

Oakland Community College

Curriculum Review

**Reports Supporting the Review of the
Business Information Systems
Program**

**Prepared by the Office of Assessment & Effectiveness
August 2007**



**OAKLAND
COMMUNITY
COLLEGE**

Major Highlights

Program Dashboard

Credit Hour Trends

Degree Trends

Occupational Projections and
Skills Analysis

Program Assessment Plan

Program Assessment Results

CRC Recommendations

Follow up

**Business Information Systems
Major Highlights
August 2007**

Overview

The information contained in this binder represents supporting reports and data associated with the CRC's review of the Business Information Systems program. These reports are intended to provide a historical perspective, as well as an idea of current strengths and future challenges facing the program which may impact short and long term planning.

Major Highlights

- Over the last three years, the composite program dashboard score for Business Information Systems has steadily declined, dropping from 9.06 to the most recent score of 8.34. As such, in 2005-06, the BIS program ranked 85th out of 99 curriculum tracked in the Program Dashboard. This trend should serve as an early warning of potential challenges facing the program.
- On the positive side, one of the seven dashboard measures, the percent of minority students, exceeded the college benchmark for this measure. Specifically, over the last three years, the percent of minorities enrolled in BIS courses has remained relatively consistent at 38%, which exceeds the college-wide average of 28%.
- Meanwhile, two of the dashboard measures, sections filled to capacity and the percent of withdrawals fell short of the college benchmarks.
- Over the last three years, the extent to which BIS sections were filled to capacity has steadily declined. In 2003-04, 50% of available seats were filled, while in 2005-06 this percentage fell to 39%. This is noticeably below the college-wide average of 83% of sections filled to capacity.
- The program also faces a challenge in terms of a relatively high student withdraw rate (24%) which is well above the college-wide level of nearly 18%. Moreover, the withdrawal rate in BIS courses has seen a steady increase over the last three years.
- Enrollment trends indicate that after a peak of 4,730 credit hours in 1997-98, there was a downward trend for the next four years until a plateau was reached. From 2002-03 forward, credit hours have remained fairly steady, ranging from 3,000 to 3,800. In addition, during 2005-06, BIS courses ranked 31st in credit hour generation among all curriculum at the college.
- On an annual basis, the number of degrees awarded in Business Information Systems has averaged approximately 10 degrees and 3 certificates over the last ten years. Furthermore, of all degree granting programs, Business Information Systems ranked 23rd largest in terms of the number of associate degrees granted and 42nd largest for certificates awarded during 2005-06.

- Broadly speaking, within Southeast Michigan there are twelve unique occupations related to the Business Information Systems program. As a whole, over the next five years these occupations are projected to grow by 4,454 new jobs, while an additional 17,334 positions are anticipated due to replacement of current workers. However, several specific occupations are expected to decline by 2011. It is also worth noting that several occupations within this broad area overlap with other programs offered at OCC.
- In terms of program assessment, the BIS assessment plan has three unique Learning Outcomes and has a total of four Benchmarks, which is in accordance with the guidelines established by the Student Outcomes Assessment Committee.
- BIS has demonstrated on-going implementation of program assessment activities. Between July 2006 and August 2007, all four of the benchmarks have been assessed. During this period, two Benchmarks were met, while two were not.
- Specifically, the Benchmark "80% of students will successfully pass, with a score of 25 net words per minute (nwpm) or better on a 5-minute timed writing" was not met. However, no action strategies are cited. Feedback on this Benchmark states "The benchmark was not met due to the very low competency (basic literacy) of about 50% of students enrolled. Half of the students were "no shows" or early drops. I do not feel that changes are needed to the curriculum because students display little or no work ethic."
- In addition, the Benchmark "80% of students will be rated on their technical knowledge and successfully pass BIS 1300 (Document Processing and Production), with a score of 80% or better" was not met. Feedback on this finding states that "attendance by the student is very important to his/her success in this class." However, no action strategies will be taken to address this issue.
- Generally, regional occupational opportunities now and in the future appear to be positive, however recent enrollment trends and overall student success are posing a challenge to the program. A careful review of the Occupational Skills Analysis reports in relation to current curriculum design may be warranted.
- Furthermore, it may be worthwhile to further investigate the relationship between current labor market trends, public perceptions and titling of the program in order to partially address enrollment issues.

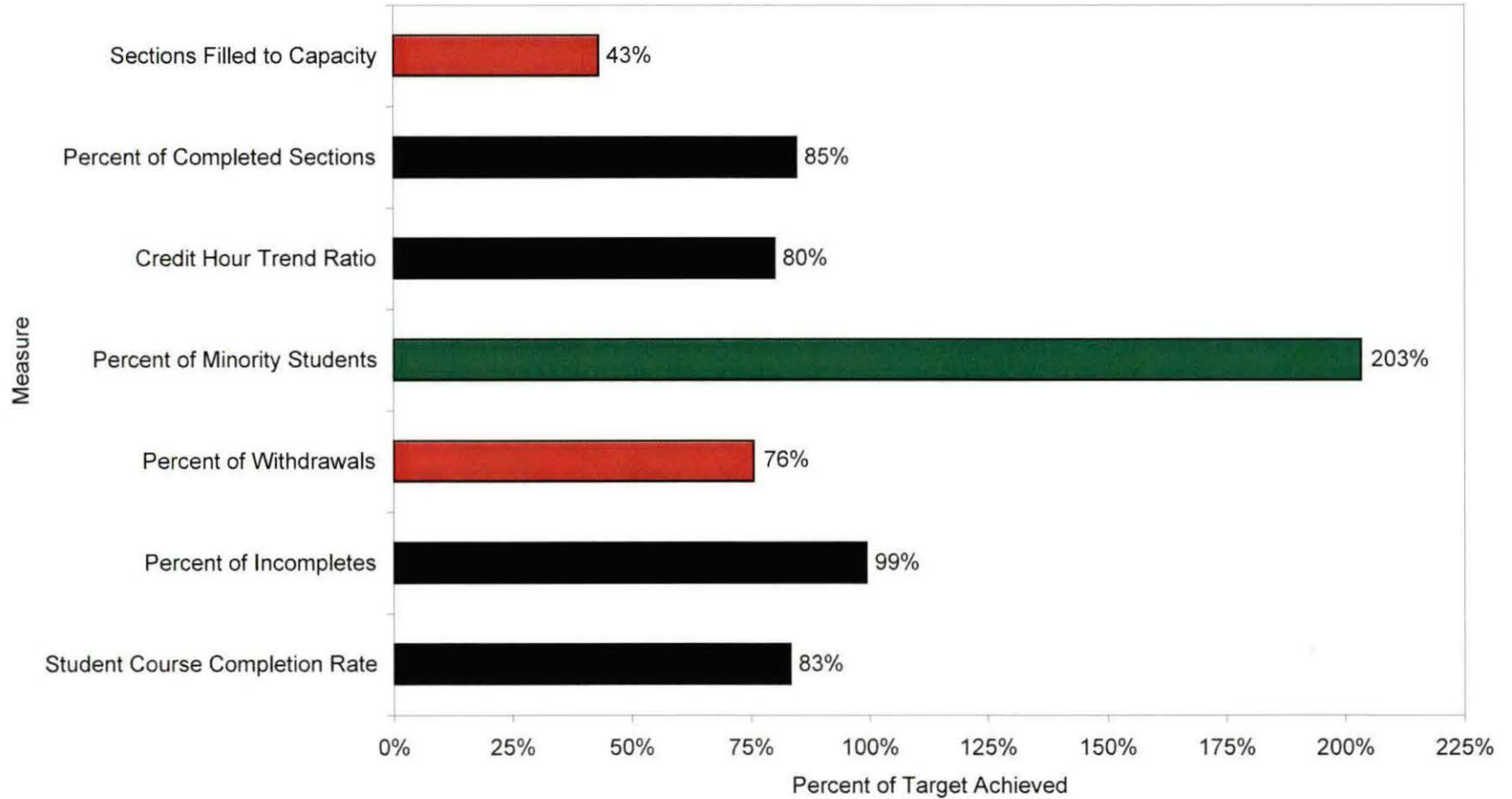
Oakland Community College Program Dashboard

The purpose of the program dashboard is to provide a data driven tool designed for the efficient and objective review of all curriculum offerings. Based on a common set of measures which apply to all programs/disciplines the dashboard facilitates the systematic identification of well performing as well as ailing curriculum so early intervention efforts can be undertaken.

In a rapidly changing economic and competitive environment it is necessary if not imperative to continually review curriculum offerings annually. Dashboard reports are a useful tool for monitoring program performance. In addition, they allow for an integrated approach for collecting, presenting, and monitoring data to meet long and short-term programmatic decision-making needs.

Oakland Community College Percent of Target Achieved 2005-06

Business Information Systems BIS



Oakland Community College Program Dashboard Report 2005-06

Business Information Systems BIS Dashboard Score: 8.34

Measures	Benchmarks			Percent of Target Achieved	Weight	Weighted Score
	Current Score	Trouble Score	Target Score			
Sections Filled to Capacity	38.8%	75.0%	90.0%	43.1%	18.0%	0.78
Percent of Completed Sections	76.2%	75.0%	90.0%	84.7%	14.2%	1.20
Credit Hour Trend Ratio	1.00	0.71	1.25	80.0%	15.3%	1.22
Percent of Minority Students	38.2%	16.9%	18.8%	203.2%	6.1%	1.24
Percent of Withdrawals	24.4%	15.0%	0.0%	75.6%	12.0%	0.91
Percent of Incompletes	0.7%	3.0%	0.0%	99.3%	7.9%	0.78
Student Course Completion Rate	62.4%	60.0%	75.0%	83.2%	26.5%	2.20

Program Dashboard Detail Report

Prefix BIS
Title Business Information Systems

	Program			College Wide
	2005-06	2004-05	2003-04	2005-06
Sections Filled to Capacity	38.8%	41.7%	49.9%	83.2%
Percent of Completed Sections	76.2%	86.9%	81.8%	86.6%
Headcount Trend Ratio	0.97	1.04	1.08	1.02
Credit Hour Trend Ratio	1.00	1.05	1.11	1.02
Percent of Minority Students	38.2%	37.6%	37.2%	27.9%
Percent of Withdrawals	24.4%	20.1%	14.9%	17.8%
Percent of Incompletes	0.7%	2.1%	1.0%	1.6%
Student Course Completion Rate	62.4%	67.6%	69.4%	68.2%
Dashboard Score	8.34	8.79	9.06	

Sections Filled to Capacity

Prefix BIS

Prefix Title Business Information Systems

	2005-06	2004-05	2003-04
Total Students	1,172	1,431	1,624
Total Capacity	3,017	3,429	3,257
Sections Filled To Capacity	38.8%	41.7%	49.9%

Definition:

The percent of all available seats which are filled on the terms official census date. Time Frame: Academic Year (Summer II, Fall, Winter, Summer I). Data Source: One-tenth-day of each term.

Methodology:

Total number of sections (credit courses only) that are filled to their designated capacity e.g. allocated seats divided by the total number of available seats in all sections throughout the academic year (July 1 through June 30). In other words, how many sections are filled to their capacity on the sections 1/10 day out of all sections? Include sections that are more than filled / overflowing in calculation.

One-Tenth Day data shows the capacity filled numbers at approximately 3 weeks after the Fall and Winter terms begin; and 1 week after the Summer I and II terms begin. This data will not provide additional enrollment data if the sections begin after the one-tenth day.

While a section may only have a few students enrolled in it the college is able to designate some sections as 'full' so that they are not cancelled (per OCCFA Master Agreement). Therefore some disciplines may show low fill capacity rates, and the college never cancelled the sections or condense the students into fewer sections offering the same course.

Percent of Completed Sections

Prefix BIS

Prefix Title Business Information Systems

	2005-06	2004-05	2003-04
Active Sections	112	179	139
Cancelled Sections	35	26	31
Total Sections	147	206	170
Percent of Completed Sections	76.2%	86.9%	81.8%

Definition:

Of all offered sections, the percent of sections that are completed (not cancelled). Time Frame: Academic Year (Summer II, Fall, Winter, Summer I). Data Source: End of session, after grades are posted.

Methodology:

Annually, the total number of offered credit sections that are completed. Formula = number of completed credit sections divided by the total number of offered credit sections. In other words, the percent of these sections that are not cancelled.

Headcount Trend Ratio

Prefix BIS

Prefix Title Business Information Systems

	2005-06	2004-05	2003-04
Headcount Year 1	1,299	1,290	1,304
Headcount Year 2	1,624	1,299	1,290
Headcount Year 3	1,479	1,624	1,299
Headcount Year 4	1,164	1,479	1,624
Headcount Period 1	1,467	1,404	1,298
Headcount Period 2	1,422	1,467	1,404
Headcount Ratio	0.97	1.04	1.08

Definition:

Trend in student headcount based on a three year rolling average. Time Frame: Academic Year (Summer II, Fall, Winter, Summer I). Data Source: One-tenth-day of each term. (Note: this measure is not used in the calculation of the Program Dashboard score since it parallels trends depicted in Credit Hours.)

Methodology:

In order to establish a meaningful enrollment statistic which applies to large as well as small disciplines/programs a "ratio" was calculated based on a three year rolling average of student headcount.

The formula used to calculate this measure involves three simple steps:

- a. Year 1 + Year 2 + Year 3 / 3 = Period 1
- b. Year 2 + Year 3 + Year 4 / 3 = Period 2
- c. Period 2 / Period 1 = Ratio

If the ratio is greater than "1" this means there has been an enrollment increase. On the other hand, if the ratio is less than "1" this translates into an enrollment decline. The larger the number the larger the enrollment increase. Likewise, the lower the number the greater the enrollment decline.

Credit Hour Trend Ratio

Prefix BIS

Prefix Title Business Information Systems

	2005-06	2004-05	2003-04
Credit Hour Year 1	3,015	2,995	2,958
Credit Hour Year 2	3,979	3,015	2,995
Credit Hour Year 3	3,482	3,979	3,015
Credit Hour Year 4	2,973	3,482	3,979
Credit Hour Period 1	3,492	3,330	2,989
Credit Hour Period 2	3,478	3,492	3,330
Credit Hour Ratio	1.00	1.05	1.11

Definition:

Trend in student credit hours based on a three year rolling average. Time Frame: Academic Year (Summer II, Fall, Winter, Summer I). Data Source: One-tenth-day of each term.

Methodology:

In order to establish a meaningful enrollment statistic which applies to large as well as small disciplines/programs a "ratio" was calculated based on a three year rolling average of student credit hours.

The formula used to calculate this measure involves three simple steps:

- Year 1 + Year 2 + Year 3 / 3 = Period 1
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- Period 2 / Period 1 = Ratio

If the ratio is greater than "1" this means there has been an enrollment increase. On the other hand, if the ratio is less than "1" this translates into an enrollment decline. The larger the number the larger the enrollment increase. Likewise, the lower the number the greater the enrollment decline.

Percent of Minority Students

Prefix BIS

Prefix Title Business Information Systems

	2005-06	2004-05	2003-04
Minority Students	312	394	423
Total Students	816	1,048	1,137
Percent of Minority Students	38.2%	37.6%	37.2%

Definition:

The percent of students who are minority. Minority status is self-reported by the student and includes: African American, Asian, Hispanic, Native American Indian and Other. Time Frame: Academic Year (Summer II, Fall, Winter, Summer I). Data Source: One-tenth-day of each term.

Methodology:

Percentages are based on those students enrolled on the terms official census date (one tenth day) and excludes missing data.

Percent of Withdrawals

Prefix BIS

Prefix Title Business Information Systems

	2005-06	2004-05	2003-04
Total Withdrawals	262	269	218
Total Grades	1,074	1,341	1,467
Percent of Withdrawals	24.4%	20.1%	14.9%

Definition:

The percent of students who withdraw from their course after the term begins. Time Frame: Academic Year (Summer II, Fall, Winter, Summer I). Data Source: End of session files, after grades are posted.

Methodology:

Percent of withdrawals is derived by dividing the total number of student initiated withdrawals by the total number of grades and marks awarded throughout the academic year. The Withdrawal-Passing (WP), and Withdrawal-Failing (WF) are considered Withdrawals (W). Meanwhile, calculations exclude: Audit (AU), Not Attended (N), and Not Reported (NR).

Percent of Incompletes

Prefix BIS

Prefix Title Business Information Systems

	2005-06	2004-05	2003-04
Total Incompletes	7	28	14
Total Grades	1,074	1,341	1,467
Percent of Incompletes	0.7%	2.1%	1.0%

Definition:

The percent of students who receive an incomplete in their course. Time Frame: Academic Year (Summer II, Fall, Winter, Summer I). Data Source: End of session files, after grades are posted.

Methodology:

Percent of incompletes is derived by dividing the total number of incompletes by the total number of grades and marks awarded throughout the academic year. The Continuous Progress (CP) grade is considered an Incomplete (I). Meanwhile, calculations exclude: Audit (AU), Not Attended (N), and Not Reported (NR).

Student Course Completion Rate

Prefix BIS

Prefix Title Business Information Systems

	2005-06	2004-05	2003-04
Successful Grades	670	906	1,018
Total Student Grades	1,074	1,341	1,467
Student Course Completion Rate	62.4%	67.6%	69.4%

Definition:

The percent of students who successfully complete a course with a grade of "C" or higher. Time Frame: Academic Year (Summer II, Fall, Winter, Summer I). Data Source: End of session files, after grades are posted.

Methodology:

Student success rates are based on end of session data after all grades have been posted. Data includes grades from the entire academic year (Summer II, Fall, Winter, and Summer I). The following grades/marks are excluded from the calculation: Audit (AU), Not Attended (N) and Not Reported (NR).



