

LAC CTE Summary Data Report

Appendix 1

Results: College Core Outcome compared to Benchmark (2016-2017)

Cultural Awareness	Student achievement of Emerging: Level 3 & above		SAC determined Benchmark for Emerging: Level 3
Prog. Outcome #6	10/16	63%	75%
Prog. Outcome #4	7/20	35%	75%
Critical Thinking	Student achievement of Emerging: Level 2 & above		SAC determined Benchmark for Emerging: Level 3
Prog. Outcome #6	15/19	79%	75%
Prog. Outcome #4	3/19	16%	75%

Results: College Core Outcome compared to Benchmark (2015-2016)

Cultural Awareness	Student achievement of Emerging: Level 3 & above		SAC determined Benchmark for Emerging: Level 3
Prog. Outcome #6	14/22	64%	75%
Prog. Outcome #4	6/10	60%	75%
Critical Thinking	Student achievement of Emerging: Level 2 & above		SAC determined Benchmark for Emerging: Level 3
Prog. Outcome #6	25/41	61%	75%
Prog. Outcome #4	9/22	41%	75%

Appendix 2: MSD Courses Mapped to Program Outcomes and PCC Core Outcomes

MSD Program Outcomes	MSD Program Objectives	PCC Core Outcomes	MSD 3 Credit Core Classes
1. Enhance an organization's ability to thrive in a diverse, rapidly changing, and increasingly global business environment by carrying out supervisory or managerial responsibilities in a manner that reflects professional standards and ethics, sustainability, and social responsibility.	Clearly summarizes key supervisory/managerial responsibilities. Identifies integral relationships essential to a global environment. <i>Key words:</i> <i>Managerial skills, techniques, responsibilities</i> <i>Global economy</i>	<ul style="list-style-type: none"> ➤ Community & Environmental Responsibility ➤ Critical Thinking ➤ Cultural Awareness ➤ Professional Competence 	MSD 101 Principles of Management MSD 107 Organizations & People MSD 115 Improving Work Relations MSD 117 Customer Relations MSD 200 Orgs & Social Respons. MSD 222 Human Resource Mgt.
2. Innovate change as a change-leader to assist an organization in coping with new, more challenging workplace by using an understanding of what causes change initiatives to fail and how to manage the human and technological challenges of change.	Identifies and implements key leadership strategies in coping with a more flexible and challenging workplace. <i>Key words:</i> <i>Effective leadership, Management strategies</i> <i>Technology</i> <i>Diverse workplace</i>	<ul style="list-style-type: none"> ➤ Communication ➤ Critical Thinking ➤ Cultural Awareness 	MSD 105 Workplace Comm. Skills MSD 107 Organizations & People MSD 111 Workplace Correspond. MSD 115 Improving Work Relations MSD 117 Customer Relations MSD 121 Leadership Skills
3. Strengthen organizational effectiveness by facilitating effective work relationships and resolving conflicts in a diverse workplace with skillful application of a broad range of communication skills.	Analyzes and demonstrates techniques in facilitating effective relationships focusing on resolving conflicts in a diverse workplace. <i>Key words:</i> <i>Conflict resolution</i> <i>Facilitating effective work relationships</i>	<ul style="list-style-type: none"> ➤ Communication ➤ Critical Thinking ➤ Cultural Awareness 	MSD 105 Workplace Comm. Skills MSD 111 Workplace Correspond. MSD 117 Customer Relations MSD 121 Leadership Skills MSD 206 Troubled Employee
4. Build enterprise value by developing, leading, and motivating diverse teams to continuously improve processes in a rapidly changing marketplace.	Applies key strategies in developing, motivating, and leading teams in a diverse workplace. <i>Key words:</i> <i>Quality teams</i> <i>Team building strategies</i> <i>focus on diverse workplace</i>	<ul style="list-style-type: none"> ➤ Communication ➤ Critical Thinking ➤ Cultural Awareness 	MSD 101 Principles of Management MSD 107 Organizations & People MSD 115 Improving Work Relations MSD 121 Leadership Skill Devel.
5. Strengthen an organization by developing goals, objectives, and flexible plans to manage and monitor project scope, resources, time schedules, and budgets for dynamic projects in alignment with company goals.	Developed goals, objectives, and plans that will enhance productivity, quality, and cost control. <i>Key words:</i> <i>Goal setting</i> <i>Productivity</i> <i>Quality assurance</i> <i>Cost control</i>	<ul style="list-style-type: none"> ➤ Critical Thinking ➤ Communication 	MSD 101 Principles of Management MSD 121 Leadership Skills MSD 279 Project Management

MSD Program Outcomes	MSD Program Objectives	PCC Core Outcomes	MSD 3 Credit Core Classes
<p>6. Respond to diverse customer needs in an increasingly global environment by applying problem solving skills with a variety of customer service strategies to identify, assess, predict, and achieve customer expectations.</p>	<p>Compares and contrasts past and present customer service initiatives in an increasingly global environment. Applies problem-solving skills using a variety of strategies to identify and meet customer expectations.</p> <p><i>Key words: Meeting diverse customer expectations Skills Strategies Techniques</i></p>	<ul style="list-style-type: none"> ➤ Critical Thinking ➤ Communication ➤ Cultural Awareness 	<p>MSD 105 Workplace Comm. Skills MSD 107 Organizations & People MSD 111 Workplace Correspond. MSD 117 Customer Relations MSD 200 Orgs & Social Respons. MSD 279 Project Management</p>
<p>7. Support the primary mission of an organization by using an understanding of the history, current practices, and legal aspects of human resources standards to make effective on-the-job supervisory and managerial decisions.</p>	<p>Critiques and interprets (analyzes) current practices and considers legal aspects of HR standards to make effective supervisory/managerial decisions.</p> <p><i>Key words: HR standards, practices and roles Effective Managerial decision making</i></p>	<ul style="list-style-type: none"> ➤ Critical Thinking ➤ Communication ➤ Cultural Awareness ➤ Professional Competence 	<p>MSD 101 Principles of Management MSD 200 Orgs & Social Respons. MSD 206 Troubled Employee MSD 222 HR: Personnel MSD 223 HR: Performance & Compensation</p>
<p>8. Actively build skills by identifying, assessing, and taking advantage of learning opportunities that contribute to personal and professional growth in a supervisory or managerial role.</p> <p><i>(also MSD Certificate Outcome)</i></p>	<p>Identifies and assesses learning opportunities that contribute to personal and professional growth in supervisory or managerial role.</p> <p><i>Key words: Professional growth Career attainment in supervisory/management</i></p>	<ul style="list-style-type: none"> ➤ Professional Competence ➤ Self-Reflection 	<p>MSD 101 Principle of Management MSD 105 Workplace Comm. Skills MSD 111 Workplace Correspond. MSD 115 Improving Work Relation. MSD 222 HR: Personnel MSD 279 Project Management</p>