

# POLK STATE COLLEGE

Winter Haven • Lakeland • Lake Wales • Airside

## PROGRAM LEARNING OUTCOMES AS / AAS / CERTIFICATES/ BACHELOR DEGREES 2010-11

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# **ASSOCIATE IN SCIENCE, ASSOCIATE IN APPLIED SCIENCE DEGREES**



# **AND CERTIFICATE PROGRAMS**

## **ACCOUNTING TECHNOLOGY**

Programs: AS-25020 and AAS-A5020

### **PROGRAM LEARNING OUTCOMES**

After successful completion of this program, graduates will be able to:

1. perform college level math computations.
2. perform keyboarding/typewriting activities necessary for an entry level accounting position.
3. communicate effectively in writing.
4. demonstrate the ability to communicate verbally commensurate with an entry level management position.
5. identify leadership skills and traits.
6. demonstrate an understanding of our economic system.
7. demonstrate an understanding of human relation skills.
8. demonstrate an understanding of financial, management, and tax accounting commensurate with an entry level position in accounting.

## **BUSINESS ADMINISTRATION AND MANAGEMENT**

(AS to BA/BS Career Path) Program: AS-25030

### **PROGRAM LEARNING OUTCOMES**

After successful completion of this program, graduates will know and be able to:

1. Demonstrate the ability to use various mathematical computations to analyze business operations and financial data.
2. Assess firm's financial results of operations to determine appropriate actions or strategies as compiled from basic journal entries, posting, and summarizing financial data from asset side of balance sheet.
3. Assess firm's financial results of operations to determine appropriate actions or strategies as compiled from basic journal entries, posting and summarizing financial data from the liability side of balance sheet.
4. Understand the relationship of managerial accounting to control and decision making functions of management.
5. Combine word processing, spreadsheet, database and internet skills in the generation of business projects.
6. Use proper business terminology and practice in oral and written communication.
7. Understand the various purposes and functions of business types, operations, tasks and organizations.
8. Assess market environment in which businesses operate to determine appropriate strategies.
9. Demonstrate a basic understanding of legal and ethical issues in a business environment.
10. Utilize a management style that will adapt to the situation.
11. Demonstrate knowledge of the management functions of planning, organizing, staffing, leading, and controlling and how they interrelate.
12. Demonstrate the skills which are necessary for employment in the field of business.
13. Evaluate macroeconomic environment in which businesses operate to determine appropriate actions.

## **BUSINESS ADMINISTRATION AND MANAGEMENT**

Program: AAS-A5041 Business Administration

Program: AAS-A5042 Marketing

Program: AAS-A5043 Insurance

### **PROGRAM LEARNING OUTCOMES**

After successful completion of this program, graduates will be able to:

1. Assess firm's financial results of operations to determine appropriate actions or strategies as compiled from basic journal entries, posting, and summarizing financial data from asset side of balance sheet.
2. Assess firm's financial results of operations to determine appropriate actions or strategies as compiled from basic journal entries, posting and summarizing financial data from the liability side of balance sheet.
3. Appraise outcomes of legal decisions to determine appropriate strategies
4. Understand the operation and use of computers
5. Combine word processing, spreadsheet, database and internet skills in the generation of business projects.
6. Evaluate macroeconomic environment in which businesses operate to determine appropriate actions.
7. Assess market environment in which businesses operate to determine appropriate strategies.
8. Assess financial environment in which business firms operate to determine appropriate actions.
9. Understand the various purposes and functions of business types, operations, tasks and organizations.
10. Relate well with coworkers, supervisors, subordinates and customers.
11. Integrate customer needs as the focus of business decisions.
12. Recommend appropriate strategies to reach different target markets
13. Utilize a management style that will adapt to the situation.
14. Apply legal and ethical practices to human resource management

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**Program: AAS-A5041 Business Administration**

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1. Understand the relationship of managerial accounting to control and decision making functions of management.
2. Use proper business terminology and practice in oral and written communication.

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**Program: AAS-A5042 Marketing**

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1. Employ successful selling techniques
2. Select effective strategies to be used by retail establishments
3. Apply effective media alternatives to business strategies

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**Program: AAS-A5043 Insurance**

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## **BUSINESS OPERATIONAL MANAGEMENT**

Programs: AS-25050 and AAS-A5050

### **PROGRAM LEARNING OUTCOMES**

After successfully completing the program, the student should be able to:

1. Apply supervision skills through the management of self and the motivation of others.
2. Understand human behavior and how it impacts the management of an organization.
3. Apply strategies for effective management by applying decision making skills.
4. Demonstrate appropriate communication skills.
5. Demonstrate appropriate math skills.
6. Demonstrate appropriate understanding of basic science.
7. Demonstrate an understanding of a business enterprise and entrepreneurship.
8. Demonstrate knowledge of data-processing activities.
9. Identify, classify, and demonstrate management functions.
10. Demonstrate an understanding of technical or industrial competencies.

