

Office Technology Assessment Plan
Rev. 12/4/2020

Office Technology	16-17	17-18	18-19	19-20	20-21	21-22
OFFTB50NC - Introduction to Careers						
• 1) Upon successful completion of the course the student will be able to compile a list of possible careers in the Career and Technical Education field of interest.						P
• 2) Upon successful completion of the course, the student will be able to analyze effective communication and vocabulary needed in the workplace for the Career and Technical Education field of interest.						P
• 3) Upon successful completion of the course, the students will be able to generate a working plan for immediate employment and long term pathway in the Career and Technical Education field of interest.						P
OFFTB51NC - Office Procedures						
• 1) Upon successful completion of the course, the student will be able to perform basic filing procedures in a timely manner.						P
• 2) Upon successful completion of the course, the student will be able to manage a calendar while scheduling appointments.						P
• 3) Upon successful completion of the course, the student will be able to apply common office procedures and internal controls.						P
OFFTB53NC - Personality Styles and Difficult Relationships						
• 1) Upon successful completion of the course, the student will be able to differentiate the basics of their own personality styles and behaviors.						P
• 2) Upon successful completion of the course, the student will be able to differentiate a variety of personality styles in a work environment.						P
• 3) Upon successful completion of the course, the student will be able to use strategies to adapt their own behavior when encountering difficult personality styles.						P
OFFTB54NC - Collaborating and Team Building						
• 1) Upon successful completion of the course, the student will be able to implement team-working skills and their usefulness in a business environment.						P
• 2) Upon successful completion of the course, the student will be able to demonstrate collaboration with fellow students while using team building strategies.						P
• 3) Upon successful completion of the course, the student will be able to use solution-oriented communication to summarize agreement areas within a group.						P
OFFTB55NC - Best Practices in Customer Service						
• 1) Upon successful completion of the course, the student will be able to distinguish the role that customer service plays in their career choice.						P
• 2) Upon successful completion of the course, the student will be able to apply strategies that retain a valuable customer base and earn repeat business.						P
• 3) Upon successful completion of the course, the student will be able to resolve customer complaints by managing verbal and nonverbal communication.						P
OFFTB56NC - Relationship Building for Customer Sales						
• 1) Upon successful completion of the course, the student will be able to explain the importance of relationship building in sales.						P
• 2) Upon successful completion of the course, the student will be able to develop strategies to increase trust within current customer relationships and engage in relationship-building efforts.						P
• 3) Upon successful completion of the course, the student will be able to demonstrate how to confidently converse with customers about business and business opportunities.						P
OFFTB57NC - Negotiation Skills in Business						
• 1) Upon successful completion of the course, the student will be able to differentiate between successful and unsuccessful negotiations.						P
• 2) Upon successful completion of the course, the student will be able to apply and develop negotiation skills to use in the components of the Negotiation Framework.						P
• 3) Upon successful completion of the course, the student will be able to distinguish negotiation challenges and proactively identify strategies for overcoming them.						P
OFFTB58NC - High Impact Presentations and Proposals						
• 1) Upon successful completion of the course, the student will be able to prepare and organize the key components of an effective presentation.						P
• 2) Upon successful completion of the course, the student will be able to use tips, tools and techniques in order to improve their presentation design and delivery skills.						P
• 3) Upon successful completion of the course, the student will be able to differentiate qualities and behaviors of powerful presenters.						P

