			TECHN	OLOGY & H	EALTH DIVI	SION											
Program:	Electronics 8 Computer Eng. Tech. (AS degree and cert.)	# Courses: (if applicable)		Updated:	6/18/2015	Submitted b	oy:	J. I	Hyme	r							
Institution	al Level Outco	mes (ILOs): As a	result of a following l	n educational ex knowledge, skills	perience with an , abilities, and at	y aspect of the titudes:	college, stud	ents w	ill dev	elop t	he						
1. Coi	mmunication	2.	2. Critical Thinking 3. Information and Technology Literacy 4: Personal, Social, Civic, Environmental Responsibility														
Connect PLOs w program or educ	vith an I, P, or M (se ational experience.	ee Key in Footer) ident	2. Critical Thinking Technology Literacy Environmental Responsibility in Footer) identifying the level to which knowledge or a skill can be demonstrated following the completion of the PLO to ILO Alignment														
PLO Name		PLO Defined: Up	oon success	ful completion of t	his program, stud	ents will be able	to:	1	2	3	4						
1. Breadth	of study	Apply knowledge electronics, and	e of electron microcontro	ic principles to the llers.	areas of commu	nications, industri	ial		Р								
2. Use of te equipme	est ent	Demonstrate pro circuit behaviors	per use of e in the labor	electronic test equi atory.	pment and assoc	iate measuremer	nt results with		М								
3. Quantita	tive analysis	Quantitatively de use these results	termine unk to assess (known electrical pa or troubleshoot fau	arameters from giv	ven or measured system operation.	values and	Р	Р								
4. Commur	nication	Communicate, be application to the	oth verbally observed b	and in writing, kno behaviors of circuit	wledge of electric s and systems.	cal concepts and	their	Р	Р								
5. High-lev	el thought	In advanced cou principles applica	rses, conne able in the e	ct concepts learne mployment contex	ed in introductory of the state	courses to more	general	Р	Р								
6.																	
7.																	

Key for Level of Learning (Use for Mapping SLOs/MOs to PLOs to ILOs) I = Knowledge/Skill Introduced P = Knowledge/Skill Practiced/Applied M = Knowledge/Skill Mastered

Student Learning Objectives (SLOs), Measureable Objectives (MOs), Administrative Unit Objectives (AUOs)

Course: ELEC 10	Connec demons	t Outcom strated in	es with a that porti	n I, P, or on of the	M (see K course or	ey in Foo service.	ter) identi	fying the	level to w	hich knov	wledge or	a skill ca	n be	
SLOs, MOs, AUOs	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	PLO 6	PLO 7	PLO 8	6 OTA	PLO 10	ILO 1	ILO 2	ILO 3	ILO 4
ELEC 10 students will demonstrate proficiency in the assembly of an electromechanical system. (SLO)	I	I	I									I		
ELEC 10 students will be able to recognize standard symbols used in electronic schematic diagrams. (SLO)														
Know terms and vocabulary associated with electronic and mechanical circuits.				- I							Т			
Analyze operation of systems that incorporate both electronic and mechanical circuits.		I	I									I		
Recognize symbols used on electronic schematics.	I										I			
Compare and contrast analog vs. digital processing technologies.	Р												I	
Demonstrate proper assembly techniques of robotic circuits.	I	I	I									I		
Evaluate effectiveness of various industrial process technologies.	I												I	

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Course: ELEC 11	Connec demons	t Outcom	es with a that portio	n I, P, or on of the o	M (see Ke course or	ey in Foot service.	ter) identi	fying the	level to w	hich knov	vledge or	a skill ca	n be	
SLOs, MOs, AUOs	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	PLO 6	PLO 7	PLO 8	6 OTd	PLO 10	ILO 1	ILO 2	ILO 3	ILO 4
Students completing ELEC 11 will be able to produce an expense spreadsheet with a chart in Microsoft Excel. (SLO)	I		I	I									Р	
Students completing ELEC 11 will demonstrate the ability to produce a correctly formatted and error-free employment cover letter using Microsoft Word. (SLO)	I			Ρ	Ρ						Ρ		Ρ	Ρ
Demonstrate various features of the Windows operating system specifically used in electronic technology.	I			Ρ							Ρ		Ρ	
Define and discuss common vocabulary words associated with technology and computers.	Р			Ρ							Р		Р	
Design and implement various word processing assignments including: memos, technical reports, and a resume.	Р			Р							Р		Р	
Design and implement various spreadsheet assignments including data in chart and graph form.	Ρ		Ρ	Ρ								Ρ	Ρ	
Implement various database assignments including data manipulation, report generations.	Ρ			Р	Р							Р	Р	
Identify features of computer presentation methods.	Р			Ρ							Ρ		Ρ	
Demonstrate using the internet to research a given topic.				Ρ							Ρ		Р	