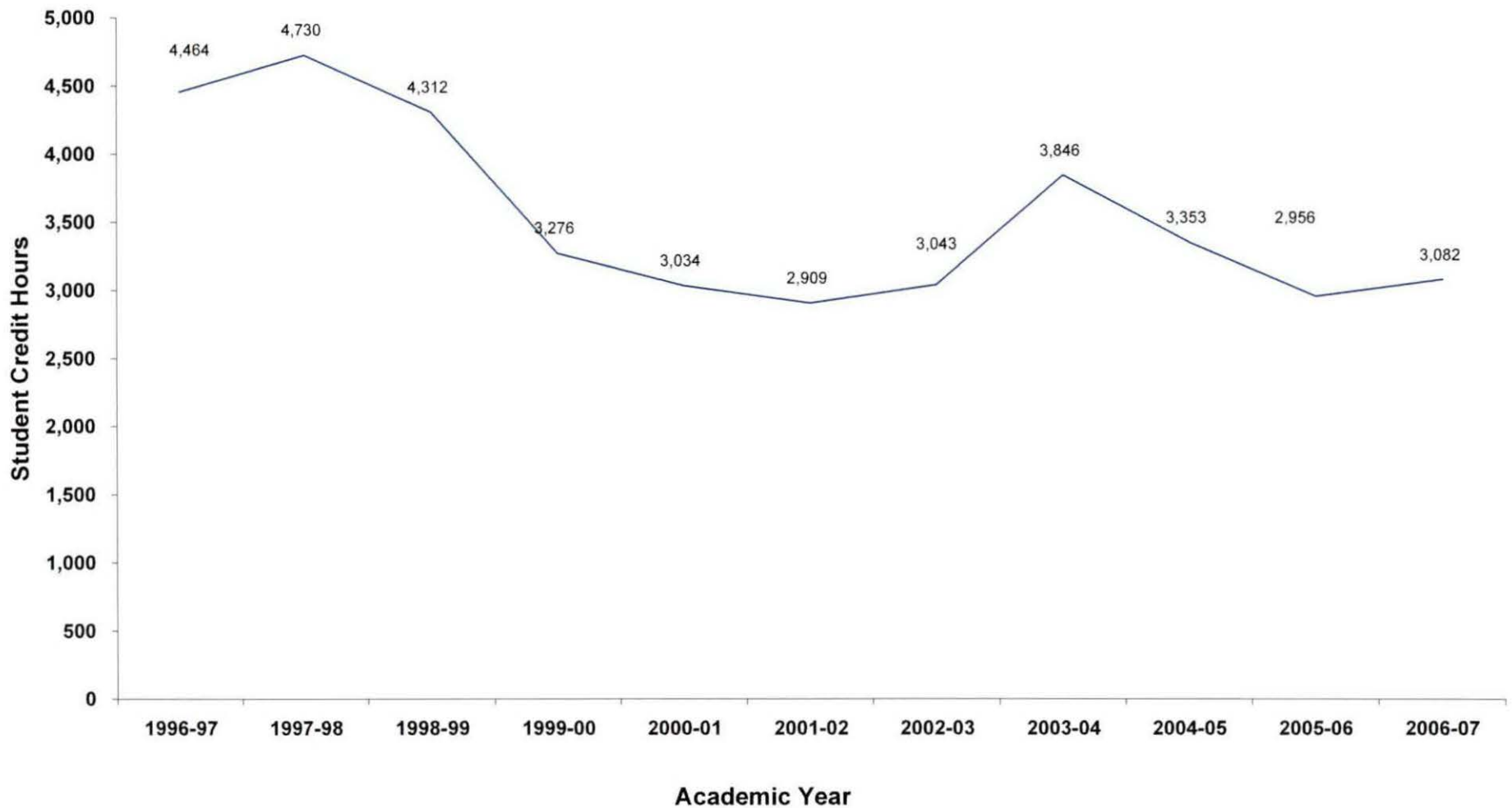
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Credit Hour Trends Report
Bus Info Sys
BIS
2006-07

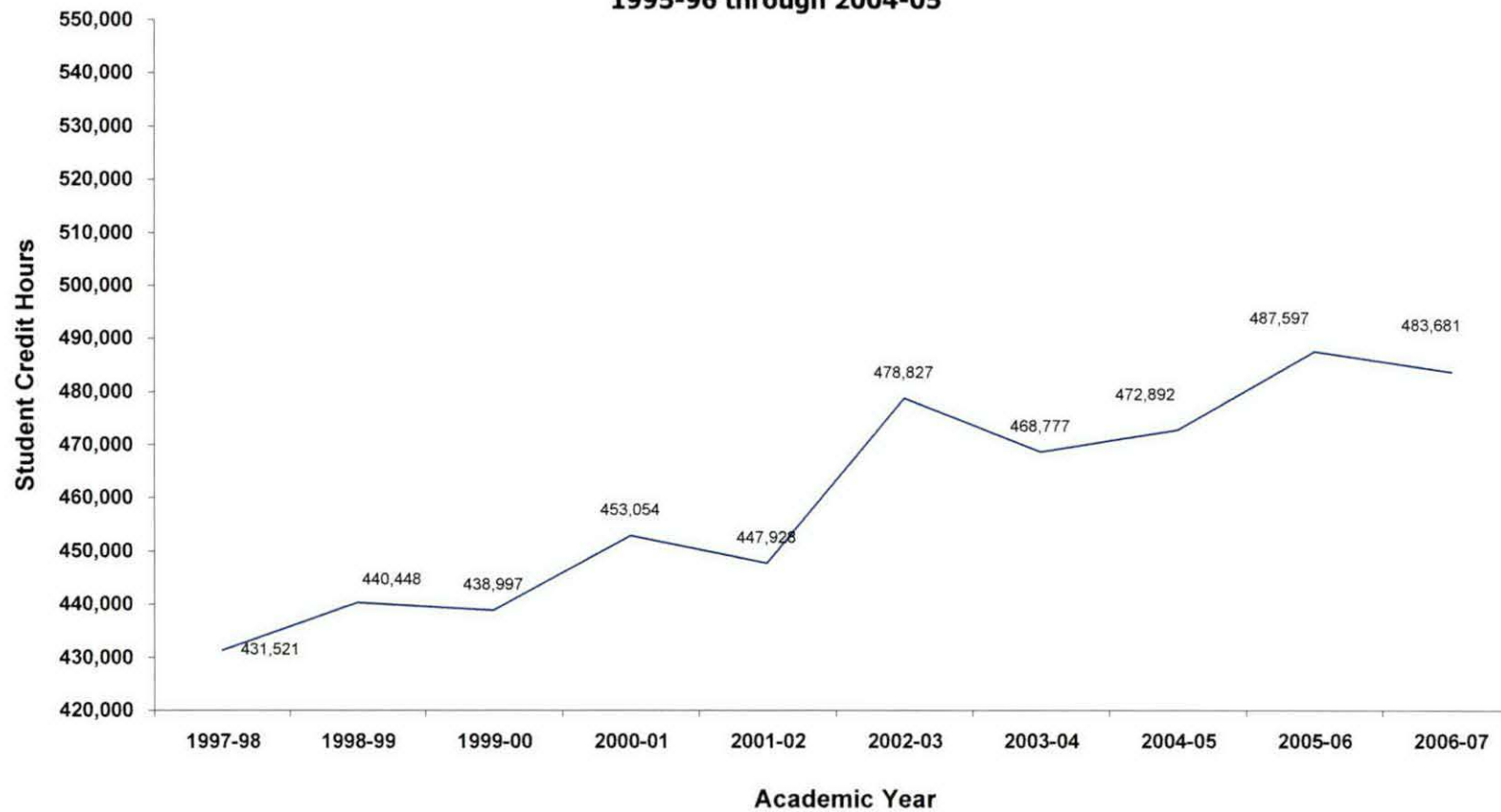
Prepared by:
Oakland Community College
Office of Institutional Research
August 13, 2007

**Oakland Community College
Ten-Year Trend in Student Credit Hours
Bus Info Sys
1996-97 through 2006-07**

	1996-97 SCH	1997-98 SCH	1998-99 SCH	1999-00 SCH	2000-01 SCH	2001-02 SCH	2002-03 SCH	2003-04 SCH	2004-05 SCH	2005-06 SCH	2006-07 SCH	5-Year % Change	10-Year % Change
Bus Info Sys	4,464	4,730	4,312	3,276	3,034	2,909	3,043	3,846	3,353	2,956	3,082	5.9	-31.0
College Wide Totals	443,471	431,521	440,448	438,997	453,054	447,928	478,827	468,777	472,892	487,597	483,681	8.0	9.1



**Oakland Community College
Ten-Year Trend in Student Credit Hours
College-Wide
1995-96 through 2004-05**



1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07
431,521	440,448	438,997	453,054	447,928	478,827	468,777	472,892	487,597	483,681

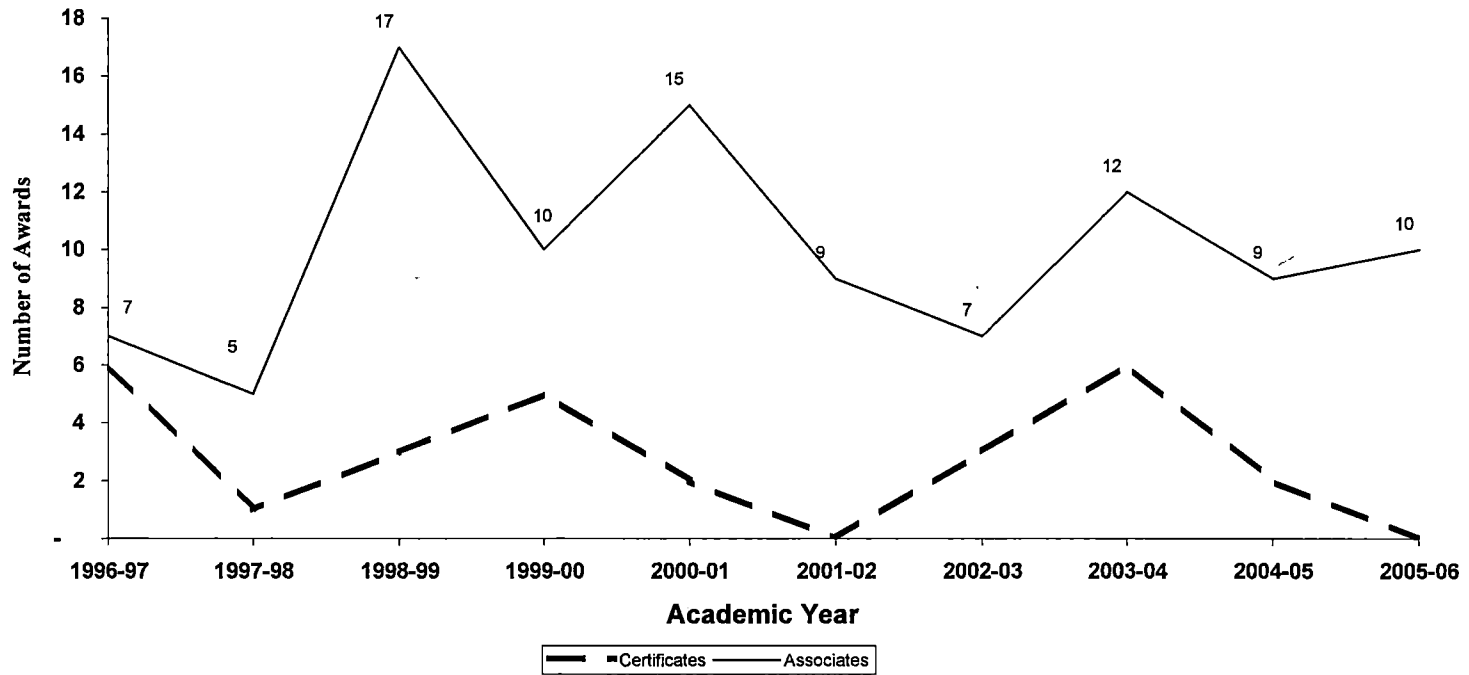


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Degree Trends Report
Business Information Systems
BIS
2005-06

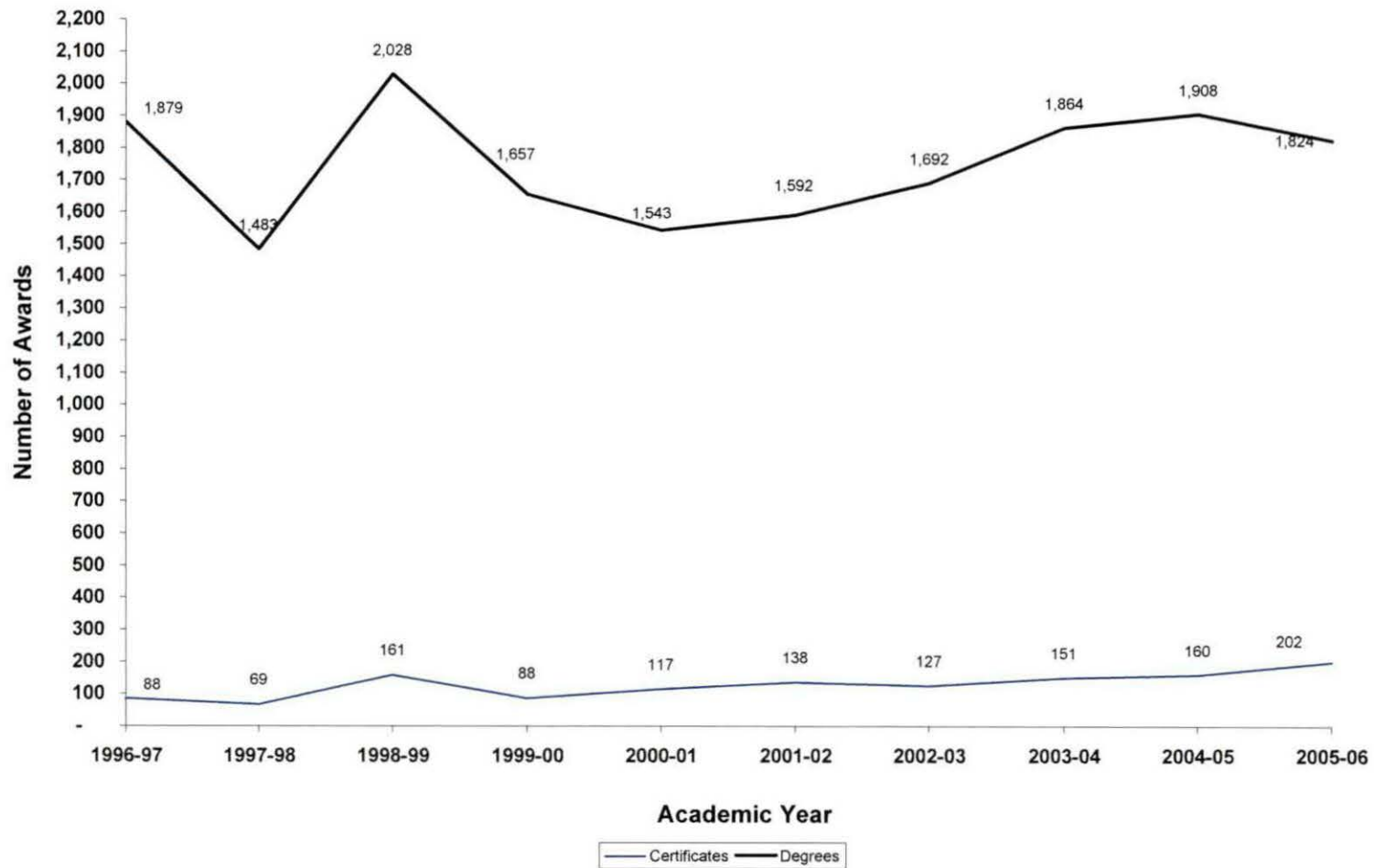
Prepared by:
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**Oakland Community College
Associate Degrees and Certificates Awarded
Business Information Systems
1996-97 through 2005-06**



<u>Academic Yr.</u>	<u>Certificates</u>	<u>Associates</u>
1996-97	6	7
1997-98	1	5
1998-99	3	17
1999-00	5	10
2000-01	2	15
2001-02	0	9
2002-03	3	7
2003-04	6	12
2004-05	2	9
2005-06	0	10

**Oakland Community College
Associate Degrees and Certificates Awarded
College-Wide
1996-97 through 2005-06**



Occupational Projections (2006 – 2011)

The following projections are for those occupations most closely associated with this program. However, the extent to which specific OCC programs lead to jobs reflected within a given Standard Occupational Code (SOC) is dependent upon the way in which the U.S. Department of Labor groups specific occupations.

Occupational projections are presented at the "Detailed Standard Occupational Code" level according to the U.S. Department of Labor.

Projections are subject to change based on emerging economic, political and social forces.

These projections reflect the four county region of Oakland, Macomb, Livingston and Wayne counties.

Projections are based on data from 24 major data sources, including the U.S. Department of Commerce, Bureau of Labor Statistics (BLS), Internal Revenue Service (IRS), and Census data. To forecast occupational demand at the county level, BLS data are regionalized and adjusted for emerging technological changes, the age of workers by occupation, and other factors affecting occupational demand.

This information was obtained from CCbenefits Inc. Community College Strategic Planner (CCSP).

Data presented in the following tables include:

- Base Year: Current number of jobs in 2006.
- Five Year: Number of projected jobs in 2011.
- New Jobs: Projected number of new jobs between 2006 and 2011.
- Replacement Jobs: Projected number of replacement jobs between 2006 and 2011.
- % New Jobs: Percent of projected new jobs in 2011 using 2006 as the base year.
- % Replacement Jobs: Percent of projected replacement jobs in 2011 using 2006 as the base year.
- % New and Replacement Jobs: Percent of projected new and replacement jobs in 2011 using 2006 as the base year.
- Earnings: Average annual earnings within the SOC code in 2006.

