

**Matrix of Competencies and Courses of the Bachelor's Program in
Office Systems Administration and Technology for Student Learning Assessment 2025-2026 to 2029-2030**

Graduates of the Bachelor's Program in ASOT will effectively demonstrate the following competencies:														
1. Ability to communicate orally and in writing. 2. Capacity for teamwork. 3. Research skills for problem solving and decision making. 4. Skills in the use of information and communication technologies (ICT). 5. Skills for interpersonal relationships. 6. Knowledge and skills in administrative office procedures.						7. Knowledge and cultivation of ethical and civic values. 8. Ability to think logically and critically. 9. Knowledge of the basic principles of business in a global context.								
Courses						1	2	3	4	5	6	7	8	9
First Year	ASOT 3005 – Integration of Emerging Technologies in the Workplace											*		
	ASOT 3006 – Documents Production – Basic Level													
	ASOT 3507 – Ethics and Interpersonal Relationships					*	*			*		*		
	ASOT 3008 – Documents Production – Intermediate Level								*					
	ASOT 3105 – Document Administration and Digitization							*			*		*	
Second Year	ASOT 3305-3306 – Information Processing / Info. Processing Laboratory								*					
	ASOT 3106 – Telecommunications for Organizational Development									*				
	ASOT 4005 – Integration of Programs for Electronic Information Processing								*					
	ASOT 3018 – Processing of Business Documents in Spanish					*								
	MERC 3118 – Basic Concepts of Marketing for Office Professionals													*
Third Year	ASOT 3505 – Administrative Procedures for Office Professionals							*			*			
	ASOT 4010 – Training Planning and Administration						*			*		*		
	ASOT 4030 – Desktop Publishing								*					
	ECON 3008 – Basic Concepts of Economics for Office Professionals													*
	ASOT 3016 – Basic Concepts of Accounting for Office Professionals													*
	ASOT 3019 – Processing of Business Documents in English					*								
	ASOT 4038 – Office Administration							*				*	*	*
	ESTA 3106 – Basic Concepts of Statistics for Office Professionals													*
Fourth Year	ASOT 4009 – Protocol and Administration of Professional Events						*							
	ASOT 4040 – Office Systems Planning and Implementation					*								
	ASOT 4500 – Administrative and Technological Management Center										*			
	FINA 3108 – Basic Concepts of Finances for Office Professionals													*
	ASOT 4985 – Internship and Seminar					*	*	*	*	*	*	*	*	*

Legend: First Semester / Second Semester

Office Systems Administration and Technology Program Assessment Plan 2025-2026 to 2029-2030

Common Professional Component	OSATP Learning Outcome	Year	Course	Direct/ Indirect Measure	Internal/ External Measure	Assessment Means	Initial Success Indicator	Target Success Indicator	Academic Years
Functional Area: Management	Communication skills in English and Spanish	First Year	ASOT 3507 – Ethics and Interpersonal Relationships	Direct	Internal	Rubric to assess oral presentation	70% of students will obtain 3 or 4 on a 4 scale	75% of students will obtain 3 or 4 on a 4 scale	2025-2026 2027-2028 2029-2030
		Second Year	ASOT 3018 – Processing of Business Documents in Spanish	Direct	Internal	Comprehensive Spanish Language Test	70% of students with 70% or more of effectiveness.	70% of students with 70% or more of effectiveness.	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030
		Third Year	ASOT 3019 – Processing of Business Documents in English	Direct	Internal	Comprehensive English Language Test	70% of students with 70% or more of effectiveness.	70% of students with 70% or more of effectiveness.	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030
		Fourth Year	ASOT 4040 – Office Systems Planning and Implementation	Direct	Internal	Rubric to assess oral presentation	75% of students will obtain 3 or 4 on a 4 scale	80% of students will obtain 3 or 4 on a 4 scale	2026-2027 2028-2029 2029-2030
			ASOT 4985 - Internship and Seminar	Direct	Internal	Rubric to assess reflexive paper written in Spanish	70% of students will obtain 3 or 4 on a 4 scale	70% of students will obtain 3 or 4 on a 4 scale	2025-2026 2026-2027 2027-2028 2028-2029
				Direct	External	Internship Evaluation Sheet	85% of students will obtain 3 or 4 on a 4 scale	90% of students will obtain 3 or 4 on a 4 scale	2029-2030
Functional Area: Management	Teamwork skills	First Year	ASOT 3507 – Ethics and Interpersonal Relationships	Direct	Internal	Rubrics to assess teamwork skills	70% of students will obtain 3 or 4 on a 4 scale	75% of students will obtain 3 or 4 on a 4 scale	2026-2027 2028-2029 2029-2030
		Third Year	ASOT 4010 – Training Planning and Administration	Direct	Internal	Rubrics to assess teamwork skills	75% of students will obtain 3 or 4 on a 4 scale	80% of students will obtain 3 or 4 on a 4 scale	2026-2027 2028-2029 2029-2030
		Fourth Year	ASOT 4009 – Protocol and Administration of Professional Events	Direct	Internal	Rubrics to assess teamwork skills	80% of students will obtain 3 or 4 on a 4 scale	85% of students will obtain 3 or 4 on a 4 scale	2025-2026 2027-2028 2029-2030