Course: ELEC 12	Connec demons	t Outcom	es with a that portio	n I, P, or on of the o	M (see Ko course or	ey in Foot service.	ter) identi	fying the	level to w	hich knov	vledge or	a skill ca	n be	
SLOs, MOs, AUOs	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	9 OTA	PLO 7	PLO 8	6 OTA	PLO 10	ILO 1	ILO 2	ILO 3	ILO 4
Course completers will demonstrate the ability to isolate defective components on physical (as opposed to simulated) circuit boards. (SLO)		Р	Р		Р							Р		
Using MultiSim students will construct and simulate a discrete-component analog circuit. (SLO)	Ρ		Ρ	Ρ								Р		
Using MultiSim students will be able to locate hidden faults in an analog circuit. (SLO)			Ρ		Ρ							Р		
Demonstrate basic computer operating skills.		Р										Р		
Analyze operational circuit parameters when component values are changed.		Р	Р									Р		
Analyze circuits for faults.			Р		Р							Р		
Demonstrate how to troubleshoot circuits, and replace faulty components through simulation.		Р	Р		Ρ							Ρ		
Predict circuit operating parameters based on simulated characteristics.			Ρ									Ρ		

Course: ELEC 50A	Connec demons	t Outcom	es with a that portio	n I, P, or I on of the c	M (see Ke course or	ey in Foot service.	ter) identi	fying the	level to w	hich knov	vledge or	a skill cai	n be	
SLOs, MOs, AUOs	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	PLO 6	PLO 7	PLO 8	6 OTd	PLO 10	ILO 1	ILO 2	ILO 3	ILO 4
Students completing ELEC 50A will be able to make accurate readings of voltage, current, and resistance using analog and digital multimeters. (SLO)	I	Ρ	I	I							I	I		
As a consequence of significant program modification in which electronics math concepts will be covered in the ELEC 50A theory course, students in ELEC 50A will be able to numerically analyze a series-parallel circuit. (SLO)			I									I		
Define common terms and recognize symbols used in DC electronic circuits.	I											I		
Explain circuit operation of various DC circuitry.				I							I			
Analyze from problems various DC unknown quantities.			I									I		
Analyze from schematics various DC unknown quantities.			I	I								I		
Predict unknown electronic quantities before solving electronic formulas.			I									I		
Measure and record electrical quantities.		Ρ												
Demonstrate proper use of test equipment.		Ρ												
Troubleshoot various defects in DC circuitry.	I		Ι								Ι	Ι		
Calculate unknown electrical quantities in DC circuits.			T											

Student Learning Outcomes (SLOs), Measureable Objectives (MOs), Administrative Unit Objectives (AUOs)

Course: ELEC 50B	Connec demons	t Outcom	es with a that portio	n I, P, or on of the o	M (see Ko course or	ey in Foot service.	ter) identi	fying the	level to w	hich knov	vledge or	a skill ca	n be	
SLOs, MOs, AUOs	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	9 OTA	PLO 7	PLO 8	PLO 9	PLO 10	ILO 1	ILO 2	ILO 3	ILO 4
Students will be able to accurately measure amplitude and time parameters of a periodic waveform displayed on the oscilloscope screen. (SLO)		I	I	I								Ρ		
Students completing ELEC 50B will be able to employ polar and/or rectangular notation to determine the magnitude and phase shift of an unknown circuit parameter (voltage, current, impedance, and/or power). (SLO)			Ρ	Ρ							Ρ	Ρ		
Define common terms and recognize symbols used in AC electronics. (MO)			I								Р	Р		
Analyze operation of AC circuits. (MO)	Р		Р	Р							Р	Р		
Calculate unknown electrical quantities in AC circuits. (MO)			Р									Р		
Measure and record AC electrical quantities. (MO)		Ρ	Р									Р		
Demonstrate the proper use of test equipment (oscilloscope, function generator, frequency counter) when measuring electrical quantities in a lab exercise. (MO)			I										Ρ	
Compare and contrast characteristics of series versus parallel AC circuits. (MO)				Р	Р						Р	Р		
Evaluate the characteristics of frequency selective circuits. (MO)	Р		Р	Р								Р		