## **CARDIOVASCULAR TECHNOLOGY**

Programs: AS-25560

### **PROGRAM LEARNING OUTCOMES**

Students will be able to:

1. Demonstrate knowledge and skills necessary for employment in cardiac catheterization labs while assisting physicians during diagnostic and interventional cardiac and peripheral procedures.
2. Distinguish normal versus abnormal conditions that affect cardiac and peripheral systems.
3. Determine their role and responsibility to the patient, the physician, and other cath team members using effective learning domains.
4. Apply the cognitive and psychomotor domains needed to assist the physician by mastering competencies in patient care and technical procedural skills.
5. Demonstrate the knowledge necessary to acquire the Advanced Cardiac Life Support (ACLS) certification and Registered Cardiovascular Invasive Specialist (RCIS) credential.
6. Demonstrate high standards of professional judgment, ethical standards, and critical thinking skills necessary for an entry level invasive cardiovascular technologist.

## **COMPUTER SYSTEMS AND BUSINESS ANALYSIS**

Programs: AS-25240 and AAS-A5240

### **PROGRAM LEARNING OUTCOMES**

After successful completion of this program, graduates will be able to:

1. Communicate effectively in both written and spoken format using a variety of communication methods appropriate for the corporate setting.
2. Interact with the Windows operating system to use the hardware and application software of a computer system.
3. Demonstrate proficiency with file management and structure.
4. Demonstrate personal computing skills with productivity software applications such as word processing, spreadsheet, and database management and presentation software.
5. Develop computer programs using a current, industry-standard computer programming language.
6. Apply standard database functions in the creation of tables, queries, forms and reports.
7. Demonstrate an understanding of testing protocols and system development lifecycles.
8. Employ business intelligence tools to improve efficiency in solving business problems.
9. Demonstrate an understanding of general business concepts.

## **COMPUTER NETWORK ENGINEERING TECHNOLOGY**

Programs: AS: 25261, 25263, 25264, 25265, 25266, 25267

AAS: A5261, A5263, A5264, A5265, A5266, A5267

### **PROGRAM LEARNING OUTCOMES**

After successful completion of this program, graduates will be able to:

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#### **Core Requirements for all Programs**

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1. Demonstrate computer network installation, maintenance and repair skills
2. Design, install and troubleshoot a Local Area Network (LAN)
3. Describe the fundamentals of Wide Area Networking (WAN)
4. Apply knowledge and interact with Windows server technologies to manage users, active directory, network infrastructure configuration and server applications
5. Demonstrate a knowledge of computer network security concepts and techniques
6. Demonstrate a knowledge of basic project management concepts and management tools
7. Perform fundamental desktop management skills using a Linux based operating system
8. Demonstrate a knowledge of wireless LAN
9. Troubleshoot and repair computer hardware and software problems

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#### **Program Specialization: Microsoft MCITP**

##### **Programs: AS-25261 and AAS-A5261**

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1. Demonstrate the skills needed to install, configure and troubleshoot Windows Active Directory
2. Demonstrate the skills needed to maintain, secure, monitor and troubleshoot Windows Server 2008 and IP-enabled networks
3. Demonstrate the ability to design and install a Windows 2008 domain, physical network, DNS, DHCP and infrastructure
4. Install and manage an Exchange Server 2007 network of servers

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**Program Specialization: Cisco CCNA****Programs: AS-25263 and AAS-5263**

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1. Demonstrate skill with switching concepts including trunking, STP, VLANs and port security
2. Demonstrate skill with routing concepts including ACLs, NAT and WAN routing protocols such as Frame Relay, PPP and ATM
3. Utilize troubleshooting best practices methodology to fix switching and routing problems

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**Program Specialization: Cisco CCNP****Programs: AS-25264 and AAS-5264**

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1. Demonstrate advanced skills required to implement and support enterprise-class switched networks with integrated voice and wireless applications
2. Demonstrate advanced skills required to implement and support enterprise-class IP routing networks
3. Demonstrate advanced skills required to optimize QoS in converged networks that support voice, wireless and security applications

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**Program Specialization: Linux****Programs: AS-25265 and AAS-A5265**

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1. Demonstrate skills required to configure DNS, DHCP, print services and network monitoring.
2. Implement Linux security concepts, packet filtering, VPN and intrusion detection.
3. Install, update, manage and monitor Linux servers
4. Develop shell scripts

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**Program Specialization: Network Security****Programs: AS25266 and AAS-5266**

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1. Recognize and be able to differentiate and explain different access control models
2. Recognize the types of malicious code and specify the appropriate action to take to mitigate vulnerability and risk

3. Understand security concerns and concepts of hardware devices
4. Understand the security concerns of different types of network media
5. Understand the security implications of disaster recovery

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**Program Specialization: Wireless Administration and Security****Programs: AS-25267 and AAS-5267**

