























Mendocino College Cooperative Work Experience Education







**Business (BUS 196) -Occupational Work Experience
LEARNING OBJECTIVES**









Each Learning Objective, below, has a printable version ready for signatures. If you would like to modify the LO to better suit your work situation, click on the Word icon to the right of the LO. Otherwise, click on the PDF icon for a print-ready version.







Learning Objective	Outcome Measurement	Learning Process	FORMS	
			Word	PDF
To do product mods to the satisfaction of my supervisor.	I will do at least 3 mods, unassisted, that have met my supervisor's approval.	I will observe my supervisor and other associates in how to do mods. I will then do mods under supervision, and I will make adjustments in my approach based on her feedback. I will continue to practice doing mods until I am able to do so efficiently and accurately without need of assistance		
To accurately review and process all Plant Operations purchase orders, check requests, and invoices.	My manager will observe that all purchase orders, check request, and invoices are properly filed and priced and that I have completed these tasks in less time with no mistakes.	I will observe my manager reviewing purchase orders, check requests and invoices; I will take notes on the procedure and create a precise SOP. I will review codes and gradually increase my memory of codes to expenses. I will ensure individual purchase orders, check requests, and invoices match amount to pricing, and are properly coded to expense. I will continue to be observed by my supervisor and receive feedback until I am able to complete these tasks accurately, efficiently, and without need of assistance.		
To assist Controller with enrolling and maintaining employees in the health insurance, 403B, cafeteria and COBRA plans. To assist Controller in preparation for payment of	Attainment of this objective will be measured by my ability to recite and provide correct information for clients regarding health insurance, 403B, cafeteria and COBRA plans to the	I will review the benefits packages and take notes on things I don't understand; I will discuss these with my supervisor. I will observe my supervisor discussing benefits with employees and completing paperwork; I will write notes and discuss my questions as needed. My supervisor will observe me discussing benefits with		



benefits invoices.	satisfaction of my supervisor. I will complete preparations for payment of invoices accurately, efficiently, and without need of assistance.	employees and completing paperwork, and I will receive feedback and make adjustments in my approach, as needed.		
To accurately and efficiently enter data into accounting program and create and update necessary worksheets, and to produce end of month reports and other reports as necessary.	Attainment of this objective will be measured by reviews by my senior co-workers and supervisor that I: can explain AP, AR and General Journal protocols without error; accurately and efficiently enter accounting data; create and update worksheets and produce reports accurately, efficiently, and with minimal need of assistance.	I will read protocols, manuals or online tutorials, as needed, to understand the procedures. I will observe senior co-workers enter data, creating worksheets and reports, writing down instructions and asking questions as needed. I will complete tasks under the supervision of my coworkers and supervisor, receiving feedback and making adjustments, as needed.		
Demonstrate a comprehensive knowledge of product locations and store layout.	I will be able to lead customers to a specific product more efficiently and confidently with an "A" level of certainty	I will take advantage of opportunities to stock merchandise in all areas of the store. I will walk around the store on breaks and lunches to learn where things are. I will ask department leaders to familiarize me with their departments, and explain merchandise that I don't know. I will make a list of unusual items or items that are shelved in unexpected locations and will refer to this until I have it memorized. I will create a log of times when I am asked to direct a customer to a certain product, and rate how well I do this in a system such as follows: A- I can tell them the exact location on the correct aisle B- I can tell them the correct aisle C- I tell them the correct area of the store D- I refer them to someone more knowledgeable F- I send them to the wrong spot or don't know what they're talking about		
To maintain financial records within an approved budget.	My financial records will be accurate and complete and I will meet my budget expectations,	I will review prior financial records with my supervisor, asking questions and making notes as needed. I will observe a coworker inputting data into the financial		