Course: ELEC 51	Connec demons	t Outcom	es with a that portion	n I, P, or on of the o	M (see Ko course or	ey in Foo service.	ter) identi	fying the	level to w	hich knov	vledge or	a skill ca	n be	
SLOs, MOs, AUOs	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	PLO 6	PLO 7	PLO 8	6 OTA	PLO 10	ILO 1	ILO 2	ILO 3	ILO 4
Students completing ELEC 51 will be able to determine voltage gain and bandwidth characteristics of a common-emitter transistor amplifier. (SLO)		Ρ	Ρ		I							Ρ		
Students completing ELEC 51 will be able to determine expected gain and bandwidth of an operational amplifier. (SLO)			Ρ		I							Ρ		
Explain operating parameters of various semiconductor devices and circuits.				Р							Р	Р		
Explain system application of various semiconductor devices and circuits.				Р							Р	Р		
Analyze troubleshooting techniques of various semiconductor devices and circuits.			Р									Р		
Measure electrical quantities.			М									М		
Analyze various op-amp design parameters.			Р									Р		
Compare and contrast various oscillator types.				Р							Р	Р		
Analyze switching circuits and timers.			Р									Р		

Student Learning Objectives (SLOs), Measureable Objectives (MOs), Administrative Unit Objectives (AUOs)

Course: ELEC 53	Connec demons	t Outcom	es with a that portion	n I, P, or on of the o	M (see Ko course or	ey in Foo service.	ter) identi	fying the	level to w	hich knov	vledge or	a skill ca	n be	
SLOs, MOs, AUOs	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	PLO 6	PLO 7	PLO 8	6 OTA	PLO 10	ILO 1	ILO 2	ILO 3	ILO 4
Students completing ELEC 53 will be able to interpret amplitude and frequency characteristics of signals displayed on the spectrum analyzer screen. (SLO)		Ρ	Ρ								Р	Р		
Students completing ELEC 53 will be able to calculate the bandwidth and power characteristics of frequency-modulated signals using the table of normalized Bessel functions. (SLO)			Ρ									Ρ		
Define common communication terms used in telecommunication circuits.	I				I							I		
Explain circuit operation of various communication circuits.	Р			Р							Р	Р		
Demonstrate effective use of test equipment during measurements on various communication circuits.		Р										Р		
Calculate and analyze various modulation characteristics using a variety of modulation principles.			Ρ	Ρ								Ρ		
Compare and contrast various parameters of different modulation principles.				Ρ							Ρ			
Measure and record parameters of several modulated sources.		Р									Ρ			
Evaluate and measure the reception effectiveness of several modulated sources.		Ρ	Ρ	Р								Р		

Key for Level of Learning

(Use for Mapping SLOs/MOs to PLOs to ILOs)

I = Knowledge/Skill Introduced

Student Learning Objectives (SLOs), Measureable Objectives (MOs), Administrative Unit Objectives (AUOs)