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Common Professional Component	OSATP Learning Outcome	Year	Course	Direct/ Indirect Measure	Internal/ External Measure	Assessment Means	Initial Success Indicator	Target Success Indicator	Academic Years
			ASOT 4985 – Internship and Seminar	Direct	External	Internship Evaluation Sheet	85% of students will obtain 3 or 4 on a 4 scale	90% of students will obtain 3 or 4 on a 4 scale	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030
Functional Area: Management	Research for problem solving and decision making skills	First Year	ASOT 3105 – Document Administration and Digitization	Direct	Internal	Rubric to assess problem solving and decision making skills through a case study	70% of students will obtain 3 or 4 on a 4 scale	70% of students will obtain 3 or 4 on a 4 scale	2025-2026 2027-2028 2029-2030
		Third Year	ASOT 3505 – Administrative Procedures for Office Professionals	Direct	Internal	Rubric to assess problem solving and decision making skills through a case study	75% of students will obtain 3 or 4 on a 4 scale	75% of students will obtain 3 or 4 on a 4 scale	2025-2026 2027-2028 2029-2030
			ASOT 4038 – Office Administration	Direct	Internal	Rubric to assess problem solving and decision making skills through a case study	75% of students will obtain 3 or 4 on a 4 scale	75% of students will obtain 3 or 4 on a 4 scale	2026-2027 2028-2029 2029-2030
		Fourth Year	ASOT 4985 – Internship and Seminar	Direct	External	Internship Evaluation Sheet	85% of students will obtain 3 or 4 on a 4 scale	85% of students will obtain 3 or 4 on a 4 scale	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030
Technical Skills: Information Systems	Information and communication technologies skills	First Year	ASOT 3008 – Document Production – Intermediate Level	Direct	Internal	Performance Tests	70% of students with 70% or more of effectiveness	70% of students with 75% or more of effectiveness	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030
		Second Year	ASOT 3305-3306 – Information Processing/Information Processing Lab	Direct	Internal	Performance Tests using Excel and Access	70% of students with 70% or more of effectiveness	70% of students with 75% or more of effectiveness	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030

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Common Professional Component	OSATP Learning Outcome	Year	Course	Direct/ Indirect Measure	Internal/ External Measure	Assessment Means	Initial Success Indicator	Target Success Indicator	Academic Years
			ASOT 4005 – Programs Integration for Electronic Processing of Information	Direct	Internal	Performance Tests using Word, Excel, and Access	70% of students with 75% or more of effectiveness	75% of students with 75% or more of effectiveness	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030
		Third Year	ASOT 4030 – Desktop Publishing	Direct	Internal	Performance Tests	75% of students with 75% or more of effectiveness	75% of students with 80% or more of effectiveness	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030
		Fourth Year	ASOT 4985 – Internship and Seminar	Direct	External	Internship Evaluation Sheet	85% of students will obtain 3 or 4 on a 4 scale	90% of students will obtain 3 or 4 on a 4 scale	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030
Functional Area: Management	Interpersonal relationships skills	First Year	ASOT 3507 – Ethics and Interpersonal Relationships	Direct	Internal	Rubric to assess interpersonal relationships skills	75% of students will obtain 3 or 4 on a 4 scale	80% of students will obtain 3 or 4 on a 4 scale	2025-2026 2027-2028 2029-2030
		Second Year	ASOT 3106 – Telecommunications for Organizational Development	Direct	Internal	Rubric to assess interpersonal relationships skills	75% of students will obtain 3 or 4 on a 4 scale	80% of students will obtain 3 or 4 on a 4 scale	2026-2027 2028-2029 2029-2030
		Third Year	ASOT 4010 – Training Planning and Administration	Direct	Internal	Rubric to assess interpersonal relationships skills	80% of students will obtain 3 or 4 on a 4 scale	85% of students will obtain 3 or 4 on a 4 scale	2026-2027 2028-2029 2029-2030
		Fourth Year	ASOT 4985 – Internship and Seminar	Direct	External	Internship Evaluation Sheet	85% of students will obtain 3 or 4 on a 4 scale	90% of students will obtain 3 or 4 on a 4 scale	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030
Functional Area: Management	Knowledge and skills in office procedures	First Year	ASOT 3105 – Document Administration and Digitization	Direct	Internal	Filing techniques application test	70% of students with 70% or more of effectiveness	70% of students with 75% or more of effectiveness	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030