	according to the observations of my supervisor.	record and completing budget forms. I will do the same under the observation of supervisor, making adjustments in my approach based on the feedback I receive.		
The ability to create functional spreadsheets.	I will create [x number of] spreadsheets that will be accepted by my supervisor and will be useful to me and the people who review my invoices.	I will review instructional manuals and online tutorial. I will review spreadsheets currently in use. I will ask my supervisor and co-workers what key elements are necessary to make the spreadsheet most useful. I will create a draft for my supervisor's review and feedback- I will adjust my approach based on that feedback.		
To have a comprehensive understanding of our filing system	I will be able to help records whenever needed, including finding charts for messages and for the next day appointments, in an accurate, efficient manner, without need of assistance	I will be given an overview of our filing system, including file structure and file storage and retrieval processes. I will assist in adding documents to files and reorganizing files, if necessary, and in file storage and retrieval, under the observation of co-workers. I will make adjustments in my approach based on the feedback I receive		
To complete all forms used by my position in the Medical Clinic.	I will send out disability and other miscellaneous forms that the doctors ask me to send out in an efficient manner and without error, according to my supervisor's observations.	I will observe the employee who completes the forms and sends them out, asking questions and taking notes, as needed. I will review any written procedures or guidelines available. I will complete the forms under the observation of my co-worker and make adjustments in my approach based on her feedback		
To answer phones and take messages in a professional and efficient manner.	I will answer every phone call courteously and professionally, assisting the caller accurately, and I will take accurate, detailed messages. This will be confirmed by my supervisor's and coworkers' observations, and by a lack of complaints from customers. I will have a bibliography of my research and a list of skills I have	I will review a textbook on customer service skills and phone answering skills and choose 3 strategies which I will implement. I will receive instruction from my supervisor regarding the kind of information is needed for a detailed message. I will observe other employees' customer service skills, asking questions and taking notes as needed. I will answer phones under the observation of my co-workers and make adjustments in my approach based on their feedback.		

	implemented			
To complete general office duties in an accurate, efficient and professional manner with very little to no supervision.	My supervisor will observe that I complete general office duties accurately, efficiently and professionally. I will receive a certificate of completion for the "Outstanding Receptionist" training.	I will attend the training, "The Outstanding Receptionist". Before performing any task given, I will review expectations with my supervisor to ensure I understand the task assigned and my supervisor's expectations. I will observe more experienced co-workers or supervisor completing the task, asking questions and taking notes, as needed. I will perform the task under supervisor's observation, and receive feedback on how I do and adjust my approach based on that feedback.		
To accurately complete, coordinate and organize a 2 week work schedule for employee shifts.	I will complete at least 2 2-week schedules that are properly organized and planned, and with no errors, according to my supervisor's feedback. Employees will express satisfaction with the results	I will observe my supervisor scheduling 2 week work schedule. I will take notes on the procedure and critical things to look for. I will build a rough draft schedule; and make adjustments where needed based on my supervisor's and coworkers' feedback. I will construct a final draft schedule, which I will review with my supervisor; I will receive feedback and making adjustments as needed. I will continue to seek supervisor's review and feedback.		
To communicate [more] effectively with co-workers who primarily speak Spanish.	I will be able to use 20 Spanish phrases and 50 Spanish words accurately and in the proper context, as verified by my co-workers and supervisor. I will receive positive feedback from my supervisor and co-workers on my ability to communicate more effectively with Spanish-speaking co-workers	After interviewing my supervisor and Spanish-speaking co-workers, I will make a list of 50 Spanish words and 20 phrases that are most necessary for my workplace. Picking 5 words and 2 phrases per week to practice, I will increase my interaction with Spanish speaking co-workers, asking for their feedback on my pronunciation and grammar. I will watch and listen to Spanish programs with English subtitles.		
To fill out, submit and finish all of the several types of warranties	The smooth processing and payments for the warranties	Reading the warranty procedure manuals, taking notes on sections I don't understand and discuss these with		