Course: ELEC 54A	Connec demons	t Outcom	es with ai that portic	n I, P, or I on of the o	M (see Ke course or	ey in Foot service.	ter) identi	fying the	evel to w	hich knov	vledge or	a skill cai	n be	
SLOs, MOs, AUOs	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	9 OTA	PLO 7	PLO 8	PLO 9	PLO 10	ILO 1	ILO 2	ILO 3	ILO 4
Students will be able to explain the operation of industrial electronic components in circuits. (SLO)	I		Ρ	Ρ	Ρ						Р	Ρ		
Students will be able to make comparative assessments of direct-current (DC) motor controls. (SLO)	Ρ	Ρ	Ρ		Ρ						Ρ	Ρ		Ρ
Define common industrial electronic terms.	I			Р							Р			
Explain circuit operation of various industrial electronic components.	Р		Ρ	Ρ							Р			
Explain circuit applications of various industrial components and basic circuits.	Ρ			Ρ							Ρ	Ρ		
Analyze various parameters of industrial components and basic circuits.	Р	Ρ	Ρ									Ρ		
Identify various principles of optoelectronic components.					Ρ						Ρ			
Compare and contrast various principles of power sources.			Ρ	Ρ	Ρ						Ρ	Ρ		Р
Compare and contrast various DC and AC motor controls.			Ρ	Ρ	Ρ						Ρ	Ρ		Р
Measure circuit parameters for various motor control circuits.		Ρ	Ρ		Ρ							Ρ	Ρ	
Explain operation and applications of various transducers.	Ρ			Ρ	Ρ						Ρ	Ρ		

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Course: ELEC 54B	Connec demons	t Outcom	es with a that portion	n I, P, or on of the o	M (see Ke course or	ey in Foot service.	ter) identi	fying the	level to w	hich knov	vledge or	a skill ca	n be	
SLOs, MOs, AUOs	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	9 OTA	PLO 7	PLO 8	6 OTd	PLO 10	ILO 1	ILO 2	ILO 3	ILO 4
Students will be able to describe the key operational advantages of a PLC factory environment, including input, output, and communication protocols.	Ρ			Ρ	Ρ						Ρ	Ρ	Ρ	Ρ
Students completing ELEC 54B will be capable of assessing the quality of a programmable logic control (PLC) program. (SLO)	Р				Ρ							Ρ	Ρ	
Define common industrial electronic terms.	I			Р							Р			
Explain circuit operation of various industrial electronic circuits.	Ρ			Ρ							Ρ			Р
Explain system applications of various industrial electronic circuits.	Ρ			Р							Ρ			
Identify Programmable Logic Controller components.	Р			Р							Р		Ρ	
Differentiate number systems and codes used with common PLCs.			Р										Ρ	
Demonstrate PLC programming methods.					Р						Р		Р	
Compare and contrast PLC programming methods.			Р		Ρ						Ρ	Р	Ρ	Р
Synthesize the program (software) to the appropriate hardware electrical connection.		Ρ			Р							Р	Ρ	

Course: ELEC 55	Connec demons	t Outcom	es with a that portion	n I, P, or on of the o	M (see K course or	ey in Foo service.	ter) identi	fying the	level to w	hich knov	vledge or	a skill ca	n be	
SLOs, MOs, AUOs	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	PLO 6	PLO 7	PLO 8	6 OTA	PLO 10	ILO 1	ILO 2	ILO 3	ILO 4
Students completing ELEC 55 will be able to use the Smith chart to match line and load impedances. (SLO)	Р		Р		Р							Р		
Using laboratory equipment students will demonstrate the presence of standing waves on a microwave transmission line. (SLO)		Ρ										Р		
Define common microwave terms.				I							Р			
Explain circuit operation of various microwave components.	Р				Р						Р	Р		
Explain system applications of various microwave components.	Р				Р						Р			
Calculate and analyze various microwave characteristics.			Ρ									Ρ		
Plot graphically and analyze various microwave characteristics on the Smith Chart.	Ρ				Р						Ρ	Р		
Compare and contrast Smith Chart values from those obtained by formula.			Ρ									Ρ		
Measure common microwave parameters using microwave test equipment.		М										Р		

Course: ELEC 56	Connec demons	t Outcom	es with a that portio	n I, P, or on of the o	M (see Ko course or	ey in Foot service.	ter) identi	fying the	level to w	hich knov	vledge or	a skill cai	n be	
SLOs, MOs, AUOs	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	PLO 6	PLO 7	PLO 8	PLO 9	PLO 10	ILO 1	ILO 2	ILO 3	ILO 4
Using the design algorithm, students will design and build a combinational logic control circuit. (SLO)		Р	Ρ									Ρ		
Using a state machine design, students will construct a synchronous counter that counts a random number sequence and then repeats. (SLO)		Ρ	Ρ									Ρ		
Recognize logic symbols and logic interpretation.	I											Ρ		
Analyze combinational logic circuits and waveforms.			Ρ									Ρ		
Demonstrate reduction techniques of combinational logic.			Ρ									Ρ		
Analyze sequential logic circuits and wave forms.			Ρ									Ρ		
Evaluate logic circuit parameters from truth tables.											Р	Р		
Troubleshoot logic circuits and find faults.		Р										Р		
Measure logic circuit input and output signals using a variety of testing techniques.		Р										Р		