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OFFTB59NC - Hiring and Recruiting						
• 1) Upon successful completion of the course, the student will be able to distinguish current employment issues, including globalization, diversity, and workforce sizing.						P
• 2) Upon successful completion of the course, the student will be able to implement the best practices when recruiting and posting employment opportunities in physical and digital spaces.						P
• 3) Upon successful completion of the course, the student will be able to prepare and execute an efficient interview process.						P
OFFTB60NC - Legal and Financial Implications with Employees						
• 1) Upon successful completion of the course, the student will be able to distinguish the basic legal implications when incorporating Federal and State employment laws.						P
• 2) Upon successful completion of the course, the student will be able to examine the financial implications involved in making employment decisions.						P
• 3) Upon successful completion of the course, the student will be able to implement basic employee rights and possible legal implications.						P
OFFTB61NC - Compensation and Basic Payroll I						
• 1) Upon successful completion of the course, the student will be able to distinguish the records and data needed in order to calculate payroll for employees in a small business.						P
• 2) Upon successful completion of the course, the student will be able to calculate the pay rate for employees under different pay rates and time periods.						P
• 2) Upon successful completion of the course, the student will be able to prepare a basic payroll register to calculate net pay.						P
OFFTB62NC - Compensation and Basic Payroll II						
• 1) Upon successful completion of the course, the student will be able to differentiate reporting and maintaining proper record of forms and deposits.						P
• 2) Upon successful completion of the course, the student will be able to prepare and report various payroll tax forms to different government agencies.						P
• 3) Upon successful completion of the course, the student will be able to compare how to deposit the various payroll withholdings to its appropriate government agencies.						P
OFFTB66NC - Introduction to Entrepreneurship						
• 1) Upon successful completion of the course, the student will be able to distinguish the nature of a small business, the advantages and disadvantages of going into business for oneself.						P
• 2) Upon successful completion of the course, the student will be able to distinguish feasible business ideas and different business paths with goals.						P
• 3) Upon successful completion of the course, the student will be able to differentiate failure and success among business, and value the need for good planning skills.						P
OFFTB67NC - Business Plan I: Executive Summary						
• 1) Upon successful completion of the course, the student will be able to distinguish the components of a cover sheet in a business plan.						P
• 2) Upon successful completion of the course, the student will be able to differentiate the components of a table of contents in a business plan.						P
• 3) Upon successful completion of the course, the student will be able to create the components of the Executive Summary in a business plan.						P
OFFTB68NC - Business Plan II: The Organizational Plan						
• 1) Upon successful completion of the course, the student will be able to identify and begin writing the components in the Organization Plan section of the business plan.						P
• 2) Upon successful completion of the course, the student will be able to recognize how to write a proper Products or Service section for a business plan.						P
• 3) Upon successful completion of the course, the student will be able to identify and begin writing the components that make up the Administrative Plan of a business plan.						P
OFFTB69NC - Business Plan III: The Marketing Plan						
• 1) Upon successful completion of the course, the student will be able to recognize the components that make up the marketing plan section of a business plan.						P
• 2) Upon successful completion of the course, the student will be able to discuss what goes into a well thought out market analysis.						P
• 3) Upon successful completion of the course, the student will be able to identify and begin writing a well planned marketing strategy.						P

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OFFTB70NC - Business Plan IV: The Financial Plan						
• 1) Upon successful completion of the course, the student will be able to recognize and begin writing the components that make up the financial plan section of a business plan.						P
• 2) Upon successful completion of the course, the student will be able to describe sources and uses of loan funds.						P
• 3) Upon successful completion of the course, the student will be able to discuss the basics of how to use previous financial statements or financial projections to create a financial statement analysis.						P
OFFTB71NC - Execution of Business Plan						
• 1) Upon successful completion of the course, the student will be able to demonstrate how a business plan can serve as a guide for a business.						P
• 2) Upon successful completion of the course, the student will be able to value how a business plan can be used to acquire financing.						P
• 3) Upon successful completion of the course, the student will be able to use a business plan to navigate new markets.						P
OFFTB72NC - Setting up Quickbooks for Small Business						
• 1) Upon successful completion of the course, the student will be able to set up a company in Quickbooks.						P
• 2) Upon successful completion of the course, the student will be able to create customer, vendor, and employee lists in Quickbooks.						P
• 3) Upon successful completion of the course, the student will be able to create, pay, and track invoices in Quickbooks.						P
OFFTB73NC - Monthly Procedures Using Quickbooks						
• 1) Upon successful completion of the course, the student will be able to practice making an end of the month changes or adjustments to accounts in Quickbooks.						P
• 2) Upon successful completion of the course, the student will be able to demonstrate the process of monthly reconciliations in Quickbooks.						P
• 3) Upon successful completion of the course, the student will be able to verify inventory in Quickbooks.						P
OFFTB74NC - Year-end Procedures Using Quickbooks						
• 1) Upon successful completion of the course, the student will be able to finalize end of the year financial statements in Quickbooks						P
• 2) Upon successful completion of the course, the student will be able to update and finalize information returns using Quickbooks.						P
• 3) Upon successful completion of the course, the student will be able to backup information and close the books in Quickbooks.						P
OFFTB76NC - Business Branding						
• 1) Upon successful completion of the course, the student will be able to distinguish what a business brand is and how it is crucial for business growth.						P
• 2) Upon successful completion of the course, the student will be able to create a brand with value, mission, purpose, and a personality that gains customer loyalty.						P
• 3) Upon successful completion of the course, the student will be able to utilize the brand to communicate to the customer why the business stands out from the rest of the competition.						P
OFFTB81NC - Creating a Basic Business Website						
• 1) Upon successful completion of the course, the student will be able to demonstrate the importance and usefulness of a business website.						P
• 2) Upon successful completion of the course, the student will be able to create a basic business website from a website builder platform template.						P
• 3) Upon successful completion of the course, the student will be able to manage and maintain a business website.						P
OFFTB82NC - Marketing Maps and Google Advertising						
• 1) Upon successful completion of the course, the student will be able to differentiate services offered by Google for the marketing of a small business.						P
• 2) Upon successful completion of the course, the student will be able to create a position for a business in a map platform.						P
• 3) Upon successful completion of the course, the student will be able to create an advertising campaign using Google AdWords.						P
OFFTB83NC - Social Media for Business						
• 1) Upon successful completion of the course, the student will be able to distinguish how the designated social media platform can be used to further a business marketing strategy.						P
• 2) Upon successful completion of the course, the student will be able to create a social media business profile and create an effective ad in the designated social media platform .						P
• 3) Upon successful completion of the course, the student will be able to manage the designated social media platform while staying current and identifying target groups.						P