Note: Percent change figures must be interpreted carefully since they are based on actual number of jobs. In some cases the actual number of jobs may be quite low, thereby giving a misleading picture if only the percentage was considered.

**Business Information Systems
Related Occupational Projections (2006 - 2011)**

SOC Code	Name	Base Year	Five Year	New Jobs	Rplmnt Jobs	% New Jobs	% Rplmt Jobs	% New & Rplmnt	Earnings Average	Earnings Median
11-3011	Administrative Services Managers	3,437	3,647	210	334	6.1%	9.7%	15.8%	\$37.95	\$34.51
43-1011	First-Line Supervisors/Managers of Office and Administrative Support	20,640	21,365	725	2,214	3.5%	10.7%	14.2%	\$21.88	\$19.92
43-4031	Court, Municipal, and License Clerks	2,786	2,751	-35	309	-1.3%	11.1%	9.8%	\$17.79	\$18.11
43-6011	Executive Secretaries and Administrative Assistants	22,103	23,146	1,043	2,117	4.7%	9.6%	14.3%	\$18.26	\$17.35
43-6012	Legal Secretaries	5,361	5,866	505	513	9.4%	9.6%	19.0%	\$19.14	\$18.37
43-6013	Medical Secretaries	7,201	7,508	307	690	4.3%	9.5%	13.8%	\$12.83	\$12.12
43-6014	Secretaries, Except Legal, Medical, and Executive	28,143	27,416	-727	3,041	-2.6%	10.8%	8.2%	\$13.87	\$13.32
43-9021	Data Entry Keyers	3,497	3,468	-29	425	-0.8%	12.1%	11.3%	\$11.71	\$10.95
43-9022	Word Processors and Typists	2,959	2,941	-18	552	-0.6%	18.6%	18.0%	\$13.20	\$12.28
43-9061	Office Clerks, General	51,271	53,093	1,822	5,678	3.6%	11.0%	14.6%	\$12.34	\$11.60
43-9071	Office Machine Operators, Except Computer	1,857	1,787	-70	437	-3.8%	23.6%	19.8%	\$11.94	\$11.05
43-9199	Office and Administrative Support Workers, All Other	8,677	9,398	721	1,024	8.3%	11.8%	20.1%	\$16.38	\$15.23
Totals:		157,932	162,386	4,454	17,334					

SOC Code 11-3011

Name Administrative Services Managers

Definition

Plan, direct, or coordinate supportive services of an organization, such as recordkeeping, mail distribution, telephone operator/receptionist, and other office support services. May oversee facilities planning and maintenance and custodial operations. Exclude "Purchasing Managers" (11-3061).

Examples: Facilities Manager, Space Officer

SOC Code 43-1011

Name First-Line Supervisors/Managers of Office and Administrative Support Workers

Definition

Supervise and coordinate the activities of clerical and administrative support workers.

Examples: Claims Supervisor, Stock Room Manager, Teller Supervisor

SOC Code 43-4031

Name Court, Municipal, and License Clerks

Definition

Perform clerical duties in courts of law, municipalities, and governmental licensing agencies and bureaus. May prepare docket of cases to be called; secure information for judges and court; prepare draft agendas or bylaws for town or city council; answer official correspondence; keep fiscal records and accounts; issue licenses or permits; record data, administer tests, or collect fees. Include chief clerks with "Managers, All Other" (11-9199).

Examples: Circuit Court Clerk, Warrant Clerk

SOC Code 43-6011

Name Executive Secretaries and Administrative Assistants

Definition

Provide high-level administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and supervise lower-level clerical staff. Exclude "Secretaries" (43-6012 through 43-6014).

Examples: Administrative Aide

SOC Code 43-6012

Name Legal Secretaries

Definition

Perform secretarial duties utilizing legal terminology, procedures, and documents. Prepare legal papers and correspondence, such as summonses, complaints, motions, and subpoenas. May also assist with legal research.

SOC Code 43-6013

Name Medical Secretaries

Definition

Perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence.

Examples: Psychiatric Secretary, Dental Secretary

SOC Code 43-6014

Name Secretaries, Except Legal, Medical, and Executive

Definition

Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers. Exclude legal, medical, or executive secretaries and administrative assistants (43-6011 through 43-6013).

Examples: Personal Secretary, Office Secretary, Receptionist Secretary

SOC Code 43-9021

Name Data Entry Keyers

Definition

Operate data entry device, such as keyboard or photo composing perforator. Duties may include verifying data and preparing materials for printing. Exclude "Word Processors and Typists" (43-9022).

Examples: Key punch Operator, Data Typist

SOC Code 43-9022

Name Word Processors and Typists

Definition

Use word processor/computer or typewriter to type letters, reports, forms, or other material from rough draft, corrected copy, or voice recording. May perform other clerical duties as assigned. Include composing data keyers. Exclude "Data Entry Keyers" (43-9021), "Secretaries and Administrative Assistants" (43-6011 through 43-6014), "Court Reporters" (23-2091), and "Medical Transcriptionists" (31-9094).

Examples: Clerk Typist, Dictaphone Typist

SOC Code 43-9061

Name Office Clerks, General

Definition

Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring limited knowledge of office management systems and procedures. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing.

Examples: Administrative Clerk, Office Assistant, Real Estate Clerk

SOC Code 43-9071

Name Office Machine Operators, Except Computer

Definition

Operate one or more of a variety of office machines, such as photocopying, photographic, and duplicating machines, or other office machines. Exclude "Computer Operators" (43-9011), "Mail Clerks and Mail Machine Operators" (43-9051) and "Billing and Posting Clerks and Machine Operators" (43-3021).

Examples: Check Embosser, Coin Wrapping Machine Operator, Copy Machine Operator

SOC Code 43-9199

Name Office and Administrative Support Workers, All Other

Definition

All office and administrative support workers not listed separately.

Examples: Notary Public, Envelope Stuffer

Occupational Skills Analysis

This report provides detailed information on the knowledge, skills and abilities required for a given occupation. Consideration of these different competencies and levels of attainment while designing and reviewing curriculum will ensure that students are adequately prepared for employment.

Tables in the Job Skills report include:

- *Competency* which is required of the occupation. This is a subcategory of knowledge, skill, or ability.
- *Importance* of the competency to the occupation (in general terms)
 - Not important
 - Somewhat important
 - Important
 - Very important
 - Extremely important
- *Importance* of the competency to the occupation (in specific terms).
 - 0 to 20 = not important
 - 21 to 40 = somewhat important
 - 41 to 60 = important
 - 61 to 80 = very important
 - 81 to 100 = extremely important
- *Level of Attainment* in the competency required by the occupation:
 - Basic = 0 to 24
 - Intermediate = 25 to 49
 - Advanced = 50 to 74
 - Expert = 75 to 100

Occupational Skills Analysis
11-3011.00 - Administrative Services Managers

Plan, direct, or coordinate supportive services of an organization, such as recordkeeping, mail distribution, telephone operator/receptionist, and other office support services. May oversee facilities planning and maintenance and custodial operations.

Occupational Knowledge

Knowledge	Importance	Imp (0-100)	Level	Lvl (0-100)
Clerical	Important	69	Advanced	71
Customer and Personal Service	Important	66	Advanced	67
Personnel and Human Resources	Important	66	Advanced	65
Mathematics	Important	54	Advanced	58
Administration and Management	Important	68	Advanced	57
English Language	Important	66	Advanced	51
Economics and Accounting	Somewhat Important	48	Intermediate	49
Computers and Electronics	Somewhat Important	44	Intermediate	48
Public Safety and Security	Somewhat Important	45	Intermediate	47
Law and Government	Important	56	Intermediate	44
Psychology	Somewhat Important	31	Intermediate	41
Communications and Media	Somewhat Important	45	Intermediate	38
Education and Training	Somewhat Important	35	Intermediate	37
Production and Processing	Somewhat Important	42	Intermediate	35
Transportation	Somewhat Important	31	Intermediate	32
Sales and Marketing	Somewhat Important	30	Intermediate	30
Sociology and Anthropology	Not Important	19	Intermediate	27
Chemistry	Not Important	16	Basic	24
Mechanical	Not Important	17	Basic	23
Food Production	Not Important	17	Basic	19
Engineering and Technology	Not Important	18	Basic	19
Foreign Language	Not Important	12	Basic	17
Therapy and Counseling	Not Important	13	Basic	17
Telecommunications	Not Important	18	Basic	16
Medicine and Dentistry	Not Important	11	Basic	12
Physics	Not Important	9	Basic	11
Philosophy and Theology	Not Important	8	Basic	10
Geography	Not Important	6	Basic	8
Design	Not Important	4	Basic	4
Building and Construction	Not Important	3	Basic	4
History and Archeology	Not Important	3	Basic	4
Biology	Not Important	2	Basic	2
Fine Arts	Not Important	1	Basic	1

Source: O*NET Database 11

Occupational Skills

Skill	Importance	Imp (0-100)	Level	Lvl (0-100)
Coordination	Very Important	82	Expert	76
Monitoring	Important	73	Advanced	71
Speaking	Very Important	75	Advanced	69
Service Orientation	Very Important	80	Advanced	68
Active Listening	Very Important	78	Advanced	67
Writing	Very Important	75	Advanced	67
Reading Comprehension	Very Important	82	Advanced	66
Active Learning	Very Important	76	Advanced	65
Critical Thinking	Important	72	Advanced	63
Management of Personnel Resources	Important	71	Advanced	63
Social Perceptiveness	Very Important	85	Advanced	62
Time Management	Very Important	85	Advanced	61
Mathematics	Important	60	Advanced	58
Instructing	Very Important	75	Advanced	58
Management of Financial Resources	Important	70	Advanced	57
Judgment and Decision Making	Important	65	Advanced	52
Learning Strategies	Somewhat Important	49	Advanced	50
Complex Problem Solving	Important	51	Intermediate	49
Negotiation	Somewhat Important	44	Intermediate	41
Operations Analysis	Somewhat Important	36	Intermediate	40
Equipment Selection	Somewhat Important	33	Intermediate	39
Operation and Control	Somewhat Important	47	Intermediate	38
Persuasion	Somewhat Important	41	Intermediate	37
Troubleshooting	Somewhat Important	33	Intermediate	37
Management of Material Resources	Somewhat Important	39	Intermediate	37
Programming	Somewhat Important	33	Intermediate	37
Operation Monitoring	Somewhat Important	33	Intermediate	34
Systems Evaluation	Somewhat Important	38	Intermediate	32
Quality Control Analysis	Somewhat Important	25	Intermediate	28
Systems Analysis	Somewhat Important	35	Intermediate	28
Technology Design	Not Important	18	Basic	24
Equipment Maintenance	Not Important	23	Basic	23
Installation	Not Important	17	Basic	20
Repairing	Not Important	18	Basic	18
Science	Not Important	18	Basic	16

Source: O*NET Database 11

Occupational Abilities

Ability	Importance	Imp (0-100)	Level	Lvl (0-100)
Near Vision	Important	63	Advanced	63
Oral Expression	Very Important	85	Advanced	61
Written Expression	Very Important	75	Advanced	59
Oral Comprehension	Very Important	85	Advanced	54
Written Comprehension	Very Important	75	Advanced	54
Speech Recognition	Very Important	75	Advanced	52
Problem Sensitivity	Important	72	Advanced	52
Deductive Reasoning	Important	53	Intermediate	48
Information Ordering	Important	66	Intermediate	46
Originality	Somewhat Important	44	Intermediate	46
Speech Clarity	Very Important	75	Intermediate	46
Inductive Reasoning	Important	63	Intermediate	46
Fluency of Ideas	Somewhat Important	38	Intermediate	45
Far Vision	Somewhat Important	41	Intermediate	43
Category Flexibility	Somewhat Important	47	Intermediate	43
Number Facility	Somewhat Important	38	Intermediate	43
Memorization	Somewhat Important	35	Intermediate	43
Visualization	Somewhat Important	31	Intermediate	39
Time Sharing	Somewhat Important	38	Intermediate	38
Auditory Attention	Somewhat Important	31	Intermediate	36
Perceptual Speed	Somewhat Important	31	Intermediate	34
Mathematical Reasoning	Somewhat Important	35	Intermediate	34
Selective Attention	Important	53	Intermediate	34
Control Precision	Somewhat Important	25	Intermediate	32
Trunk Strength	Somewhat Important	38	Intermediate	30
Finger Dexterity	Somewhat Important	41	Intermediate	30
Depth Perception	Somewhat Important	31	Intermediate	29
Flexibility of Closure	Somewhat Important	31	Intermediate	27
Speed of Closure	Somewhat Important	31	Intermediate	27
Visual Color Discrimination	Not Important	16	Basic	23
Multilimb Coordination	Somewhat Important	25	Basic	23
Arm-Hand Steadiness	Not Important	19	Basic	23
Hearing Sensitivity	Somewhat Important	25	Basic	21
Manual Dexterity	Somewhat Important	28	Basic	21
Wrist-Finger Speed	Not Important	3	Basic	7
Extent Flexibility	Not Important	6	Basic	7
Spatial Orientation	Not Important	13	Basic	7
Static Strength	Not Important	9	Basic	5
Reaction Time	Not Important	0	Basic	0
Stamina	Not Important	0	Basic	0
Sound Localization	Not Important	0	Basic	0
Speed of Limb Movement	Not Important	0	Basic	0
Night Vision	Not Important	0	Basic	0
Dynamic Flexibility	Not Important	0	Basic	0
Peripheral Vision	Not Important	0	Basic	0
Gross Body Coordination	Not Important	0	Basic	0
Explosive Strength	Not Important	0	Basic	0
Response Orientation	Not Important	0	Basic	0
Gross Body Equilibrium	Not Important	0	Basic	0
Dynamic Strength	Not Important	0	Basic	0
Glare Sensitivity	Not Important	0	Basic	0
Rate Control	Not Important	0	Basic	0

Source: O*NET Database 11

Occupational Skills Analysis
43-1011.00 - First-Line Supervisors/Managers of Office and Administrative Support Workers

Supervise and coordinate the activities of clerical and administrative support workers.

Occupational Knowledge

Knowledge	Importance	Imp (0-100)	Level	Lvl (0-100)
Customer and Personal Service	Very Important	79	Advanced	72
Education and Training	Important	62	Advanced	66
Administration and Management	Important	72	Advanced	66
Clerical	Important	61	Advanced	65
Mathematics	Important	63	Advanced	61
English Language	Important	69	Advanced	58
Computers and Electronics	Important	55	Advanced	56
Personnel and Human Resources	Important	57	Advanced	53
Economics and Accounting	Important	51	Intermediate	47
Sales and Marketing	Somewhat Important	37	Intermediate	43
Psychology	Somewhat Important	41	Intermediate	40
Law and Government	Somewhat Important	41	Intermediate	40
Communications and Media	Somewhat Important	42	Intermediate	39
Public Safety and Security	Somewhat Important	43	Intermediate	36
Production and Processing	Somewhat Important	32	Intermediate	33
Sociology and Anthropology	Somewhat Important	26	Intermediate	28
Therapy and Counseling	Not Important	23	Intermediate	27
Philosophy and Theology	Not Important	20	Basic	24
Telecommunications	Somewhat Important	29	Basic	21
Transportation	Not Important	20	Basic	19
Geography	Not Important	16	Basic	19
Design	Not Important	13	Basic	17
Engineering and Technology	Not Important	14	Basic	14
Foreign Language	Not Important	15	Basic	14
History and Archeology	Not Important	12	Basic	13
Chemistry	Not Important	9	Basic	10
Mechanical	Not Important	10	Basic	9
Medicine and Dentistry	Not Important	12	Basic	9
Fine Arts	Not Important	9	Basic	8
Physics	Not Important	5	Basic	6
Biology	Not Important	6	Basic	6
Building and Construction	Not Important	7	Basic	6
Food Production	Not Important	4	Basic	5

Source: O*NET Database 11

Occupational Skills

Skill	Importance	Imp (0-100)	Level	Lvl (0-100)
Monitoring	Very Important	76	Advanced	71
Active Listening	Very Important	81	Advanced	69
Speaking	Very Important	80	Advanced	69
Management of Personnel Resources	Important	74	Advanced	69
Critical Thinking	Very Important	77	Advanced	68
Reading Comprehension	Very Important	79	Advanced	67
Judgment and Decision Making	Important	73	Advanced	66
Instructing	Important	70	Advanced	65
Learning Strategies	Important	60	Advanced	64
Time Management	Very Important	76	Advanced	64
Social Perceptiveness	Important	70	Advanced	63
Active Learning	Important	69	Advanced	63
Writing	Important	65	Advanced	63
Service Orientation	Important	67	Advanced	63
Persuasion	Important	60	Advanced	61
Negotiation	Important	65	Advanced	60
Complex Problem Solving	Important	66	Advanced	60
Management of Financial Resources	Important	63	Advanced	60
Coordination	Important	63	Advanced	60
Equipment Selection	Important	54	Advanced	55
Mathematics	Important	61	Advanced	53
Management of Material Resources	Somewhat Important	47	Advanced	51
Operations Analysis	Somewhat Important	46	Intermediate	49
Systems Evaluation	Somewhat Important	47	Intermediate	48
Systems Analysis	Somewhat Important	48	Intermediate	48
Quality Control Analysis	Somewhat Important	40	Intermediate	40
Troubleshooting	Somewhat Important	38	Intermediate	36
Operation and Control	Somewhat Important	35	Intermediate	36
Technology Design	Somewhat Important	34	Intermediate	32
Installation	Somewhat Important	26	Intermediate	25
Operation Monitoring	Somewhat Important	26	Intermediate	25
Equipment Maintenance	Not Important	22	Basic	22
Repairing	Not Important	21	Basic	22
Programming	Not Important	20	Basic	17
Science	Not Important	16	Basic	16