Course: ELEC 61	Connect Outcomes with an I, P, or M (see Key in Footer) identifying the level to which knowledge or a skill can be demonstrated in that portion of the course or service.													
SLOs, MOs, AUOs	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	9 OTA	PLO 7	PLO 8	6 OTA	PLO 10	ILO 1	ILO 2	ILO 3	ILO 4
Students will demonstrate the ability to assemble an electronic circuit board to approved industry standards (IPC7711/7721). (SLO)	I											I		
Students completing ELEC 61 will demonstrate the ability to capture a schematic and render a printed circuit board phototool from an instructor-supplied list of component requirements. (SLO)	I											I	I	
Demonstrate the proper manufacturing techniques of soldering and de-soldering.	I											I		
Differentiate between types of assembly techniques and justify the merits of one versus the other.	I											I		
Design a printed circuit board using computer- aided drafting (CAD).	I	I										I		
Define or explain various terms used in assembly and manufacturing processes.				Ι							Ι			
Recognize acceptable assembly connections from unacceptable ones.				I							I	I		

Course: ELEC 62	Connect Outcomes with an I , P , or M (see Key in Footer) identifying the level to which knowledge or a skill can be demonstrated in that portion of the course or service.													
SLOs, MOs, AUOs	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	9 OTA	PLO 7	PLO 8	6 OTA	PLO 10	ILO 1	ILO 2	ILO 3	ILO 4
Students will demonstrate the ability to solder a surface-mount electronic circuit board to approved industry standards (IPC7711/7721). (SLO)	Ρ											Ρ		
In a laboratory setting, students will perform component removal, desoldering, and rework tasks to industry standards. (SLO)	Ρ		Ρ									Ρ		
Recognize chip components and packaging outlines.	Р				Ρ								Ρ	
Compare and contrast various assembly techniques on SMT components.	Р				Ρ						Р	Ρ		
Demonstrate knowledge of rework techniques on SMT components.	Ρ										Ρ			
Evaluate finished assemblies for proper application of approved industry soldering standards.	Ρ		Ρ									Р		Ρ
Evaluate solderability and preparation methods for SMT.	Ρ				Р							Р		

Student Learning Objectives (SLOs), Measureable Objectives (MOs), Administrative Unit Objectives (AUOs)

Course: ELEC 74	Connect Outcomes with an I , P , or M (see Key in Footer) identifying the level to which knowledge or a skill can be demonstrated in that portion of the course or service.													
SLOs, MOs, AUOs	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	9 OTA	PLO 7	PLO 8	6 OTd	PLO 10	ILO 1	ILO 2	ILO 3	ILO 4
Students completing ELEC 74 will be able to install programs and development tools into microcontrollers or companion personal computers. (SLO)	I												I	
Students completing ELEC 74 will be able to describe the relationship between hardware and software in a microcontroller. (SLO)	I	I	I								I			
Students in ELEC 74 will use different types of microcontroller platforms (such as Arduino or Fubarino) to implement projects of their own design. (SLO)		Ρ			Р						Ρ	Р	Ρ	
Program a PIC microcontroller using a development board.	I													
Compare and contrast various features of different process control circuits.				Р	Р						Р	Р		
Demonstrate the use of interfacing devices in circuit operation.	Р	Ρ										Ρ		
Compare and contrast various features of different interfacing devices.												Р		
Program the PIC using the C programming language.	I												I	
Demonstrate a functional interface control circuit for a process control circuit.	Р	Р										Р		
Compare and contrast features of various types of PLDs.	Р											Ρ		