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Common Professional Component	OSATP Learning Outcome	Year	Course	Direct/ Indirect Measure	Internal/ External Measure	Assessment Means	Initial Success Indicator	Target Success Indicator	Academic Years
		Third Year	ASOT 3505 – Administrative Procedures for Office Professionals	Direct	Internal	Comprehensive test	75% of students with 75% or more of effectiveness	80% of students with 75% or more of effectiveness	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030
		Fourth Year	ASOT 4500 – Administrative and Technological Management Center	Direct	Internal	Performance Projects	75% of students with 75% or more of effectiveness	80% of students with 75% or more of effectiveness	2025-2026 2027-2028 2029-2030
			ASOT 4985 – Internship and Seminar	Direct	External	Internship Evaluation Sheet	85% of students will obtain 3 or 4 on a 4 scale	90% of students will obtain 3 or 4 on a 4 scale	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030
Business Environment: Business Ethics	Civic and ethical values	First Year	ASOT 3005 – Integration of Emerging Technologies in the Workplace	Direct	Internal	Rubric to assess ethical behavior through a case study	70% of students will obtain 3 or 4 on a 4 scale	75% of students will obtain 3 or 4 on a 4 scale	2025-2026 2027-2028 2029-2030
			ASOT 3507 – Ethics and Interpersonal Relationships	Direct	Internal	Rubric to assess ethical behavior through a case study	70% of students will obtain 3 or 4 on a 4 scale	75% of students will obtain 3 or 4 on a 4 scale	2026-2027 2028-2029 2029-2030
				Direct	Internal	Rubric to assess civic values through a community service project	75% of students will obtain 3 or 4 on a 4 scale	80% of students will obtain 3 or 4 on a 4 scale	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030
		Third Year	ASOT 4010 – Training Planning and Administration	Direct	Internal	Rubric to assess civic values through a community service project	80% of students will obtain 3 or 4 on a 4 scale	85% of students will obtain 3 or 4 on a 4 scale	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030
			ASOT 4038 – Office Administration	Direct	Internal	Rubric to assess ethical behavior through a case study	75% of students will obtain 3 or 4 on a 4 scale	75% of students will obtain 3 or 4 on a 4 scale	2026-2027 2028-2029 2029-2030

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Common Professional Component	OSATP Learning Outcome	Year	Course	Direct/ Indirect Measure	Internal/ External Measure	Assessment Means	Initial Success Indicator	Target Success Indicator	Academic Years
		Fourth Year	ASOT 4985 – Internship and Seminar	Direct	Internal	Rubric to assess civic values through a community service project	85% of students will obtain 3 or 4 on a 4 scale	90% of students will obtain 3 or 4 on a 4 scale	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030
				Direct	External	Internship Evaluation Sheet	85% of students will obtain 3 or 4 on a 4 scale	90% of students will obtain 3 or 4 on a 4 scale	
Functional Area: Management	Logical and critical thinking	First Year	ASOT 3105 – Document Administration and Digitization	Direct	Internal	Rubric to assess critical thinking through a case study	70% of students will obtain 3 or 4 on a 4 scale	70% of students will obtain 3 or 4 on a 4 scale	2025-2026 2027-2028 2029-2030
		Third Year	ASOT 4038 – Office Administration	Direct	Internal	Rubric to assess critical thinking through a case study	70% of students will obtain 3 or 4 on a 4 scale	70% of students will obtain 3 or 4 on a 4 scale	2026-2027 2028-2029 2029-2030
		Fourth Year	ASOT 4985 – Internship and Seminar	Direct	Internal	Internship Evaluation Sheet	80% of students will obtain 3 or 4 on a 4 scale	85% of students will obtain 3 or 4 on a 4 scale	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030
Functional Areas: Marketing, Accounting, and Management Business Environment: Legal Environment: Ethics, and Economics Integrative Areas: Business Policies	Knowledge of business principles in a global environment: marketing, finance, management, economics, statistics, accounting, and legal environment of business	Second Year	MERC 3118 – Basic Concepts of Marketing for Office Professionals	Direct	Internal	Tests	70% of students with 70% or more of effectiveness	70% of students with 70% or more of effectiveness	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030
		Third Year	ECON 3008 – Basic Concepts of Economics for Office Professionals	Direct	Internal	Tests	70% of students with 70% or more of effectiveness	70% of students with 70% or more of effectiveness	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030
			ASOT 3016 – Basic Concepts of Accounting for the Office Professional	Direct	Internal	Comprehensive Test	70% of students with 70% or more of effectiveness	70% of students with 70% or more of effectiveness	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030