Source: O*NET Database 11

Occupational Abilities

Ability	Importance	Imp (0-100)	Level	Lvl (0-100)
Oral Expression	Very Important	98	Advanced	64
Written Expression	Very Important	85	Advanced	62
Oral Comprehension	Very Important	90	Advanced	61
Written Comprehension	Very Important	81	Advanced	60
Near Vision	Very Important	81	Advanced	59
Memorization	Important	56	Advanced	56
Number Facility	Important	71	Advanced	56
Speech Clarity	Very Important	77	Advanced	52
Information Ordering	Important	60	Advanced	51
Mathematical Reasoning	Important	69	Advanced	51
Speech Recognition	Important	63	Advanced	51
Fluency of Ideas	Important	63	Intermediate	48
Problem Sensitivity	Important	63	Intermediate	48
Deductive Reasoning	Important	58	Intermediate	48
Inductive Reasoning	Important	60	Intermediate	46
Originality	Important	50	Intermediate	45
Perceptual Speed	Somewhat Important	48	Intermediate	44
Wrist-Finger Speed	Somewhat Important	46	Intermediate	44
Category Flexibility	Important	50	Intermediate	43
Time Sharing	Important	60	Intermediate	42
Speed of Closure	Somewhat Important	42	Intermediate	40
Selective Attention	Important	56	Intermediate	36
Flexibility of Closure	Somewhat Important	33	Intermediate	35
Finger Dexterity	Somewhat Important	44	Intermediate	34
Manual Dexterity	Somewhat Important	40	Intermediate	31
Extent Flexibility	Somewhat Important	35	Intermediate	31
Auditory Attention	Somewhat Important	46	Intermediate	30
Arm-Hand Steadiness	Somewhat Important	33	Intermediate	30
Trunk Strength	Somewhat Important	48	Intermediate	27
Static Strength	Somewhat Important	25	Intermediate	27
Spatial Orientation	Somewhat Important	35	Intermediate	26
Visualization	Somewhat Important	33	Intermediate	26
Response Orientation	Somewhat Important	31	Intermediate	26
Hearing Sensitivity	Not Important	13	Basic	24
Far Vision	Not Important	17	Basic	23
Reaction Time	Not Important	19	Basic	21
Sound Localization	Not Important	21	Basic	21
Control Precision	Not Important	19	Basic	21
Multilimb Coordination	Somewhat Important	25	Basic	21
Peripheral Vision	Not Important	21	Basic	20
Depth Perception	Not Important	8	Basic	20
Visual Color Discrimination	Not Important	13	Basic	19
Speed of Limb Movement	Not Important	15	Basic	15
Explosive Strength	Not Important	6	Basic	15
Glare Sensitivity	Not Important	10	Basic	15
Night Vision	Not Important	8	Basic	13
Gross Body Coordination	Not Important	6	Basic	13
Gross Body Equilibrium	Not Important	8	Basic	12
Dynamic Flexibility	Not Important	2	Basic	11
Dynamic Strength	Not Important	6	Basic	11
Stamina	Not Important	15	Basic	10
Rate Control	Not Important	2	Basic	7

Source: O*NET Database 11

**Occupational Skills Analysis
43-4031.01 - Court Clerks**

Perform clerical duties in court of law; prepare docket of cases to be called; secure information for judges; and contact witnesses, attorneys, and litigants to obtain information for court.

Occupational Knowledge

Knowledge	Importance	Imp (0-100)	Level	Lvl (0-100)
Clerical	Very Important	75	Advanced	71
Customer and Personal Service	Important	59	Advanced	51
Computers and Electronics	Important	60	Intermediate	47
English Language	Important	51	Intermediate	40
Law and Government	Important	61	Intermediate	39
Mathematics	Somewhat Important	39	Intermediate	27
Public Safety and Security	Somewhat Important	28	Intermediate	25
Administration and Management	Somewhat Important	30	Basic	22
Geography	Not Important	13	Basic	17
Education and Training	Not Important	22	Basic	16
Communications and Media	Not Important	12	Basic	16
Economics and Accounting	Not Important	15	Basic	15
Psychology	Not Important	15	Basic	14
Transportation	Not Important	7	Basic	12
Mechanical	Not Important	9	Basic	11
Production and Processing	Not Important	12	Basic	10
Telecommunications	Not Important	21	Basic	9
Sales and Marketing	Not Important	3	Basic	6
Foreign Language	Not Important	6	Basic	5
Personnel and Human Resources	Not Important	9	Basic	4
Philosophy and Theology	Not Important	2	Basic	2
Sociology and Anthropology	Not Important	3	Basic	2
Design	Not Important	1	Basic	1
Therapy and Counseling	Not Important	1	Basic	1
Engineering and Technology	Not Important	1	Basic	1
History and Archeology	Not Important	1	Basic	0
Medicine and Dentistry	Not Important	1	Basic	0
Physics	Not Important	0	Basic	0
Chemistry	Not Important	0	Basic	0
Biology	Not Important	0	Basic	0
Fine Arts	Not Important	0	Basic	0
Food Production	Not Important	0	Basic	0
Building and Construction	Not Important	0	Basic	0

Source: O*NET Database 11

Occupational Skills

Skill	Importance	Imp (0-100)	Level	Lvl (0-100)
Active Listening	Very Important	75	Advanced	68
Coordination	Important	67	Advanced	62
Instructing	Important	66	Advanced	61
Reading Comprehension	Very Important	85	Advanced	60
Critical Thinking	Important	63	Advanced	60
Writing	Important	71	Advanced	59
Learning Strategies	Important	63	Advanced	56
Speaking	Important	66	Advanced	54
Service Orientation	Important	64	Advanced	53
Time Management	Important	64	Advanced	52
Social Perceptiveness	Important	59	Intermediate	48
Monitoring	Important	50	Intermediate	45
Active Learning	Important	57	Intermediate	44
Mathematics	Important	50	Intermediate	38
Complex Problem Solving	Somewhat Important	38	Intermediate	35
Management of Personnel Resources	Somewhat Important	40	Intermediate	35
Equipment Selection	Somewhat Important	35	Intermediate	31
Judgment and Decision Making	Somewhat Important	33	Intermediate	27
Persuasion	Not Important	22	Intermediate	26
Operation and Control	Not Important	21	Basic	24
Management of Financial Resources	Not Important	22	Basic	21
Negotiation	Somewhat Important	36	Basic	19
Installation	Not Important	17	Basic	19
Equipment Maintenance	Not Important	18	Basic	18
Systems Evaluation	Not Important	20	Basic	18
Operations Analysis	Somewhat Important	30	Basic	16
Management of Material Resources	Not Important	16	Basic	14
Quality Control Analysis	Not Important	10	Basic	13
Systems Analysis	Not Important	24	Basic	12
Technology Design	Somewhat Important	26	Basic	11
Programming	Not Important	21	Basic	10
Troubleshooting	Not Important	13	Basic	10
Repairing	Not Important	6	Basic	6
Operation Monitoring	Not Important	6	Basic	3
Science	Not Important	1	Basic	1

Source: O*NET Database 11

Occupational Abilities

Ability	Importance	Imp (0-100)	Level	Lvl (0-100)
Near Vision	Important	69	Advanced	70
Oral Expression	Important	72	Advanced	61
Written Comprehension	Important	72	Advanced	59
Oral Comprehension	Very Important	78	Advanced	57
Written Expression	Important	72	Advanced	55
Speech Recognition	Important	69	Advanced	54
Information Ordering	Important	69	Intermediate	48
Problem Sensitivity	Important	53	Intermediate	46
Speech Clarity	Important	63	Intermediate	46
Deductive Reasoning	Important	53	Intermediate	46
Selective Attention	Somewhat Important	44	Intermediate	43
Inductive Reasoning	Important	53	Intermediate	43
Category Flexibility	Somewhat Important	44	Intermediate	39
Time Sharing	Somewhat Important	35	Intermediate	36
Finger Dexterity	Somewhat Important	28	Intermediate	29
Memorization	Not Important	22	Intermediate	29
Auditory Attention	Somewhat Important	31	Intermediate	27
Extent Flexibility	Not Important	19	Basic	23
Far Vision	Not Important	19	Basic	21
Control Precision	Not Important	19	Basic	21
Manual Dexterity	Somewhat Important	28	Basic	20
Fluency of Ideas	Not Important	19	Basic	20
Number Facility	Not Important	19	Basic	20
Perceptual Speed	Not Important	16	Basic	18
Visual Color Discrimination	Not Important	16	Basic	16
Visualization	Not Important	13	Basic	14
Glare Sensitivity	Not Important	16	Basic	14
Flexibility of Closure	Not Important	16	Basic	13
Wrist-Finger Speed	Not Important	13	Basic	13
Mathematical Reasoning	Not Important	16	Basic	13
Originality	Not Important	16	Basic	13
Arm-Hand Steadiness	Not Important	13	Basic	11
Hearing Sensitivity	Not Important	6	Basic	9
Depth Perception	Not Important	6	Basic	7
Speed of Closure	Not Important	9	Basic	7
Trunk Strength	Not Important	3	Basic	4
Static Strength	Not Important	3	Basic	2
Multilimb Coordination	Not Important	3	Basic	2
Reaction Time	Not Important	0	Basic	0
Stamina	Not Important	0	Basic	0
Spatial Orientation	Not Important	0	Basic	0
Sound Localization	Not Important	0	Basic	0
Speed of Limb Movement	Not Important	0	Basic	0
Night Vision	Not Important	0	Basic	0
Dynamic Flexibility	Not Important	0	Basic	0
Peripheral Vision	Not Important	0	Basic	0
Gross Body Coordination	Not Important	0	Basic	0
Explosive Strength	Not Important	0	Basic	0
Response Orientation	Not Important	0	Basic	0
Gross Body Equilibrium	Not Important	0	Basic	0
Dynamic Strength	Not Important	0	Basic	0
Rate Control	Not Important	0	Basic	0

Source: O*NET Database 11

**Occupational Skills Analysis
43-4031.03 - License Clerks**

Issue licenses or permits to qualified applicants. Obtain necessary information; record data; advise applicants on requirements; collect fees; and issue licenses. May conduct oral, written, visual, or performance testing.

Occupational Knowledge

Knowledge	Importance	Imp (0-100)	Level	Lvl (0-100)
Customer and Personal Service	Very Important	88	Expert	76
Clerical	Important	73	Advanced	69
Computers and Electronics	Somewhat Important	44	Intermediate	49
English Language	Important	65	Intermediate	48
Law and Government	Important	61	Intermediate	44
Mathematics	Important	52	Intermediate	36
Administration and Management	Somewhat Important	42	Intermediate	33
Public Safety and Security	Important	51	Intermediate	33
Education and Training	Somewhat Important	31	Intermediate	33
Personnel and Human Resources	Somewhat Important	34	Intermediate	32
Psychology	Somewhat Important	32	Intermediate	31
Economics and Accounting	Somewhat Important	27	Basic	24
Production and Processing	Not Important	21	Basic	18
Communications and Media	Not Important	16	Basic	17
Sociology and Anthropology	Not Important	19	Basic	17
Geography	Not Important	18	Basic	16
Foreign Language	Not Important	16	Basic	15
Telecommunications	Not Important	21	Basic	13
Transportation	Not Important	13	Basic	8
Sales and Marketing	Not Important	10	Basic	7
Philosophy and Theology	Not Important	5	Basic	6
Therapy and Counseling	Not Important	3	Basic	5
History and Archeology	Not Important	5	Basic	4
Mechanical	Not Important	3	Basic	4
Engineering and Technology	Not Important	4	Basic	3
Medicine and Dentistry	Not Important	3	Basic	3
Design	Not Important	1	Basic	1
Physics	Not Important	1	Basic	1
Chemistry	Not Important	1	Basic	1
Building and Construction	Not Important	1	Basic	0
Food Production	Not Important	0	Basic	0
Biology	Not Important	0	Basic	0
Fine Arts	Not Important	0	Basic	0

Source: O*NET Database 11

Occupational Skills

Skill	Importance	Imp (0-100)	Level	Lvl (0-100)
Reading Comprehension	Very Important	81	Advanced	64
Active Listening	Very Important	83	Advanced	62
Critical Thinking	Important	64	Advanced	59
Instructing	Important	66	Advanced	59
Speaking	Very Important	76	Advanced	57
Writing	Important	56	Advanced	56
Active Learning	Important	64	Advanced	53
Learning Strategies	Important	62	Advanced	53
Service Orientation	Important	64	Advanced	52
Monitoring	Important	56	Intermediate	49
Social Perceptiveness	Important	53	Intermediate	46
Time Management	Important	53	Intermediate	44
Coordination	Somewhat Important	48	Intermediate	44
Judgment and Decision Making	Somewhat Important	48	Intermediate	37
Mathematics	Somewhat Important	41	Intermediate	37
Persuasion	Somewhat Important	30	Intermediate	34
Complex Problem Solving	Somewhat Important	44	Intermediate	34
Negotiation	Somewhat Important	35	Intermediate	28
Equipment Selection	Somewhat Important	25	Intermediate	27
Quality Control Analysis	Somewhat Important	35	Intermediate	26
Operation and Control	Not Important	24	Intermediate	26
Troubleshooting	Somewhat Important	25	Intermediate	25
Technology Design	Somewhat Important	25	Basic	23
Management of Personnel Resources	Somewhat Important	29	Basic	23
Equipment Maintenance	Not Important	19	Basic	21
Systems Analysis	Not Important	20	Basic	20
Operations Analysis	Not Important	21	Basic	19
Repairing	Not Important	18	Basic	18
Systems Evaluation	Not Important	16	Basic	18
Installation	Not Important	16	Basic	16
Management of Material Resources	Not Important	17	Basic	16
Operation Monitoring	Not Important	11	Basic	12
Programming	Not Important	14	Basic	10
Management of Financial Resources	Not Important	11	Basic	10
Science	Not Important	3	Basic	4

Source: O*NET Database 11

Occupational Abilities

Ability	Importance	Imp (0-100)	Level	Lvl (0-100)
Oral Expression	Very Important	75	Advanced	54
Oral Comprehension	Very Important	75	Advanced	52
Near Vision	Important	60	Advanced	52
Written Comprehension	Important	72	Advanced	50
Written Expression	Important	66	Intermediate	48
Information Ordering	Important	50	Intermediate	45
Speech Clarity	Important	63	Intermediate	45
Deductive Reasoning	Important	50	Intermediate	45
Problem Sensitivity	Important	53	Intermediate	43
Inductive Reasoning	Important	50	Intermediate	43
Speech Recognition	Important	63	Intermediate	41
Selective Attention	Important	50	Intermediate	39
Category Flexibility	Somewhat Important	41	Intermediate	36
Finger Dexterity	Somewhat Important	44	Intermediate	34
Time Sharing	Somewhat Important	35	Intermediate	32
Far Vision	Somewhat Important	28	Intermediate	30
Originality	Somewhat Important	25	Intermediate	29
Flexibility of Closure	Somewhat Important	28	Intermediate	27
Fluency of Ideas	Somewhat Important	28	Intermediate	27
Control Precision	Somewhat Important	25	Intermediate	25
Arm-Hand Steadiness	Somewhat Important	35	Intermediate	25
Manual Dexterity	Somewhat Important	31	Basic	23
Mathematical Reasoning	Somewhat Important	28	Basic	21
Number Facility	Somewhat Important	28	Basic	20
Speed of Closure	Not Important	19	Basic	18
Perceptual Speed	Not Important	19	Basic	16
Auditory Attention	Not Important	19	Basic	16
Visual Color Discrimination	Not Important	22	Basic	16
Memorization	Not Important	19	Basic	14
Visualization	Not Important	16	Basic	13
Hearing Sensitivity	Not Important	9	Basic	7
Trunk Strength	Not Important	6	Basic	5
Static Strength	Not Important	3	Basic	2
Reaction Time	Not Important	0	Basic	0
Stamina	Not Important	0	Basic	0
Wrist-Finger Speed	Not Important	0	Basic	0
Extent Flexibility	Not Important	0	Basic	0
Spatial Orientation	Not Important	0	Basic	0
Sound Localization	Not Important	0	Basic	0
Speed of Limb Movement	Not Important	0	Basic	0
Night Vision	Not Important	0	Basic	0
Dynamic Flexibility	Not Important	0	Basic	0
Peripheral Vision	Not Important	0	Basic	0
Multilimb Coordination	Not Important	0	Basic	0
Gross Body Coordination	Not Important	0	Basic	0
Explosive Strength	Not Important	0	Basic	0
Depth Perception	Not Important	0	Basic	0
Response Orientation	Not Important	0	Basic	0
Gross Body Equilibrium	Not Important	0	Basic	0
Dynamic Strength	Not Important	0	Basic	0
Glare Sensitivity	Not Important	0	Basic	0
Rate Control	Not Important	0	Basic	0

Source: O*NET Database 11

Occupational Skills Analysis
43-4031.02 - Municipal Clerks

Draft agendas and bylaws for town or city council; record minutes of council meetings; answer official correspondence; keep fiscal records and accounts; and prepare reports on civic needs.

