additional class exercises to practice worksheet computer applications.