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OFFTB84NC - Blogging for Business						
• 1) Upon successful completion of the course, the student will be able to distinguish what a blog is and how it can benefit a business.						P
• 2) Upon successful completion of the course, the student will be able to create a blog for an existing business.						P
• 3) Upon successful completion of the course, the student will be able to manage the context of a blog while increasing its effectiveness.						P
OFFTB86NC - Computer for Beginners						
• 1) Upon successful completion of the course, the student will be able to recognize basic computer terminology.						P
• 2) Upon successful completion of the course, the student will be able to perform basic tasks, including how to turn a computer on and off correctly.						P
• 3) Upon successful completion of the course, the student will be able to use the computer keyboard and mouse to navigate a computer.						P
OFFTB87NC - Introduction to Microsoft Windows						
• 1) Upon successful completion of the course, the student will be able to explore the basic tools and features of Microsoft Windows.						P
• 2) Upon successful completion of the course, the student will be able to illustrate the basics on file management within Microsoft Windows.						P
• 3) Upon successful completion of the course, the student will be able to adjust settings and customize features within Microsoft Windows.						P
OFFTB88NC - Searching the Web						
• 1) Upon successful completion of the course, the student will be able to define the internet and access different forms of web browsers.						P
• 2) Upon successful completion of the course, the student will be able to navigate the internet and utilize the address bar.						P
• 3) Upon successful completion of the course, the student will be able to apply different search techniques and methods while accessing a variety of search engines.						P
OFFTB89NC - E-mail for Beginners						
• 1) Upon successful completion of the course, the student will be able to recognize what an e-mail is and its usefulness in modern society.						P
• 2) Upon successful completion of the course, the student will be able to create an e-mail account, manage contacts, and navigating the features within the e-mail service provider.						P
• 3) Upon successful completion of the course, the student will be able to demonstrate how to send and receive e-mail, insert attachments, and edit text within the email.						P
OFFTB90NC - Learn to Type						
• 1) Upon successful completion of the course, the student will be able to utilize the correct finger to strike each key while increasing their speed.						P
• 2) Upon successful completion of the course, the student will be able to recognize techniques and strategies to prevent carpal tunnel syndrome.						P
• 3) Upon successful completion of the course, the student will be able to access self learning typing software online.						P
OFFTB91NC - Basic Image Editing						
• 1) Upon successful completion of the course, the student will be able to recognize why photo editing is important and how to access it online.						P
• 2) Upon successful completion of the course, the student will be able to demonstrate the basics of editing images in an image editing platform.						P
• 3) Upon successful completion of the course, the student will be able to convey a message in an image using an image editing platform.						P
OFFTB92NC - Introduction to Word Processing Software						
• 1) Upon successful completion of the course, the student will be able to distinguish basic concepts and characteristics of word processing software.						P
• 2) Upon successful completion of the course, the student will be able to demonstrate how to navigate the word processing software.						P
• 3) Upon successful completion of the course, the student will be able to create a document, including entering text and printing.						P
OFFTB93NC - Introduction to Presentation Software						
• 1) Upon successful completion of the course, the student will be able to distinguish basic concepts and characteristics of a presentation software.						P
• 2) Upon successful completion of the course, the student will be able to demonstrate how to navigate the basics of a presentation software.						P
• 3) Upon successful completion of the course, the student will be able to create a visual presentation, including entering text and printing.						P

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OFFTB94NC - Introduction to Spreadsheet Software						
• 1) Upon successful completion of the course, the student will be able to distinguish basic concepts and characteristics of a spreadsheet software.						P
• 2) Upon successful completion of the course, the student will be able to demonstrate how to navigate the basics of a spreadsheet software.						P
• 3) Upon successful completion of the course, the student will be able to create a spreadsheet budget, including entering text and printing.						P