Occupational Knowledge

Knowledge	Importance	Imp (0-100)	Level	Lvl (0-100)
Clerical	Very Important	86	Expert	75
English Language	Very Important	84	Advanced	67
Customer and Personal Service	Important	59	Advanced	62
Law and Government	Important	71	Advanced	56
Administration and Management	Important	74	Advanced	52
Computers and Electronics	Somewhat Important	37	Advanced	51
Personnel and Human Resources	Important	59	Intermediate	46
Mathematics	Important	51	Intermediate	44
Economics and Accounting	Important	50	Intermediate	40
Education and Training	Somewhat Important	37	Intermediate	38
Communications and Media	Somewhat Important	39	Intermediate	36
Public Safety and Security	Not Important	20	Intermediate	26
Psychology	Not Important	24	Intermediate	25
History and Archeology	Not Important	22	Basic	24
Foreign Language	Somewhat Important	26	Basic	24
Sociology and Anthropology	Not Important	18	Basic	16
Geography	Not Important	9	Basic	12
Philosophy and Theology	Not Important	6	Basic	12
Telecommunications	Not Important	19	Basic	11
Sales and Marketing	Not Important	7	Basic	10
Transportation	Not Important	8	Basic	8
Production and Processing	Not Important	9	Basic	7
Mechanical	Not Important	6	Basic	5
Medicine and Dentistry	Not Important	3	Basic	4
Physics	Not Important	2	Basic	2
Engineering and Technology	Not Important	2	Basic	2
Biology	Not Important	2	Basic	2
Chemistry	Not Important	2	Basic	2
Building and Construction	Not Important	3	Basic	2
Fine Arts	Not Important	1	Basic	2
Therapy and Counseling	Not Important	1	Basic	1
Design	Not Important	1	Basic	1
Food Production	Not Important	0	Basic	0

Source: O*NET Database 11

Occupational Skills

Skill	Importance	Imp (0-100)	Level	Lvl (0-100)
Active Listening	Very Important	83	Advanced	71
Writing	Important	74	Advanced	67
Service Orientation	Important	67	Advanced	66
Social Perceptiveness	Important	67	Advanced	64
Time Management	Very Important	78	Advanced	61
Coordination	Important	61	Advanced	61
Active Learning	Important	65	Advanced	60
Instructing	Important	53	Advanced	59
Speaking	Important	68	Advanced	59
Critical Thinking	Important	66	Advanced	58
Reading Comprehension	Important	72	Advanced	58
Monitoring	Important	53	Advanced	57
Persuasion	Important	50	Advanced	55
Equipment Selection	Somewhat Important	49	Advanced	53
Learning Strategies	Important	52	Intermediate	49
Judgment and Decision Making	Important	59	Intermediate	49
Complex Problem Solving	Somewhat Important	49	Intermediate	48
Mathematics	Important	59	Intermediate	48
Management of Financial Resources	Important	53	Intermediate	48
Management of Personnel Resources	Important	53	Intermediate	47
Negotiation	Somewhat Important	49	Intermediate	46
Operations Analysis	Somewhat Important	41	Intermediate	46
Management of Material Resources	Somewhat Important	39	Intermediate	41
Technology Design	Somewhat Important	34	Intermediate	37
Troubleshooting	Somewhat Important	36	Intermediate	33
Operation and Control	Somewhat Important	32	Intermediate	31
Systems Evaluation	Somewhat Important	26	Intermediate	26
Systems Analysis	Somewhat Important	25	Intermediate	26
Quality Control Analysis	Not Important	21	Intermediate	25
Installation	Not Important	18	Basic	21
Equipment Maintenance	Not Important	19	Basic	17
Operation Monitoring	Not Important	19	Basic	16
Science	Not Important	11	Basic	15
Repairing	Not Important	14	Basic	12
Programming	Not Important	9	Basic	11

Source: O*NET Database 11

Occupational Abilities

Ability	Importance	Imp (0-100)	Level	Lvl (0-100)
Oral Expression	Important	72	Advanced	59
Oral Comprehension	Important	72	Advanced	59
Written Comprehension	Important	69	Advanced	59
Written Expression	Important	66	Advanced	57
Near Vision	Important	63	Advanced	57
Information Ordering	Important	56	Intermediate	48
Speech Recognition	Important	56	Intermediate	48
Deductive Reasoning	Important	50	Intermediate	48
Problem Sensitivity	Important	50	Intermediate	45
Speech Clarity	Important	53	Intermediate	43
Inductive Reasoning	Somewhat Important	44	Intermediate	41
Category Flexibility	Somewhat Important	38	Intermediate	36
Mathematical Reasoning	Somewhat Important	38	Intermediate	36
Selective Attention	Somewhat Important	35	Intermediate	36
Originality	Somewhat Important	28	Intermediate	32
Fluency of Ideas	Somewhat Important	31	Intermediate	30
Number Facility	Somewhat Important	28	Intermediate	30
Perceptual Speed	Not Important	22	Intermediate	27
Memorization	Somewhat Important	28	Intermediate	27
Time Sharing	Not Important	22	Intermediate	25
Flexibility of Closure	Somewhat Important	25	Basic	23
Speed of Closure	Not Important	16	Basic	20
Finger Dexterity	Not Important	19	Basic	16
Far Vision	Not Important	9	Basic	14
Visual Color Discrimination	Not Important	13	Basic	11
Visualization	Not Important	9	Basic	11
Hearing Sensitivity	Not Important	6	Basic	9
Auditory Attention	Not Important	13	Basic	9
Wrist-Finger Speed	Not Important	6	Basic	5
Trunk Strength	Not Important	3	Basic	4
Manual Dexterity	Not Important	3	Basic	2
Static Strength	Not Important	3	Basic	2
Multilimb Coordination	Not Important	3	Basic	2
Reaction Time	Not Important	0	Basic	0
Stamina	Not Important	0	Basic	0
Extent Flexibility	Not Important	0	Basic	0
Spatial Orientation	Not Important	0	Basic	0
Sound Localization	Not Important	0	Basic	0
Speed of Limb Movement	Not Important	0	Basic	0
Night Vision	Not Important	0	Basic	0
Control Precision	Not Important	0	Basic	0
Dynamic Flexibility	Not Important	0	Basic	0
Peripheral Vision	Not Important	0	Basic	0
Gross Body Coordination	Not Important	0	Basic	0
Explosive Strength	Not Important	0	Basic	0
Depth Perception	Not Important	0	Basic	0
Response Orientation	Not Important	0	Basic	0
Gross Body Equilibrium	Not Important	0	Basic	0
Dynamic Strength	Not Important	0	Basic	0
Glare Sensitivity	Not Important	0	Basic	0
Rate Control	Not Important	0	Basic	0
Arm-Hand Steadiness	Not Important	0	Basic	0

Source: O*NET Database 11

Occupational Skills Analysis
43-6011.00 - Executive Secretaries and Administrative Assistants

Provide high-level administrative support by conducting research, preparing statistical reports, handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings. May also train and supervise lower-level clerical staff.

Occupational Knowledge

Knowledge	Importance	Imp (0-100)	Level	Lvl (0-100)
Clerical	Very Important	86	Expert	85
Customer and Personal Service	Very Important	75	Advanced	71
English Language	Very Important	84	Advanced	63
Computers and Electronics	Important	59	Advanced	53
Administration and Management	Important	54	Intermediate	42
Mathematics	Somewhat Important	43	Intermediate	41
Communications and Media	Somewhat Important	42	Intermediate	36
Personnel and Human Resources	Somewhat Important	35	Intermediate	33
Education and Training	Somewhat Important	28	Intermediate	32
Law and Government	Somewhat Important	35	Intermediate	30
Economics and Accounting	Somewhat Important	33	Intermediate	27
Public Safety and Security	Somewhat Important	29	Intermediate	27
Psychology	Somewhat Important	25	Basic	23
Geography	Not Important	21	Basic	22
Sales and Marketing	Not Important	18	Basic	20
Philosophy and Theology	Not Important	16	Basic	19
Transportation	Not Important	19	Basic	17
Telecommunications	Somewhat Important	31	Basic	17
Production and Processing	Not Important	14	Basic	13
Sociology and Anthropology	Not Important	14	Basic	13
Therapy and Counseling	Not Important	9	Basic	9
Foreign Language	Not Important	12	Basic	9
Design	Not Important	8	Basic	8
Mechanical	Not Important	7	Basic	8
History and Archeology	Not Important	8	Basic	7
Medicine and Dentistry	Not Important	5	Basic	6
Engineering and Technology	Not Important	4	Basic	4
Fine Arts	Not Important	5	Basic	4
Chemistry	Not Important	2	Basic	3
Biology	Not Important	2	Basic	2
Food Production	Not Important	1	Basic	1
Building and Construction	Not Important	1	Basic	1
Physics	Not Important	0	Basic	0

Source: O*NET Database 11

Occupational Skills

Skill	Importance	Imp (0-100)	Level	Lvl (0-100)
Active Listening	Very Important	82	Advanced	66
Writing	Important	67	Advanced	60
Speaking	Important	70	Advanced	60
Reading Comprehension	Very Important	75	Advanced	59
Time Management	Important	71	Advanced	56
Critical Thinking	Important	63	Advanced	56
Active Learning	Important	62	Advanced	52
Monitoring	Important	54	Advanced	50
Coordination	Important	57	Advanced	50
Instructing	Somewhat Important	47	Intermediate	49
Social Perceptiveness	Important	50	Intermediate	46
Service Orientation	Important	50	Intermediate	46
Mathematics	Somewhat Important	47	Intermediate	44
Learning Strategies	Somewhat Important	44	Intermediate	44
Judgment and Decision Making	Somewhat Important	49	Intermediate	42
Persuasion	Somewhat Important	35	Intermediate	39
Equipment Selection	Somewhat Important	32	Intermediate	37
Operations Analysis	Somewhat Important	32	Intermediate	36
Management of Material Resources	Somewhat Important	32	Intermediate	36
Management of Financial Resources	Somewhat Important	40	Intermediate	35
Management of Personnel Resources	Somewhat Important	33	Intermediate	32
Complex Problem Solving	Somewhat Important	32	Intermediate	32
Negotiation	Somewhat Important	32	Intermediate	32
Operation and Control	Somewhat Important	29	Intermediate	31
Systems Evaluation	Not Important	21	Basic	23
Quality Control Analysis	Somewhat Important	27	Basic	23
Troubleshooting	Not Important	21	Basic	20
Systems Analysis	Not Important	12	Basic	14
Technology Design	Not Important	13	Basic	13
Equipment Maintenance	Not Important	12	Basic	12
Installation	Not Important	7	Basic	8
Repairing	Not Important	6	Basic	7
Operation Monitoring	Not Important	6	Basic	7
Programming	Not Important	5	Basic	5
Science	Not Important	4	Basic	4

Source: O*NET Database 11

Occupational Abilities

Ability	Importance	Imp (0-100)	Level	Lvl (0-100)
Oral Comprehension	Very Important	88	Advanced	61
Oral Expression	Very Important	81	Advanced	59
Written Expression	Very Important	88	Advanced	57
Near Vision	Important	72	Advanced	55
Information Ordering	Important	66	Advanced	54
Speech Recognition	Important	69	Advanced	54
Written Comprehension	Very Important	88	Advanced	54
Deductive Reasoning	Important	60	Advanced	52
Category Flexibility	Important	60	Intermediate	48
Inductive Reasoning	Important	56	Intermediate	48
Problem Sensitivity	Important	66	Intermediate	46
Speech Clarity	Very Important	75	Intermediate	46
Time Sharing	Important	53	Intermediate	43
Speed of Closure	Somewhat Important	44	Intermediate	39
Selective Attention	Important	56	Intermediate	38
Memorization	Somewhat Important	44	Intermediate	38
Wrist-Finger Speed	Somewhat Important	31	Intermediate	36
Flexibility of Closure	Somewhat Important	31	Intermediate	34
Originality	Somewhat Important	25	Intermediate	34
Fluency of Ideas	Somewhat Important	31	Intermediate	30
Mathematical Reasoning	Somewhat Important	31	Intermediate	30
Auditory Attention	Somewhat Important	25	Basic	23
Number Facility	Not Important	19	Basic	21
Visualization	Somewhat Important	25	Basic	20
Far Vision	Not Important	16	Basic	16
Perceptual Speed	Not Important	16	Basic	16
Finger Dexterity	Not Important	16	Basic	16
Trunk Strength	Not Important	13	Basic	9
Response Orientation	Not Important	6	Basic	7
Visual Color Discrimination	Not Important	6	Basic	5
Hearing Sensitivity	Not Important	3	Basic	2
Manual Dexterity	Not Important	3	Basic	2
Extent Flexibility	Not Important	3	Basic	2
Multilimb Coordination	Not Important	3	Basic	2
Depth Perception	Not Important	3	Basic	2
Reaction Time	Not Important	0	Basic	0
Stamina	Not Important	0	Basic	0
Spatial Orientation	Not Important	0	Basic	0
Sound Localization	Not Important	0	Basic	0
Speed of Limb Movement	Not Important	0	Basic	0
Night Vision	Not Important	0	Basic	0
Control Precision	Not Important	0	Basic	0
Dynamic Flexibility	Not Important	0	Basic	0
Static Strength	Not Important	0	Basic	0
Peripheral Vision	Not Important	0	Basic	0
Gross Body Coordination	Not Important	0	Basic	0
Explosive Strength	Not Important	0	Basic	0
Gross Body Equilibrium	Not Important	0	Basic	0
Dynamic Strength	Not Important	0	Basic	0
Glare Sensitivity	Not Important	0	Basic	0
Rate Control	Not Important	0	Basic	0
Arm-Hand Steadiness	Not Important	0	Basic	0

Source: O*NET Database 11

**Occupational Skills Analysis
43-6012.00 - Legal Secretaries**

Perform secretarial duties utilizing legal terminology, procedures, and documents. Prepare legal papers and correspondence, such as summonses, complaints, motions, and subpoenas. May also assist with legal research.

Occupational Knowledge

Knowledge	Importance	Imp (0-100)	Level	Lvl (0-100)
Clerical	Very Important	94	Expert	84
Law and Government	Very Important	81	Advanced	60
Customer and Personal Service	Important	60	Advanced	56
English Language	Important	66	Advanced	51
Computers and Electronics	Somewhat Important	44	Intermediate	47
Economics and Accounting	Somewhat Important	47	Intermediate	41
Administration and Management	Somewhat Important	43	Intermediate	37
Mathematics	Somewhat Important	34	Intermediate	36
Communications and Media	Somewhat Important	26	Basic	24
Geography	Not Important	22	Basic	23
Education and Training	Not Important	13	Basic	21
Personnel and Human Resources	Not Important	21	Basic	21
Psychology	Not Important	19	Basic	21
Sociology and Anthropology	Not Important	13	Basic	19
Sales and Marketing	Not Important	18	Basic	19
Philosophy and Theology	Not Important	8	Basic	15
Public Safety and Security	Not Important	10	Basic	15
Foreign Language	Not Important	9	Basic	14
History and Archeology	Not Important	11	Basic	13
Telecommunications	Not Important	11	Basic	5
Therapy and Counseling	Not Important	3	Basic	4
Production and Processing	Not Important	3	Basic	3
Transportation	Not Important	4	Basic	3
Mechanical	Not Important	4	Basic	3
Engineering and Technology	Not Important	2	Basic	2
Medicine and Dentistry	Not Important	2	Basic	2
Design	Not Important	2	Basic	2
Physics	Not Important	1	Basic	1
Biology	Not Important	1	Basic	1
Food Production	Not Important	0	Basic	0
Chemistry	Not Important	0	Basic	0
Building and Construction	Not Important	0	Basic	0
Fine Arts	Not Important	0	Basic	0

Source: O*NET Database 11

Occupational Skills

Skill	Importance	Imp (0-100)	Level	Lvl (0-100)
Reading Comprehension	Very Important	90	Advanced	72
Writing	Very Important	77	Advanced	71
Active Listening	Very Important	83	Advanced	67
Time Management	Very Important	77	Advanced	65
Speaking	Important	67	Advanced	62
Active Learning	Important	67	Advanced	62
Learning Strategies	Important	62	Advanced	61
Social Perceptiveness	Important	51	Advanced	60
Judgment and Decision Making	Important	61	Advanced	60
Coordination	Important	60	Advanced	58
Instructing	Somewhat Important	45	Advanced	55
Critical Thinking	Important	60	Advanced	52
Persuasion	Somewhat Important	44	Advanced	51
Monitoring	Somewhat Important	48	Advanced	50
Mathematics	Somewhat Important	45	Intermediate	47
Complex Problem Solving	Important	51	Intermediate	46
Negotiation	Somewhat Important	37	Intermediate	46
Operation and Control	Somewhat Important	43	Intermediate	44
Equipment Selection	Somewhat Important	37	Intermediate	41
Service Orientation	Somewhat Important	48	Intermediate	40
Management of Financial Resources	Not Important	24	Intermediate	31
Quality Control Analysis	Somewhat Important	38	Intermediate	28
Operations Analysis	Not Important	21	Intermediate	28
Management of Personnel Resources	Somewhat Important	27	Intermediate	28
Management of Material Resources	Not Important	22	Intermediate	27
Technology Design	Somewhat Important	26	Intermediate	27
Systems Evaluation	Not Important	20	Intermediate	25
Equipment Maintenance	Not Important	23	Basic	23
Troubleshooting	Not Important	23	Basic	21
Operation Monitoring	Not Important	16	Basic	20
Installation	Not Important	16	Basic	19
Systems Analysis	Not Important	15	Basic	17
Repairing	Not Important	9	Basic	12
Programming	Not Important	8	Basic	8
Science	Not Important	6	Basic	3

Source: O*NET Database 11

Occupational Abilities

Ability	Importance	Imp (0-100)	Level	Lvl (0-100)
Near Vision	Important	66	Advanced	68
Oral Comprehension	Very Important	78	Advanced	64
Written Comprehension	Important	69	Advanced	64
Oral Expression	Important	72	Advanced	59
Written Expression	Important	66	Advanced	59
Speech Recognition	Important	72	Advanced	57
Deductive Reasoning	Important	50	Intermediate	46
Information Ordering	Important	69	Intermediate	45
Speech Clarity	Important	69	Intermediate	45
Category Flexibility	Important	50	Intermediate	43
Problem Sensitivity	Important	53	Intermediate	43
Time Sharing	Somewhat Important	41	Intermediate	43
Inductive Reasoning	Somewhat Important	47	Intermediate	43
Selective Attention	Important	53	Intermediate	41
Fluency of Ideas	Somewhat Important	31	Intermediate	39
Wrist-Finger Speed	Somewhat Important	31	Intermediate	36
Speed of Closure	Somewhat Important	35	Intermediate	36
Flexibility of Closure	Somewhat Important	35	Intermediate	32
Memorization	Somewhat Important	28	Intermediate	32
Originality	Somewhat Important	35	Intermediate	30
Far Vision	Somewhat Important	28	Intermediate	29
Perceptual Speed	Not Important	22	Intermediate	29
Number Facility	Somewhat Important	28	Intermediate	27
Arm-Hand Steadiness	Somewhat Important	25	Basic	23
Finger Dexterity	Somewhat Important	31	Basic	21
Manual Dexterity	Somewhat Important	31	Basic	20
Auditory Attention	Somewhat Important	25	Basic	14
Control Precision	Not Important	19	Basic	14
Trunk Strength	Not Important	13	Basic	13
Mathematical Reasoning	Not Important	16	Basic	11
Visualization	Not Important	16	Basic	11
Extent Flexibility	Not Important	6	Basic	7
Night Vision	Not Important	6	Basic	7
Sound Localization	Not Important	9	Basic	4
Static Strength	Not Important	3	Basic	4
Hearing Sensitivity	Not Important	3	Basic	2
Reaction Time	Not Important	3	Basic	2
Multilimb Coordination	Not Important	3	Basic	2
Stamina	Not Important	0	Basic	0
Visual Color Discrimination	Not Important	0	Basic	0
Spatial Orientation	Not Important	0	Basic	0
Speed of Limb Movement	Not Important	0	Basic	0
Dynamic Flexibility	Not Important	0	Basic	0
Peripheral Vision	Not Important	0	Basic	0
Gross Body Coordination	Not Important	0	Basic	0
Explosive Strength	Not Important	0	Basic	0
Depth Perception	Not Important	0	Basic	0
Response Orientation	Not Important	0	Basic	0
Gross Body Equilibrium	Not Important	0	Basic	0
Dynamic Strength	Not Important	0	Basic	0
Glare Sensitivity	Not Important	0	Basic	0
Rate Control	Not Important	0	Basic	0

Source: O*NET Database 11

Occupational Skills Analysis
43-6013.00 - Medical Secretaries

Perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Duties include scheduling appointments, billing patients, and compiling and recording medical charts, reports, and correspondence.