<p>this business offers</p>	<p>submitted via the separate companies.</p>	<p>my supervisor. Observe my supervisor completing the warranty paperwork, asking questions. Complete the paperwork for my supervisor's review, and making corrections based on his feedback.</p>		
<p>To accurately review and list inventory in an accurate and efficient manner.</p>	<p>I will complete at least [x number of] inventories accurately, efficiently, and without need of assistance. My supervisor will observe that all inventory checks are correctly listed.</p>	<p>I will observe my supervisor reviewing and listing inventory while taking notes on the procedure and critical things to look for. I will review inventory under the observation of my supervisor, receiving feedback and making adjustments as needed. I will continue taking inventory, keeping it updated and organized, seeking supervisor's review and feedback.</p>		
<p>The ability to effectively and efficiently input orders, and correct inventory in the computer system.</p>	<p>I will be able to correctly transfer orders into the computer, and prepare them to be pulled by the warehouse workers. I will be able to use the computer to check, verify, and correct the inventory.</p>	<p>I will be introduced to our computer software, and taught all the necessary functions. I will be taught the process of how to correctly input purchase orders into the system with correct quantities, SKUs, units of measure, and descriptions. I will be introduced to our inventory system, and shown how to effectively control the inventory. My supervisor will observe me perform these functions and I will modify my approach based on the feedback I receive.</p>		
<p>To create a web site for my business.</p>	<p>I will have a published web site with all the necessary features for a successful business.</p>	<p>I will read the online tutorial for the web design program that I am working with. I will attend a weekend workshop on web design (basics). I will obtain a book on web design to use as a reference. I will get support from a computer savvy individual who has experience with this program and ask her any questions I may encounter. Then I will continue to seek input from my supervisor regarding the many stages of completion of the web site, until I and my supervisor are satisfied with it.</p>		
<p>To optimize use of my home computer for my home based business.</p>	<p>I will make my computer as up to date as I can afford to make it. I will have a written survey of various programs used for</p>	<p>I will complete online tutorials to learn specific functions and programs. I will complete a survey of programs (freeware and proprietary) for maintenance and malware protection. I will seek advice and</p>		

	<p>computer maintenance and protection. My computer will be in working order by defragging, cleaning and updating it. I will have a completed ergonomic analysis of my work space. My work space will be clean and organized and comfortable to work at.</p>	<p>information from a computer technician to on how to accomplish maintenance tasks and increase computer operating efficiency. I will inquire with the lab technicians at the college, as well as other persons who have more advanced computer knowledge, until I am able to routinely keep my computer in optimal working condition. I will review literature on ergonomics and complete an ergonomic analysis of my work space, and make corrections based on what I have learned.</p>		
<p>To increase my efficiency in entering ROAs. (receipts on account)</p>	<p>My supervisor will observe that I have completed ROA accurately, efficiently and without need of assistance.</p>	<p>I will review any written material provided to me by my supervisor. I will observe a skilled co-worker performing the same task. I will review account names, numbers, and aliases. I will ask my supervisor questions about the aspects of the process that are unclear to me. I will perform the task under observation, and make adjustments in my approach based on the feedback I receive.</p>		
<p>To process all transactions left in night drop and complete the night drop log in an accurate and efficient manner.</p>	<p>I will complete the procedures in an accurate and efficient manner without need of assistance, according to the observation of my supervisor and/or co-workers.</p>	<p>I will review any written material provided to me by my supervisor and ask questions about things I do not understand. I will observe a skilled co-worker performing the same task. I will perform the task under the observation of my peers and supervisors, making adjustments in my approach as needed. I will be performing the task in dual custody, and be performing every step told to me by my supervisor and that is listed in the manual. I will continue to complete the procedures in dual custody until I am able to do so without asking questions.</p>		

<p>To accurately and efficiently verify shipments of cash from our smaller branches to head office.</p>	<p>I will complete the procedures in an accurate and efficient manner without need of assistance, according to the observation of my supervisor and/or co-workers.</p>	<p>I will review any written material provided to me by my supervisor and ask questions about things I do not understand. I will observe a skilled co-worker performing the same task. I will perform the task under the observation of my peers and supervisors, making adjustments in my approach as needed. I will be performing the task in dual custody, and be performing every step told to me by my supervisor and that is listed in the manual. I will continue to complete the procedures in dual custody until I am able to do so without asking questions.</p>		
<p>To accurately and efficiently prepare shipments of cash to the federal reserve.</p>	<p>I will complete the procedures in an accurate and efficient manner without need of assistance, according to the observation of my supervisor and/or co-workers.</p>	<p>I will review any written material provided to me by my supervisor and ask questions about things I do not understand. I will observe a skilled co-worker performing the same task. I will perform the task under the observation of my peers and supervisors, making adjustments in my approach as needed. I will continue to complete the procedures until I am able to do so without asking questions.</p>	