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Course: ELEC 76	Connect Outcomes with an I , P , or M (see Key in Footer) identifying the level to which knowledge or a skill can be demonstrated in that portion of the course or service.													
SLOs, MOs, AUOs	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	PLO 6	PLO 7	PLO 8	6 OTA	PLO 10	ILO 1	ILO 2	ILO 3	ILO 4
Students completing ELEC 76 will successfully pass Elements 1 and 3 of the Federal Communications Commission General Radiotelephone Operator License examination. (SLO)					Μ							М		
Students attempting to obtain a ship-radar endorsement will successfully complete NARTE examination. (SLO)					М							М		
Identify the requirements of the various FCC communication licenses.				I							Р			
Apply electronic principles as they apply to the Element 3 license.	М		М		М							М		
Explain pertinent communications-related rules and regulations covered in the Element 1 license examination.				Ρ							Ρ			
Solve electronic math problems.			М									М		
Identify circumstances where possession of GROL is federally mandated for communications technicians in the marine and aviation radio services.				Ρ							Ρ			

Course: ELEC 81	Connect Outcomes with an I , P , or M (see Key in Footer) identifying the level to which knowledge or a skill can be demonstrated in that portion of the course or service.													
SLOs, MOs, AUOs	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	PLO 6	PLO 7	PLO 8	6 OTA	PLO 10	ILO 1	ILO 2	ILO 3	ILO 4
Students will demonstrate the ability to perform research necessary to obtain information sufficient to complete a semester project of the student's choosing. (SLO)	Р			Ρ	Ρ						Ρ		Ρ	
Students will demonstrate the ability to produce a project timeline showing procedural steps, critical tasks, and goals. (SLO)				Р	Ρ						Ρ	Ρ		
Select a project idea that meets the need of the student.				Р	Р								Р	
Research requisite information required to complete the project.				Ρ	Ρ								Р	
Demonstrate proper use of lab equipment while working on project.		М										Ρ		
Plan procedural steps in order to facilitate project completion.				Ρ	Ρ							Ρ		
Demonstrate completed project and report outcomes.				Р							Р	Ρ		

Course: ELEC 91	Connect Outcomes with an I, P, or M (see Key in Footer) identifying the level to which knowledge or a skill can be demonstrated in that portion of the course or service.													
SLOs, MOs, AUOs	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	PLO 6	PLO 7	PLO 8	6 OTA	PLO 10	ILO 1	ILO 2	ILO 3	ILO 4
Employers of Electronics & Computer Technology Work Experience students will rate the technical skills of their students as above average. (SLO)	М				Μ									Μ
Employers of Electronics & Computer Technology Work Experience students will rate the work habits of their students as above average. (SLO)	М				Μ									М
Demonstrate job competence of assigned duties while at the job site.	М				М									М
Expand responsibilities or learning opportunities beyond those experienced during previous employment.	М				М									М
Develop an occupational goal to which the work experience will contribute.	М				М									М
Demonstrate correct operation of equipment.	М				М									М
Demonstrate good work habits.	М				М									М
Follow procedures and protocols already in practice at the work site.	М				М									М

Course: TECH 60	Connect Outcomes with an I, P, or M (see Key in Footer) identifying the level to which knowledge or a skill can be demonstrated in that portion of the course or service.													
SLOs, MOs, AUOs	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5	PLO 6	PLO 7	PLO 8	6 OTA	PLO 10	ILO 1	ILO 2	ILO 3	ILO 4
Students completing TECH 60 will demonstrate the ability to answer questions in a positive manner in a mock job interview.	Р			Р	Р						Р	Р	Р	
Students completing TECH 60 will be able to identify qualities employers seek in new hires.	Р		Ρ	Ρ							Р	Ρ	Р	Р
Describe the benefits of using effective customer contact skills.	Р			Р							Р			Р
Demonstrate proper customer and team interactions.	Р													Р
Identify and use customer contact tools.	Р			Р							Р			Р
Evaluate the effectiveness of appropriately used customer contact tools.	Р		Ρ		Ρ							Ρ		
Know and use effective questioning techniques.	Р			Р							Р			
Compare and contrast ethical decisions made.	Р				Р							Р		Р
Compare and contrast hard skills versus soft skills.	Р			Р	Р						Р	Р	Р	
Know and use effective communication skills.	Р			Р							Р			Р
Demonstrate proper responses and appropriate attire in an interview.	Р			Р							Р			Р