Occupational Knowledge

Knowledge	Importance	Imp (0-100)	Level	Lvl (0-100)
Customer and Personal Service	Very Important	84	Advanced	72
English Language	Very Important	77	Advanced	65
Clerical	Very Important	81	Advanced	64
Computers and Electronics	Important	60	Advanced	59
Communications and Media	Important	52	Intermediate	46
Education and Training	Somewhat Important	44	Intermediate	46
Telecommunications	Important	59	Intermediate	45
Administration and Management	Somewhat Important	38	Intermediate	36
Public Safety and Security	Somewhat Important	34	Intermediate	34
Mathematics	Somewhat Important	44	Intermediate	32
Transportation	Somewhat Important	36	Intermediate	31
Medicine and Dentistry	Somewhat Important	30	Basic	24
Philosophy and Theology	Somewhat Important	28	Basic	21
Sociology and Anthropology	Not Important	10	Basic	21
Food Production	Not Important	16	Basic	19
Economics and Accounting	Not Important	16	Basic	14
Law and Government	Not Important	12	Basic	13
Production and Processing	Not Important	9	Basic	10
Psychology	Not Important	9	Basic	9
Personnel and Human Resources	Not Important	9	Basic	7
Therapy and Counseling	Not Important	5	Basic	7
Geography	Not Important	5	Basic	5
Mechanical	Not Important	6	Basic	3
Foreign Language	Not Important	5	Basic	3
Chemistry	Not Important	2	Basic	3
Sales and Marketing	Not Important	3	Basic	3
Biology	Not Important	3	Basic	3
Engineering and Technology	Not Important	2	Basic	2
History and Archeology	Not Important	1	Basic	1
Design	Not Important	1	Basic	0
Fine Arts	Not Important	0	Basic	0
Physics	Not Important	0	Basic	0
Building and Construction	Not Important	0	Basic	0

Source: O*NET Database 11

Occupational Skills

Skill	Importance	Imp (0-100)	Level	Lvl (0-100)
Reading Comprehension	Very Important	89	Advanced	68
Active Listening	Very Important	90	Advanced	68
Writing	Important	56	Advanced	63
Speaking	Very Important	82	Advanced	62
Social Perceptiveness	Important	53	Advanced	60
Time Management	Important	66	Advanced	58
Instructing	Important	57	Advanced	57
Coordination	Important	70	Advanced	56
Active Learning	Important	69	Advanced	55
Learning Strategies	Important	54	Advanced	54
Equipment Selection	Somewhat Important	36	Advanced	53
Service Orientation	Important	55	Intermediate	48
Management of Personnel Resources	Somewhat Important	29	Intermediate	45
Monitoring	Somewhat Important	42	Intermediate	45
Management of Material Resources	Somewhat Important	45	Intermediate	42
Judgment and Decision Making	Somewhat Important	38	Intermediate	41
Operation and Control	Somewhat Important	43	Intermediate	39
Negotiation	Somewhat Important	32	Intermediate	36
Critical Thinking	Somewhat Important	34	Intermediate	35
Quality Control Analysis	Not Important	23	Intermediate	30
Installation	Not Important	16	Intermediate	28
Equipment Maintenance	Not Important	22	Intermediate	28
Operation Monitoring	Not Important	15	Intermediate	27
Technology Design	Not Important	20	Intermediate	26
Persuasion	Somewhat Important	25	Intermediate	25
Repairing	Not Important	16	Basic	24
Systems Evaluation	Somewhat Important	25	Basic	24
Complex Problem Solving	Not Important	22	Basic	23
Mathematics	Somewhat Important	26	Basic	22
Operations Analysis	Not Important	18	Basic	20
Troubleshooting	Not Important	19	Basic	18
Management of Financial Resources	Not Important	16	Basic	16
Systems Analysis	Not Important	13	Basic	13
Science	Not Important	15	Basic	9
Programming	Not Important	5	Basic	6

Source: O*NET Database 11

Occupational Abilities

Ability	Importance	Imp (0-100)	Level	Lvl (0-100)
Near Vision	Important	72	Advanced	61
Oral Comprehension	Very Important	88	Advanced	54
Oral Expression	Very Important	78	Advanced	52
Information Ordering	Important	72	Advanced	52
Written Comprehension	Important	56	Advanced	52
Speech Recognition	Important	66	Advanced	50
Category Flexibility	Important	50	Intermediate	48
Problem Sensitivity	Important	53	Intermediate	45
Deductive Reasoning	Important	50	Intermediate	45
Written Expression	Important	53	Intermediate	43
Speech Clarity	Very Important	75	Intermediate	43
Inductive Reasoning	Important	50	Intermediate	39
Originality	Somewhat Important	38	Intermediate	38
Time Sharing	Important	53	Intermediate	38
Number Facility	Somewhat Important	35	Intermediate	36
Selective Attention	Important	53	Intermediate	36
Auditory Attention	Somewhat Important	35	Intermediate	34
Finger Dexterity	Somewhat Important	44	Intermediate	34
Fluency of Ideas	Somewhat Important	35	Intermediate	34
Trunk Strength	Somewhat Important	31	Intermediate	32
Perceptual Speed	Somewhat Important	41	Intermediate	32
Memorization	Somewhat Important	31	Intermediate	30
Mathematical Reasoning	Somewhat Important	38	Intermediate	29
Speed of Closure	Somewhat Important	25	Intermediate	29
Far Vision	Not Important	22	Intermediate	27
Manual Dexterity	Somewhat Important	31	Intermediate	27
Flexibility of Closure	Somewhat Important	28	Intermediate	25
Arm-Hand Steadiness	Somewhat Important	35	Intermediate	25
Wrist-Finger Speed	Not Important	16	Basic	23
Control Precision	Not Important	22	Basic	21
Hearing Sensitivity	Not Important	19	Basic	20
Gross Body Coordination	Somewhat Important	25	Basic	18
Visual Color Discrimination	Not Important	19	Basic	16
Visualization	Not Important	16	Basic	16
Static Strength	Somewhat Important	25	Basic	16
Multilimb Coordination	Not Important	22	Basic	16
Stamina	Not Important	22	Basic	14
Speed of Limb Movement	Not Important	19	Basic	14
Depth Perception	Not Important	13	Basic	9
Extent Flexibility	Not Important	3	Basic	4
Response Orientation	Not Important	6	Basic	4
Reaction Time	Not Important	6	Basic	2
Sound Localization	Not Important	3	Basic	2
Spatial Orientation	Not Important	0	Basic	0
Night Vision	Not Important	0	Basic	0
Dynamic Flexibility	Not Important	0	Basic	0
Peripheral Vision	Not Important	0	Basic	0
Explosive Strength	Not Important	0	Basic	0
Gross Body Equilibrium	Not Important	0	Basic	0
Dynamic Strength	Not Important	0	Basic	0
Glare Sensitivity	Not Important	0	Basic	0
Rate Control	Not Important	0	Basic	0

Source: O*NET Database 11

Occupational Skills Analysis
43-6014.00 - Secretaries, Except Legal, Medical, and Executive

Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.

Occupational Knowledge

Knowledge	Importance	Imp (0-100)	Level	Lvl (0-100)
Clerical	Very Important	88	Expert	85
Customer and Personal Service	Very Important	75	Advanced	70
English Language	Important	72	Advanced	59
Computers and Electronics	Important	66	Advanced	58
Administration and Management	Important	52	Intermediate	42
Mathematics	Somewhat Important	45	Intermediate	40
Economics and Accounting	Somewhat Important	44	Intermediate	38
Personnel and Human Resources	Somewhat Important	41	Intermediate	38
Education and Training	Somewhat Important	33	Intermediate	34
Communications and Media	Somewhat Important	40	Intermediate	33
Psychology	Somewhat Important	28	Intermediate	29
Production and Processing	Somewhat Important	30	Intermediate	29
Public Safety and Security	Somewhat Important	34	Intermediate	29
Law and Government	Somewhat Important	25	Intermediate	26
Telecommunications	Somewhat Important	37	Intermediate	25
Sales and Marketing	Not Important	19	Basic	24
Geography	Not Important	16	Basic	21
Therapy and Counseling	Not Important	15	Basic	15
Transportation	Not Important	16	Basic	15
Engineering and Technology	Not Important	11	Basic	14
Design	Not Important	12	Basic	13
Sociology and Anthropology	Not Important	13	Basic	13
Philosophy and Theology	Not Important	10	Basic	12
Mechanical	Not Important	10	Basic	12
Medicine and Dentistry	Not Important	13	Basic	12
Foreign Language	Not Important	10	Basic	11
History and Archeology	Not Important	6	Basic	6
Fine Arts	Not Important	4	Basic	3
Food Production	Not Important	2	Basic	2
Chemistry	Not Important	2	Basic	2
Biology	Not Important	1	Basic	1
Building and Construction	Not Important	2	Basic	1
Physics	Not Important	1	Basic	1

Source: O*NET Database 11

Occupational Skills

Skill	Importance	Imp (0-100)	Level	Lvl (0-100)
Active Listening	Very Important	82	Advanced	61
Writing	Important	70	Advanced	61
Reading Comprehension	Very Important	78	Advanced	59
Speaking	Important	70	Advanced	56
Critical Thinking	Important	59	Advanced	54
Learning Strategies	Important	54	Advanced	53
Monitoring	Important	57	Advanced	52
Social Perceptiveness	Important	60	Advanced	52
Instructing	Important	50	Advanced	51
Active Learning	Important	59	Advanced	51
Time Management	Important	72	Advanced	51
Coordination	Important	53	Advanced	50
Mathematics	Important	50	Intermediate	46
Persuasion	Somewhat Important	39	Intermediate	41
Service Orientation	Somewhat Important	49	Intermediate	41
Judgment and Decision Making	Somewhat Important	41	Intermediate	35
Management of Financial Resources	Somewhat Important	32	Intermediate	34
Management of Personnel Resources	Somewhat Important	33	Intermediate	33
Negotiation	Somewhat Important	32	Intermediate	33
Equipment Selection	Somewhat Important	31	Intermediate	32
Complex Problem Solving	Somewhat Important	32	Intermediate	31
Operation and Control	Somewhat Important	31	Intermediate	31
Operations Analysis	Somewhat Important	26	Intermediate	30
Management of Material Resources	Somewhat Important	29	Intermediate	27
Quality Control Analysis	Somewhat Important	29	Intermediate	27
Troubleshooting	Somewhat Important	27	Basic	24
Equipment Maintenance	Not Important	23	Basic	22
Systems Evaluation	Not Important	19	Basic	19
Technology Design	Not Important	18	Basic	19
Systems Analysis	Not Important	15	Basic	16
Installation	Not Important	16	Basic	15
Repairing	Not Important	14	Basic	13
Operation Monitoring	Not Important	12	Basic	12
Programming	Not Important	10	Basic	9
Science	Not Important	5	Basic	5

Source: O*NET Database 11

Occupational Abilities

Ability	Importance	Imp (0-100)	Level	Lvl (0-100)
Oral Expression	Very Important	81	Advanced	55
Speech Recognition	Very Important	75	Advanced	55
Oral Comprehension	Very Important	88	Advanced	55
Near Vision	Important	69	Advanced	55
Written Expression	Important	69	Advanced	54
Information Ordering	Important	72	Advanced	52
Written Comprehension	Very Important	78	Advanced	52
Problem Sensitivity	Important	63	Intermediate	46
Category Flexibility	Important	60	Intermediate	45
Deductive Reasoning	Important	60	Intermediate	45
Speech Clarity	Very Important	75	Intermediate	43
Inductive Reasoning	Important	50	Intermediate	43
Time Sharing	Somewhat Important	47	Intermediate	41
Selective Attention	Important	53	Intermediate	36
Wrist-Finger Speed	Somewhat Important	25	Intermediate	34
Memorization	Somewhat Important	38	Intermediate	34
Speed of Closure	Somewhat Important	31	Intermediate	32
Fluency of Ideas	Somewhat Important	31	Intermediate	30
Originality	Somewhat Important	35	Intermediate	30
Flexibility of Closure	Somewhat Important	28	Intermediate	29
Visualization	Somewhat Important	25	Basic	23
Perceptual Speed	Somewhat Important	31	Basic	21
Arm-Hand Steadiness	Not Important	19	Basic	20
Auditory Attention	Not Important	22	Basic	18
Manual Dexterity	Not Important	19	Basic	16
Finger Dexterity	Not Important	9	Basic	14
Mathematical Reasoning	Somewhat Important	25	Basic	14
Far Vision	Not Important	13	Basic	13
Number Facility	Not Important	13	Basic	13
Control Precision	Not Important	13	Basic	11
Visual Color Discrimination	Not Important	13	Basic	9
Trunk Strength	Not Important	9	Basic	7
Multilimb Coordination	Not Important	6	Basic	5
Hearing Sensitivity	Not Important	3	Basic	4
Extent Flexibility	Not Important	3	Basic	4
Response Orientation	Not Important	3	Basic	4
Reaction Time	Not Important	0	Basic	0
Stamina	Not Important	0	Basic	0
Spatial Orientation	Not Important	0	Basic	0
Sound Localization	Not Important	0	Basic	0
Speed of Limb Movement	Not Important	0	Basic	0
Night Vision	Not Important	0	Basic	0
Dynamic Flexibility	Not Important	0	Basic	0
Static Strength	Not Important	0	Basic	0
Peripheral Vision	Not Important	0	Basic	0
Gross Body Coordination	Not Important	0	Basic	0
Explosive Strength	Not Important	0	Basic	0
Depth Perception	Not Important	0	Basic	0
Gross Body Equilibrium	Not Important	0	Basic	0
Dynamic Strength	Not Important	0	Basic	0
Glare Sensitivity	Not Important	0	Basic	0
Rate Control	Not Important	0	Basic	0

Source: O*NET Database 11

Occupational Skills Analysis
43-9021.00 - Data Entry Keyers

Operate data entry device, such as keyboard or photo composing perforator. Duties may include verifying data and preparing materials for printing.