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			ASOT 4038 – Office Administration	Direct	Internal	Comprehensive Test	70% of students with 70% or more of effectiveness	75% of students with 70% or more of effectiveness	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030
			ESTA 3106 – Basic Concepts of Statistics for Office Professionals	Direct	Internal	Tests	70% of students with 70% or more of effectiveness	70% of students with 70% or more of effectiveness	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030
		Fourth Year	FINA 3108 – Basic Concepts of Finance for Office Professionals	Direct	Internal	Tests	70% of students with 70% or more of effectiveness	70% of students with 70% or more of effectiveness	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030
			ASOT 4985 – Internship and Seminar	Direct	External	Comprehensive Systemic Test for the Administration/ Office Systems Programs	60% of students with 70% or more of effectiveness	60% of students with 70% or more of effectiveness	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030
Functional Areas: Marketing, Business Finance, Accounting, and Management Business Environment: Legal Environment, Ethics, and Economics Technical Skills: Information Systems, Quantitative Techniques/Statistics Integrative Areas: Business policies,	All OS learning outcomes	Yearly	ASOT 4985 – Internship and Seminar	Indirect	Internal	Survey of competencies attainment to be completed by students	85% of Internship students will indicate that possess the necessary competencies to perform effectively in the OS area 85% of Internship students will assess as excellent or good the	85% of Internship students will indicate that possess the necessary competencies to perform effectively in the OS area 85% of Internship students will assess as excellent or good the	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030

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Common Professional Component	OSATP Learning Outcome	Year	Course	Direct/ Indirect Measure	Internal/ External Measure	Assessment Means	Initial Success Indicator	Target Success Indicator	Academic Years
integrative experience							academic preparation received in the OS Department	academic preparation received in the OS Department	
			ASOT 4985 – Internship and Seminar	Indirect	External	Survey to be completed by Internship supervisors	80% of Internship supervisors will assess as excellent or good the academic preparation received by students in the OS Department 80% of Internship supervisors will assess as excellent or good the students' performance regarding their work during the Internship	80% of Internship supervisors will assess as excellent or good the academic preparation received by students in the OS Department 80% of Internship supervisors will assess as excellent or good the students' performance regarding their work during the Internship	2025-2026 2026-2027 2027-2028 2028-2029 2029-2030
		Every Three Years	N/A	Indirect	External	Survey of competencies attainment to be completed by alumni	85% of alumni will assess as excellent or good the academic preparation received in the OS Department 85% of alumni will be very satisfied or	85% of alumni will assess as excellent or good the academic preparation received in the OS Department 85% of alumni will be very satisfied or	2027-2028

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Common Professional Component	OSATP Learning Outcome	Year	Course	Direct/ Indirect Measure	Internal/ External Measure	Assessment Means	Initial Success Indicator	Target Success Indicator	Academic Years
							satisfied with the OS Bachelor Program	satisfied with the OS Bachelor Program	
			N/A	Indirect	External	Survey to be completed by alumni employers	80% of alumni employers will assess as excellent or good the academic preparation received by alumni in the OS Department 80% of alumni employers will assess as excellent or good the alumni performance regarding their work	80% of alumni employers will assess as excellent or good the academic preparation received by alumni in the OS Department 80% of alumni employers will assess as excellent or good the alumni performance regarding their work	2027-2028