Occupational Knowledge

Knowledge	Importance	Imp (0-100)	Level	Lvl (0-100)
Clerical	Very Important	84	Expert	80
Customer and Personal Service	Very Important	82	Advanced	64
Computers and Electronics	Important	62	Advanced	58
English Language	Important	68	Intermediate	49
Mathematics	Somewhat Important	49	Intermediate	45
Administration and Management	Important	60	Intermediate	41
Economics and Accounting	Somewhat Important	46	Intermediate	39
Education and Training	Somewhat Important	27	Intermediate	33
Law and Government	Somewhat Important	35	Intermediate	31
Personnel and Human Resources	Somewhat Important	48	Intermediate	31
Sales and Marketing	Somewhat Important	30	Intermediate	28
Transportation	Somewhat Important	26	Intermediate	28
Public Safety and Security	Somewhat Important	29	Basic	24
Communications and Media	Not Important	24	Basic	20
Production and Processing	Somewhat Important	35	Basic	17
Psychology	Not Important	16	Basic	15
Philosophy and Theology	Not Important	7	Basic	11
Mechanical	Not Important	12	Basic	11
Telecommunications	Somewhat Important	26	Basic	10
Design	Not Important	10	Basic	9
Therapy and Counseling	Not Important	5	Basic	8
Medicine and Dentistry	Not Important	6	Basic	6
Physics	Not Important	7	Basic	5
Sociology and Anthropology	Not Important	8	Basic	4
Chemistry	Not Important	4	Basic	4
Geography	Not Important	3	Basic	4
Engineering and Technology	Not Important	7	Basic	3
Foreign Language	Not Important	2	Basic	2
History and Archeology	Not Important	1	Basic	1
Food Production	Not Important	0	Basic	0
Biology	Not Important	0	Basic	0
Building and Construction	Not Important	0	Basic	0
Fine Arts	Not Important	0	Basic	0

Source: O*NET Database 11

Occupational Skills

Skill	Importance	Imp (0-100)	Level	Lvl (0-100)
Critical Thinking	Important	69	Advanced	57
Learning Strategies	Important	58	Advanced	54
Active Listening	Important	71	Advanced	53
Speaking	Important	72	Advanced	53
Social Perceptiveness	Important	69	Advanced	52
Instructing	Important	54	Advanced	50
Monitoring	Important	51	Advanced	50
Reading Comprehension	Very Important	75	Intermediate	49
Service Orientation	Important	67	Intermediate	49
Active Learning	Important	63	Intermediate	47
Coordination	Important	55	Intermediate	45
Time Management	Important	56	Intermediate	44
Writing	Important	57	Intermediate	41
Persuasion	Somewhat Important	44	Intermediate	38
Operations Analysis	Somewhat Important	37	Intermediate	37
Operation and Control	Somewhat Important	45	Intermediate	33
Equipment Selection	Somewhat Important	41	Intermediate	33
Complex Problem Solving	Somewhat Important	34	Intermediate	33
Quality Control Analysis	Somewhat Important	33	Intermediate	32
Management of Personnel Resources	Somewhat Important	39	Intermediate	32
Negotiation	Somewhat Important	41	Intermediate	31
Mathematics	Somewhat Important	34	Intermediate	31
Technology Design	Somewhat Important	28	Intermediate	28
Systems Analysis	Somewhat Important	31	Intermediate	28
Management of Material Resources	Somewhat Important	30	Intermediate	27
Systems Evaluation	Somewhat Important	40	Intermediate	27
Judgment and Decision Making	Somewhat Important	39	Intermediate	26
Operation Monitoring	Somewhat Important	27	Basic	24
Troubleshooting	Somewhat Important	26	Basic	22
Installation	Not Important	24	Basic	19
Repairing	Not Important	16	Basic	18
Programming	Not Important	20	Basic	15
Equipment Maintenance	Not Important	18	Basic	15
Management of Financial Resources	Not Important	14	Basic	13
Science	Not Important	20	Basic	13

Source: O*NET Database 11

Occupational Abilities

Ability	Importance	Imp (0-100)	Level	Lvl (0-100)
Near Vision	Important	72	Advanced	61
Wrist-Finger Speed	Important	53	Advanced	55
Speech Recognition	Important	66	Advanced	52
Finger Dexterity	Very Important	81	Advanced	50
Flexibility of Closure	Important	56	Intermediate	46
Oral Comprehension	Important	66	Intermediate	46
Oral Expression	Important	60	Intermediate	45
Information Ordering	Important	66	Intermediate	45
Written Comprehension	Very Important	81	Intermediate	45
Category Flexibility	Important	56	Intermediate	43
Far Vision	Important	50	Intermediate	41
Selective Attention	Important	63	Intermediate	41
Deductive Reasoning	Important	53	Intermediate	41
Inductive Reasoning	Important	50	Intermediate	41
Problem Sensitivity	Important	60	Intermediate	39
Speech Clarity	Important	60	Intermediate	39
Speed of Closure	Somewhat Important	47	Intermediate	39
Perceptual Speed	Important	69	Intermediate	38
Written Expression	Important	63	Intermediate	36
Auditory Attention	Somewhat Important	35	Intermediate	36
Fluency of Ideas	Somewhat Important	31	Intermediate	36
Originality	Somewhat Important	35	Intermediate	34
Number Facility	Somewhat Important	35	Intermediate	34
Memorization	Somewhat Important	38	Intermediate	34
Time Sharing	Somewhat Important	47	Intermediate	34
Trunk Strength	Somewhat Important	28	Intermediate	30
Mathematical Reasoning	Somewhat Important	41	Intermediate	29
Visualization	Somewhat Important	38	Intermediate	29
Arm-Hand Steadiness	Somewhat Important	31	Intermediate	29
Hearing Sensitivity	Somewhat Important	31	Intermediate	27
Manual Dexterity	Somewhat Important	35	Intermediate	27
Extent Flexibility	Somewhat Important	28	Intermediate	27
Reaction Time	Somewhat Important	28	Intermediate	25
Visual Color Discrimination	Somewhat Important	31	Intermediate	25
Control Precision	Somewhat Important	28	Intermediate	25
Rate Control	Somewhat Important	31	Intermediate	25
Depth Perception	Not Important	19	Basic	14
Static Strength	Not Important	3	Basic	4
Multilimb Coordination	Not Important	3	Basic	2
Dynamic Strength	Not Important	3	Basic	2
Stamina	Not Important	0	Basic	0
Spatial Orientation	Not Important	0	Basic	0
Sound Localization	Not Important	0	Basic	0
Speed of Limb Movement	Not Important	0	Basic	0
Night Vision	Not Important	0	Basic	0
Dynamic Flexibility	Not Important	0	Basic	0
Peripheral Vision	Not Important	0	Basic	0
Gross Body Coordination	Not Important	0	Basic	0
Explosive Strength	Not Important	0	Basic	0
Response Orientation	Not Important	0	Basic	0
Gross Body Equilibrium	Not Important	0	Basic	0
Glare Sensitivity	Not Important	0	Basic	0

Source: O*NET Database 11

Occupational Skills Analysis
43-9022.00 - Word Processors and Typists

Use word processor/computer or typewriter to type letters, reports, forms, or other material from rough draft, corrected copy, or voice recording. May perform other clerical duties as assigned.

Occupational Knowledge

Knowledge	Importance	Imp (0-100)	Level	Lvl (0-100)
Clerical	Very Important	93	Expert	89
Customer and Personal Service	Important	69	Advanced	59
English Language	Important	70	Advanced	54
Computers and Electronics	Important	51	Advanced	53
Mathematics	Somewhat Important	34	Intermediate	33
Administration and Management	Somewhat Important	35	Intermediate	32
Sales and Marketing	Somewhat Important	31	Intermediate	31
Psychology	Somewhat Important	26	Intermediate	30
Law and Government	Not Important	24	Intermediate	28
Economics and Accounting	Somewhat Important	30	Intermediate	27
Communications and Media	Not Important	21	Intermediate	27
Education and Training	Not Important	18	Intermediate	26
Therapy and Counseling	Not Important	15	Basic	22
Transportation	Not Important	19	Basic	21
Personnel and Human Resources	Somewhat Important	28	Basic	21
Production and Processing	Not Important	22	Basic	20
Public Safety and Security	Not Important	18	Basic	17
Philosophy and Theology	Not Important	14	Basic	13
Geography	Not Important	11	Basic	11
Sociology and Anthropology	Not Important	9	Basic	11
Foreign Language	Not Important	14	Basic	10
Telecommunications	Not Important	19	Basic	9
History and Archeology	Not Important	9	Basic	8
Mechanical	Not Important	4	Basic	5
Engineering and Technology	Not Important	3	Basic	4
Food Production	Not Important	2	Basic	3
Building and Construction	Not Important	3	Basic	3
Physics	Not Important	2	Basic	3
Medicine and Dentistry	Not Important	2	Basic	2
Chemistry	Not Important	2	Basic	2
Design	Not Important	2	Basic	2
Biology	Not Important	0	Basic	0
Fine Arts	Not Important	0	Basic	0

Source: O*NET Database 11

Occupational Skills

Skill	Importance	Imp (0-100)	Level	Lvl (0-100)
Active Listening	Important	73	Advanced	59
Coordination	Important	58	Advanced	59
Reading Comprehension	Important	71	Advanced	58
Learning Strategies	Important	62	Advanced	58
Speaking	Important	70	Advanced	57
Writing	Important	74	Advanced	57
Social Perceptiveness	Important	52	Advanced	56
Critical Thinking	Important	64	Advanced	55
Instructing	Important	53	Advanced	54
Active Learning	Important	51	Advanced	53
Time Management	Important	72	Advanced	52
Persuasion	Somewhat Important	31	Advanced	52
Equipment Selection	Somewhat Important	42	Advanced	52
Judgment and Decision Making	Important	54	Intermediate	48
Mathematics	Important	67	Intermediate	47
Service Orientation	Somewhat Important	47	Intermediate	46
Troubleshooting	Somewhat Important	43	Intermediate	42
Negotiation	Somewhat Important	39	Intermediate	41
Monitoring	Somewhat Important	34	Intermediate	40
Complex Problem Solving	Somewhat Important	39	Intermediate	38
Operations Analysis	Not Important	22	Intermediate	36
Repairing	Somewhat Important	27	Intermediate	35
Installation	Somewhat Important	34	Intermediate	35
Operation Monitoring	Somewhat Important	37	Intermediate	35
Systems Evaluation	Somewhat Important	30	Intermediate	34
Systems Analysis	Somewhat Important	28	Intermediate	32
Operation and Control	Somewhat Important	26	Intermediate	32
Management of Personnel Resources	Somewhat Important	26	Intermediate	31
Equipment Maintenance	Somewhat Important	35	Intermediate	31
Management of Financial Resources	Somewhat Important	28	Intermediate	31
Technology Design	Not Important	21	Intermediate	30
Programming	Not Important	19	Intermediate	26
Quality Control Analysis	Not Important	16	Basic	16
Management of Material Resources	Not Important	13	Basic	13
Science	Not Important	5	Basic	6

Source: O*NET Database 11

Occupational Abilities

Ability	Importance	Imp (0-100)	Level	Lvl (0-100)
Near Vision	Very Important	75	Advanced	59
Wrist-Finger Speed	Important	50	Advanced	55
Oral Comprehension	Important	63	Advanced	50
Written Comprehension	Important	69	Advanced	50
Oral Expression	Important	56	Intermediate	46
Written Expression	Important	53	Intermediate	43
Speech Recognition	Important	63	Intermediate	43
Problem Sensitivity	Somewhat Important	47	Intermediate	43
Information Ordering	Important	63	Intermediate	39
Category Flexibility	Important	53	Intermediate	39
Deductive Reasoning	Somewhat Important	47	Intermediate	39
Speech Clarity	Important	56	Intermediate	38
Inductive Reasoning	Somewhat Important	38	Intermediate	38
Perceptual Speed	Important	56	Intermediate	36
Flexibility of Closure	Somewhat Important	31	Intermediate	34
Finger Dexterity	Important	53	Intermediate	34
Time Sharing	Somewhat Important	41	Intermediate	34
Number Facility	Somewhat Important	35	Intermediate	30
Selective Attention	Somewhat Important	47	Intermediate	30
Far Vision	Somewhat Important	28	Intermediate	29
Auditory Attention	Somewhat Important	35	Intermediate	29
Mathematical Reasoning	Somewhat Important	41	Intermediate	27
Visualization	Somewhat Important	35	Intermediate	27
Memorization	Somewhat Important	28	Intermediate	27
Speed of Closure	Somewhat Important	28	Intermediate	27
Hearing Sensitivity	Somewhat Important	25	Intermediate	25
Fluency of Ideas	Somewhat Important	31	Intermediate	25
Manual Dexterity	Somewhat Important	31	Basic	23
Control Precision	Somewhat Important	25	Basic	23
Originality	Somewhat Important	31	Basic	23
Visual Color Discrimination	Somewhat Important	28	Basic	21
Arm-Hand Steadiness	Not Important	19	Basic	20
Response Orientation	Not Important	9	Basic	13
Trunk Strength	Not Important	13	Basic	11
Extent Flexibility	Not Important	3	Basic	5
Reaction Time	Not Important	3	Basic	4
Speed of Limb Movement	Not Important	3	Basic	4
Multilimb Coordination	Not Important	9	Basic	4
Stamina	Not Important	0	Basic	0
Spatial Orientation	Not Important	0	Basic	0
Sound Localization	Not Important	0	Basic	0
Night Vision	Not Important	0	Basic	0
Dynamic Flexibility	Not Important	0	Basic	0
Static Strength	Not Important	0	Basic	0
Peripheral Vision	Not Important	0	Basic	0
Gross Body Coordination	Not Important	0	Basic	0
Explosive Strength	Not Important	0	Basic	0
Depth Perception	Not Important	0	Basic	0
Gross Body Equilibrium	Not Important	0	Basic	0
Dynamic Strength	Not Important	0	Basic	0
Glare Sensitivity	Not Important	0	Basic	0
Rate Control	Not Important	0	Basic	0

Source: O*NET Database 11

Occupational Skills Analysis
43-9061.00 - Office Clerks, General

Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring limited knowledge of office management systems and procedures. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing.

Occupational Knowledge

Knowledge	Importance	Imp (0-100)	Level	Lvl (0-100)
Clerical	Very Important	75	Expert	80
Customer and Personal Service	Very Important	76	Advanced	63
English Language	Important	68	Advanced	52
Mathematics	Important	58	Advanced	50
Computers and Electronics	Somewhat Important	47	Intermediate	46
Economics and Accounting	Important	52	Intermediate	41
Personnel and Human Resources	Somewhat Important	38	Intermediate	40
Administration and Management	Somewhat Important	42	Intermediate	37
Education and Training	Somewhat Important	29	Intermediate	36
Psychology	Somewhat Important	26	Intermediate	30
Law and Government	Somewhat Important	27	Intermediate	29
Communications and Media	Somewhat Important	31	Intermediate	26
Sales and Marketing	Somewhat Important	25	Basic	24
Production and Processing	Not Important	18	Basic	23
Telecommunications	Somewhat Important	27	Basic	21
Transportation	Not Important	23	Basic	21
Mechanical	Not Important	19	Basic	21
Public Safety and Security	Not Important	23	Basic	18
Chemistry	Not Important	16	Basic	13
Foreign Language	Not Important	15	Basic	12
Philosophy and Theology	Not Important	8	Basic	12
Design	Not Important	12	Basic	11
Therapy and Counseling	Not Important	9	Basic	9
Geography	Not Important	12	Basic	8
Medicine and Dentistry	Not Important	6	Basic	6
Biology	Not Important	1	Basic	6
Sociology and Anthropology	Not Important	5	Basic	6
Physics	Not Important	4	Basic	4
Building and Construction	Not Important	3	Basic	4
Fine Arts	Not Important	4	Basic	4
Engineering and Technology	Not Important	2	Basic	2
Food Production	Not Important	1	Basic	2
History and Archeology	Not Important	2	Basic	1

Source: O*NET Database 11

Occupational Skills

Skill	Importance	Imp (0-100)	Level	Lvl (0-100)
Reading Comprehension	Important	73	Advanced	59
Active Listening	Very Important	78	Advanced	58
Writing	Important	59	Advanced	51
Speaking	Important	64	Intermediate	47
Social Perceptiveness	Important	53	Intermediate	44
Learning Strategies	Somewhat Important	47	Intermediate	42
Critical Thinking	Somewhat Important	45	Intermediate	41
Mathematics	Somewhat Important	47	Intermediate	40
Service Orientation	Somewhat Important	47	Intermediate	40
Time Management	Somewhat Important	45	Intermediate	39
Active Learning	Somewhat Important	44	Intermediate	39
Coordination	Somewhat Important	44	Intermediate	38
Instructing	Somewhat Important	35	Intermediate	35
Monitoring	Somewhat Important	31	Intermediate	32
Persuasion	Somewhat Important	28	Intermediate	30
Equipment Selection	Not Important	24	Intermediate	29
Judgment and Decision Making	Somewhat Important	34	Intermediate	28
Operation and Control	Not Important	24	Intermediate	25
Negotiation	Not Important	24	Basic	22
Complex Problem Solving	Not Important	23	Basic	22
Operations Analysis	Not Important	17	Basic	21
Troubleshooting	Not Important	19	Basic	19
Management of Personnel Resources	Not Important	21	Basic	18
Management of Financial Resources	Not Important	18	Basic	18
Quality Control Analysis	Not Important	16	Basic	15
Management of Material Resources	Not Important	15	Basic	14
Systems Evaluation	Not Important	10	Basic	13
Technology Design	Not Important	13	Basic	12
Systems Analysis	Not Important	9	Basic	11
Equipment Maintenance	Not Important	10	Basic	11
Installation	Not Important	8	Basic	10
Operation Monitoring	Not Important	9	Basic	8
Repairing	Not Important	6	Basic	7
Science	Not Important	3	Basic	4
Programming	Not Important	2	Basic	2

Source: O*NET Database 11

Occupational Abilities

Ability	Importance	Imp (0-100)	Level	Lvl (0-100)
Oral Expression	Important	72	Advanced	57
Near Vision	Important	63	Advanced	57
Speech Recognition	Important	66	Advanced	55
Oral Comprehension	Very Important	78	Advanced	50
Written Comprehension	Important	63	Intermediate	48
Written Expression	Important	50	Intermediate	46
Problem Sensitivity	Important	50	Intermediate	46
Information Ordering	Important	56	Intermediate	43
Category Flexibility	Important	50	Intermediate	43
Speech Clarity	Important	66	Intermediate	43
Far Vision	Somewhat Important	35	Intermediate	41
Deductive Reasoning	Somewhat Important	44	Intermediate	41
Inductive Reasoning	Somewhat Important	44	Intermediate	41
Flexibility of Closure	Somewhat Important	31	Intermediate	39
Wrist-Finger Speed	Somewhat Important	35	Intermediate	39
Number Facility	Important	56	Intermediate	39
Time Sharing	Somewhat Important	38	Intermediate	39
Speed of Closure	Somewhat Important	28	Intermediate	39
Perceptual Speed	Important	50	Intermediate	38
Selective Attention	Important	53	Intermediate	38
Manual Dexterity	Somewhat Important	35	Intermediate	36
Mathematical Reasoning	Important	53	Intermediate	36
Finger Dexterity	Somewhat Important	38	Intermediate	32
Arm-Hand Steadiness	Somewhat Important	31	Intermediate	30
Fluency of Ideas	Somewhat Important	25	Intermediate	27
Originality	Somewhat Important	25	Intermediate	27
Visualization	Somewhat Important	25	Intermediate	25
Auditory Attention	Not Important	22	Basic	21
Control Precision	Not Important	22	Basic	20
Memorization	Not Important	19	Basic	20
Hearing Sensitivity	Not Important	19	Basic	18
Visual Color Discrimination	Not Important	19	Basic	16
Trunk Strength	Not Important	16	Basic	14
Extent Flexibility	Not Important	9	Basic	13
Gross Body Coordination	Not Important	6	Basic	7
Static Strength	Not Important	3	Basic	5
Multilimb Coordination	Not Important	3	Basic	5
Depth Perception	Not Important	3	Basic	4
Gross Body Equilibrium	Not Important	3	Basic	4
Reaction Time	Not Important	0	Basic	0
Stamina	Not Important	0	Basic	0
Spatial Orientation	Not Important	0	Basic	0
Sound Localization	Not Important	0	Basic	0
Speed of Limb Movement	Not Important	0	Basic	0
Night Vision	Not Important	0	Basic	0
Dynamic Flexibility	Not Important	0	Basic	0
Peripheral Vision	Not Important	0	Basic	0
Explosive Strength	Not Important	0	Basic	0
Response Orientation	Not Important	0	Basic	0
Dynamic Strength	Not Important	0	Basic	0
Glare Sensitivity	Not Important	0	Basic	0
Rate Control	Not Important	0	Basic	0

Source: O*NET Database 11

Occupational Skills Analysis
43-9071.00 - Office Machine Operators, Except Computer

Operate one or more of a variety of office machines, such as photocopying, photographic, and duplicating machines, or other office machines.

Occupational Knowledge

Knowledge	Importance	Imp (0-100)	Level	Lvl (0-100)
Computers and Electronics	Important	55	Intermediate	29
Mathematics	Somewhat Important	30	Basic	23
Clerical	Important	55	Basic	23
Mechanical	Somewhat Important	30	Basic	20
Production and Processing	Not Important	20	Basic	17
Customer and Personal Service	Not Important	20	Basic	14
Communications and Media	Not Important	15	Basic	14
Chemistry	Not Important	5	Basic	11
English Language	Not Important	20	Basic	11
Administration and Management	Not Important	5	Basic	6
Transportation	Not Important	5	Basic	6
Economics and Accounting	Not Important	10	Basic	6
Public Safety and Security	Not Important	5	Basic	6
Engineering and Technology	Not Important	0	Basic	6
Telecommunications	Not Important	5	Basic	6
Medicine and Dentistry	Not Important	5	Basic	3
Physics	Not Important	0	Basic	3
Education and Training	Not Important	5	Basic	3
Sales and Marketing	Not Important	10	Basic	3
Law and Government	Not Important	5	Basic	3
Foreign Language	Not Important	0	Basic	3
Geography	Not Important	0	Basic	0
History and Archeology	Not Important	0	Basic	0
Food Production	Not Important	0	Basic	0
Philosophy and Theology	Not Important	0	Basic	0
Therapy and Counseling	Not Important	0	Basic	0
Biology	Not Important	0	Basic	0
Design	Not Important	0	Basic	0
Psychology	Not Important	0	Basic	0
Building and Construction	Not Important	0	Basic	0
Personnel and Human Resources	Not Important	0	Basic	0
Sociology and Anthropology	Not Important	0	Basic	0
Fine Arts	Not Important	0	Basic	0

Source: O*NET Database 11

Occupational Skills

Skill	Importance	Imp (0-100)	Level	Lvl (0-100)
Repairing	Somewhat Important	35	Intermediate	40
Operation and Control	Very Important	90	Intermediate	34
Operation Monitoring	Somewhat Important	45	Intermediate	31
Equipment Maintenance	Important	50	Intermediate	31
Equipment Selection	Important	50	Intermediate	29
Mathematics	Somewhat Important	35	Intermediate	29
Reading Comprehension	Not Important	20	Intermediate	26
Active Listening	Not Important	15	Intermediate	26
Technology Design	Somewhat Important	25	Basic	23
Troubleshooting	Somewhat Important	30	Basic	23
Writing	Somewhat Important	30	Basic	23
Judgment and Decision Making	Somewhat Important	25	Basic	23
Speaking	Not Important	15	Basic	23
Service Orientation	Somewhat Important	25	Basic	20
Quality Control Analysis	Somewhat Important	25	Basic	17
Systems Evaluation	Not Important	15	Basic	16
Complex Problem Solving	Not Important	16	Basic	15
Time Management	Not Important	20	Basic	14
Active Learning	Not Important	5	Basic	14
Installation	Not Important	15	Basic	14
Monitoring	Not Important	15	Basic	14
Social Perceptiveness	Not Important	5	Basic	14
Operations Analysis	Not Important	5	Basic	14
Systems Analysis	Not Important	5	Basic	10
Critical Thinking	Not Important	10	Basic	9
Management of Financial Resources	Not Important	10	Basic	9
Learning Strategies	Not Important	5	Basic	9
Persuasion	Not Important	0	Basic	6
Negotiation	Not Important	0	Basic	6
Management of Material Resources	Not Important	0	Basic	6
Coordination	Not Important	0	Basic	6
Science	Not Important	0	Basic	0
Instructing	Not Important	0	Basic	0
Programming	Not Important	0	Basic	0
Management of Personnel Resources	Not Important	0	Basic	0

Source: O*NET Database 11

Occupational Abilities

Ability	Importance	Imp (0-100)	Level	Lvl (0-100)
Visual Color Discrimination	Important	50	Intermediate	43
Near Vision	Important	55	Intermediate	43
Control Precision	Important	50	Intermediate	37
Written Comprehension	Important	50	Intermediate	37
Finger Dexterity	Somewhat Important	35	Intermediate	34
Problem Sensitivity	Somewhat Important	45	Intermediate	34
Information Ordering	Somewhat Important	45	Intermediate	31
Manual Dexterity	Important	50	Intermediate	31
Written Expression	Somewhat Important	35	Intermediate	31
Wrist-Finger Speed	Somewhat Important	40	Intermediate	29
Oral Comprehension	Somewhat Important	40	Intermediate	29
Deductive Reasoning	Somewhat Important	40	Intermediate	29
Oral Expression	Somewhat Important	25	Intermediate	26
Extent Flexibility	Somewhat Important	35	Intermediate	26
Spatial Orientation	Somewhat Important	30	Intermediate	26
Visualization	Important	50	Intermediate	26
Selective Attention	Somewhat Important	35	Intermediate	26
Arm-Hand Steadiness	Somewhat Important	35	Intermediate	26
Static Strength	Somewhat Important	25	Basic	20
Number Facility	Somewhat Important	40	Basic	20
Speech Clarity	Somewhat Important	25	Basic	20
Memorization	Not Important	15	Basic	20
Time Sharing	Somewhat Important	35	Basic	20
Inductive Reasoning	Somewhat Important	30	Basic	20
Trunk Strength	Not Important	10	Basic	17
Fluency of Ideas	Not Important	15	Basic	17
Response Orientation	Not Important	20	Basic	17
Hearing Sensitivity	Not Important	10	Basic	14
Reaction Time	Not Important	10	Basic	14
Category Flexibility	Not Important	20	Basic	14
Originality	Not Important	10	Basic	14
Glare Sensitivity	Not Important	15	Basic	14
Far Vision	Not Important	5	Basic	11
Stamina	Not Important	5	Basic	11
Perceptual Speed	Not Important	15	Basic	11
Auditory Attention	Not Important	10	Basic	11
Sound Localization	Not Important	10	Basic	11
Dynamic Strength	Not Important	20	Basic	11
Speed of Closure	Not Important	20	Basic	11
Rate Control	Not Important	10	Basic	11
Flexibility of Closure	Not Important	10	Basic	9
Night Vision	Not Important	10	Basic	9
Peripheral Vision	Not Important	5	Basic	9
Multilimb Coordination	Not Important	5	Basic	9
Depth Perception	Not Important	10	Basic	9
Mathematical Reasoning	Not Important	15	Basic	6
Dynamic Flexibility	Not Important	5	Basic	6
Speech Recognition	Not Important	5	Basic	6
Gross Body Coordination	Not Important	5	Basic	6
Explosive Strength	Not Important	0	Basic	6
Speed of Limb Movement	Not Important	0	Basic	3
Gross Body Equilibrium	Not Important	0	Basic	3

Source: O*NET Database 11

Program Assessment Plan

Business Information Systems

Statement of Purpose

To promote the mission of the College by preparing students for a career in the administrative/management support area and to aid individuals currently employed to obtain skills needed to attain a higher level in business.

Catalog Description

The Business Information Systems curriculum is designed to provide students with an educational background for employment in the administrative/management support area and to aid individuals currently employed to obtain skills needed to attain a higher level in business. Graduates of the program will be prepared for such employment opportunities as administrative professional, office coordinator, word processor, data entry, medical secretary, legal secretary or executive assistant. Many student outcomes may be achieved through this curriculum including those outlined below.

- Specialized employment opportunities
- Various certificates of completion and competencies
- Opportunities to prepare for and take the entry-level examination and become a certified administrative professional
- Specialized education and training using computer hardware and software
- Development of effective personal and interpersonal skills
- Education in a capstone specialized area
- Attainment of an associate degree

Prior to beginning the Major Requirements listed below students should be computer literate, have the skills to key text at a minimum rate of 35 words per minute, and have knowledge of the proper formats for a variety of business documents. These necessary skills can be obtained from your life experiences or by taking specific courses.

Program Assessment Plan

Business Information Systems

Learning Outcomes

Students will be able to competently type without looking at the keyboard.

Benchmark	Assessment Method	Timeline
1. 80% of students will successfully pass, with a score of 25 net words per minute (nwpm) or better on a 5-minute timed writing.	The data will be collected by utilizing an integrated IT program which calculates the students' speed and prints same for recording by faculty.	05/07
2.		
3.		
4.		
5.		

Program Assessment Plan

Business Information Systems

Learning Outcomes

Students will demonstrate effective communication skill suitable for an office setting.

	Benchmark	Assessment Method	Timeline
1.	80% of students will successfully pass, with a score of 80% or better on the components of oral communication in the final course (BIS 1700 - Applied Business Systems Procedures).	A rubric will be used to grade students on oral presentations. An overall grade will be computed for all oral presentations done throughout the semester.	04/08
2.	80% of students will successfully pass, with a score of 80% or better on the components of written communication in the final course (BIS 1700 - Applied Business Systems Procedures).	A rubric will be used to grade students on written presentations. An overall grade will be computed for all written presentations throughout the semester.	04/08
3.			
4.			
5.			

Program Assessment Plan

Business Information Systems

Learning Outcomes

Students will be able to demonstrate their learned technical skills of software integration.

Benchmark	Assessment Method	Timeline
1. 80% of students will be rated on their technical knowledge and successfully pass BIS 1300 (Document Processing and Production), with a score of 80% or better.	Students will demonstrate their understanding of software integration via a hands-on test/assessment. These tests/assessments will be reviewed and graded by faculty.	05/07
2.		
3.		
4.		
5.		

Program Findings Report

Business Information Systems

7-1-06 to 8-31-07

Statement of Purpose

To promote the mission of the College by preparing students for a career in the administrative/management support area and to aid individuals currently employed to obtain skills needed to attain a higher level in business.

Catalog Description

The Business Information Systems curriculum is designed to provide students with an educational background for employment in the administrative/management support area and to aid individuals currently employed to obtain skills needed to attain a higher level in business. Graduates of the program will be prepared for such employment opportunities as administrative professional, office coordinator, word processor, data entry, medical secretary, legal secretary or executive assistant. Many student outcomes may be achieved through this curriculum including those outlined below.

- Specialized employment opportunities
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Prior to beginning the Major Requirements listed below students should be computer literate, have the skills to key text at a minimum rate of 35 words per minute, and have knowledge of the proper formats for a variety of business documents. These necessary skills can be obtained from your life experiences or by taking specific courses.

Program Findings Report

Business Information Systems

7-1-06 to 8-31-07

Learning Outcome ID 41

Students will be able to competently type without looking at the keyboard.

Benchmark 1

80% of students will successfully pass, with a score of 25 net words per minute (nwpm) or better on a 5-minute timed writing.

Assessment Method 1

The data will be collected by utilizing an integrated IT program which calculates the students' speed and prints same for recording by faculty.

Findings 1

The benchmark was not met due to the very low competency (basic literacy) of about 50% of students enrolled. Half of the students were "no shows" or early drops. I do not feel that changes are needed to the curriculum because students display little or no work ethic. (OAE: Benchmark not met. However, no actions are being taken by the program).

Benchmark Met 1

No

Dates

Assessed 05/07

Received 07/07

Program Findings Report

Business Information Systems

7-1-06 to 8-31-07

Learning Outcome ID 42

Students will demonstrate effective communication skill suitable for an office setting.

Benchmark 1

80% of students will successfully pass, with a score of 80% or better on the components of oral communication in the final course (BIS 1700 - Applied Business Systems Procedures).

Assessment Method 1

A rubric will be used to grade students on oral presentations. An overall grade will be computed for all oral presentations done throughout the semester.

Findings 1

Delivery of the curriculum is on target.

Benchmark Met 1

Yes

Dates

Assessed	05/07
Received	07/07

Learning Outcome ID 42

Students will demonstrate effective communication skill suitable for an office setting.

Benchmark 2

80% of students will successfully pass, with a score of 80% or better on the components of written communication in the final course (BIS 1700 - Applied Business Systems Procedures).

Assessment Method 2

A rubric will be used to grade students on written presentations. An overall grade will be computed for all written presentations throughout the semester.

Findings 2

Delivery of curriculum is on target.

Benchmark Met 2

Yes

Dates

Assessed	05/07
Received	07/07

Program Findings Report

Business Information Systems

7-1-06 to 8-31-07

Learning Outcome ID 43

Students will be able to demonstrate their learned technical skills of software integration.

Benchmark 1

80% of students will be rated on their technical knowledge and successfully pass BIS 1300 (Document Processing and Production), with a score of 80% or better.

Assessment Method 1

Students will demonstrate their understanding of software integration via a hands-on test/assessment. These tests/assessments will be reviewed and graded by faculty.

Findings 1

Attendance by the student is very important to his/her success in this class. (OAE: Benchmark not met. However, it has been stated that no modifications/changes will be made at this time in the program).

Benchmark Met 1

No

Dates

Assessed 05/07

Received 07/07

**Program Assessment Findings
Business Information Systems**

Learning Outcome

Students will be able to competently type without looking at the keyboard.

Benchmark 1

80% of students will successfully pass, with a score of 25 net words per minute (nwpm) or better on a 5 minute timed writing.

Assessment Method 1

The data will be collected by utilizing an integrated IT program which calculates the students' speed and prints same for recording by faculty.

Benchmark Scheduled To Be Assessed:

5/1/2007

Assessment Results Sent To Office of Assessment & Effectiveness: 6/1/2007

Findings 1

The benchmark was not met due to the very low competency (basic literacy) of about 50% of students enrolled. Half of the students were "no shows" or early drops. I do not feel that changes are needed to the curriculum because students display little or no work ethic. *(OAE: Benchmark not met. However, no actions are being taken by the program.)*

Learning Outcome

Students will be able to demonstrate their learned technical skills of software integration.

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80% of students will be rated on their technical knowledge and successfully pass BIS 1300 (Document Processing and Production), with a score of 80% or better.

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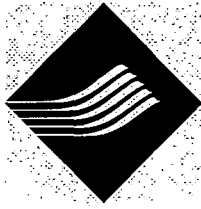
Benchmark Scheduled To Be Assessed:

5/1/2007

Assessment Results Sent To Office of Assessment & Effectiveness: 6/1/2007

Findings 1

Attendance by the student is very important to his/her success in this class. *(OAE: Benchmark not met. However, it has been stated that no modifications/changes will be made at this time in the program.)*



OAKLAND
COMMUNITY
COLLEGE

Curriculum Review Committee Recommendations

Business Information Systems Review

October 6, 2007

Faculty Coordinator: Myrtice Shelton-Beatty

- Recommend minor course descriptions changes to reflect learning
- Appropriate course descriptions should have a statement regarding the ability to test out
- Consider changing the name of the program to reflect titles in business and industry as well as other colleges
- Consider reviewing the Administrative Office Management program to determine if the BIS program might be integrated into it.
- Review the Medical Assisting program format to see if different Certificate of Achievements and Certificates might serve the need of students better
- Consider developing core courses and feeding into specialization such as Medical: health care administration or legal: paralegal for more depth
- To develop more in depth skills, BIS 2000 could add a web maintenance portion or a course as elective
- Have adjunct faculty utilize syllabi template to fulfill requirements
- Consider target marketing to different age groups or different skill levels
- Work with the Office of Assessment & Effectiveness for market analysis
- Modular format and testing out might move students through the program quicker and make them more marketable sooner
- Space is an issue. Work with your Dean to find necessary space for students to use computers without disrupting classes in session (might be an option in the new Library or open lab at other campuses)
- Consider a short term plan for NWLB (No Worker Left Behind) to prepare for entry level skills (15 hours and then a hook to higher level skills in the credit program...adapting the program to the real needs of community
- Consider BIS 1000 and 1010 moving it into 3 credit hours with 3 main modules to complete
- Request more tutors for students to assist in upgrading skills
- Develop orientation to market the program and the different skill levels that can be attained
- Dean Mathew, Dean Boozer will work with and Program Facilitator to bring the program current and more responsive to the needs of the community