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1. Define the characteristics of Wi-Fi technology
2. Summarize the characteristics, basic attributes and advantages of ZigBee, WiMAX, Bluetooth, infrared technology, VoWLAN and RFID.
3. Identify proper procedures for installing and configuring common WLAN applications
4. Identify and describe the most common wireless LAN security techniques

## **CRIMINAL JUSTICE TECHNOLOGY**

Programs: AS-25900 and AAS-A5900

### **PROGRAM LEARNING OUTCOMES:**

Students will be able to:

1. Describe and discuss the criminal justice system.
2. Describe and discuss the principles of criminology
3. Identify criminal investigation procedure.
4. Describe and discuss juvenile delinquency
5. Summarize law enforcement administration
6. Demonstrate law enforcement operations procedures.
7. Describe and discuss the field of corrections
8. Describe and discuss the field of criminal law.
9. Explain evidence and rules of evidence.
10. Identify issues relating to human diversity in the criminal justice system.

## **DIAGNOSTIC MEDICAL SONOGRAPHY**

Programs: AS-25590

### **PROGRAM LEARNING OUTCOMES:**

Students will be able to:

1. Demonstrate professional judgment, ethical standards, and critical thinking skills expected of an entry level sonographer.
2. Communicate effectively in both oral and written formats.
3. Competently practice basic patient care skills.
4. Demonstrate correct ergonomic scanning techniques.
5. Identify normal and abnormal anatomy in the general concentration of ABD and OB/GYN Sonography.
6. Demonstrate knowledge and understanding of sonographic principles and instrumentation.
7. Describe and discuss importance of professional development through continuing education.

## **DIGITAL MEDIA/MULTIMEDIA TECHNOLOGY**

Programs: AS-25840 and AAS-A5840

### **PROGRAM LEARNING OUTCOMES**

After successful completion of this program, graduates will be able to:

1. Develop the fundamental skills using computers and computer software packages to produce printed and computer delivered publications.
2. Use computers software with proficiency to support desktop publishing needs, including image acquisition, image creation/manipulation and integration of textual content with digital graphics.
3. Critique the process of communications history, ethics, and responsibilities of the mass media, to embrace the current effects of communications.
4. Use electronic multimedia aesthetic and technical principles associated with the production process from design to creation.
5. Apply the process of design and development of multimedia presentations with special regard to the process of client relations environment.
6. Design and create web pages using HTML.
7. Develop computer programs using a current, industry-standard computer programming language.

**EARLY CHILDHOOD EDUCATION AND MANAGEMENT**

Programs: AS-25320 and AAS-A5320

**PROGRAM LEARNING OUTCOMES**

After successful completion of this program, graduates will be able to:

1. Compare various types of early childhood education and care programs.
2. Explain developmental tasks relative to the various stages of development of young children.
3. Guide the process of physical/intellectual/social/emotional/creative development in young children.
4. Plan a developmentally/culturally appropriate curriculum utilizing principles of child development.
5. Develop activities that will facilitate all areas of development for young children.
6. Use appropriate guidance and classroom management techniques.
7. Create a system of on-going observation, assessment, and documentation.
8. Maintain a safe, clean, and healthy learning environment.
9. Establish ongoing communication with staff, parents, and children.
10. Determine major responsibilities of a child care and education program administrator.
11. Employ state/local regulations and accreditation standards to maintain a quality program.
12. Describe major components of a sound business management plan.
13. Demonstrate leadership and organizational skills using effective written and oral communication.
14. Implement plans that promote alliances with families, programs, and other community resources.
15. Maintain a commitment to professionalism and ethical standards.

## **ELECTRICAL DISTRIBUTION TECHNOLOGY**

Programs: AS-25745 and AAS-A5745

### **PROGRAM LEARNING OUTCOMES**

After successfully completing this program, the student will be able to demonstrate:

1. General safe work practices promulgated under Federal, State and industry regulation.
2. Rescue, CPR and lifesaving strategies particularly related to the industry.
3. Proficiencies in rigging pole climbing and basic pole framing.
4. Proficiencies working with insulating “hot-sticks” and insulated gloving techniques.
5. Proficiencies in setting distribution poles.
6. Proficiencies installing overhead line equipment.
7. Proficiencies in applying electrical formulae and electric test equipment.
8. Proficiencies in constructing new underground electrical distribution systems.
9. Proficiencies in constructing/re-conductoring overhead electrical distribution systems.
10. Techniques for maintenance of overhead facilities.
11. Techniques for maintenance of underground facilities.
12. An understanding of a variety of utility business models representing the industry.
13. Understand electrical metering technology, utility data collection and control technologies.
14. Safe switching, sectionalizing and isolation of electrical distribution circuits.
15. Safe work practices in electrical transmission and distribution substations.
16. Proficiencies in applied electrical theory.
17. Proficiency in utility construction equipment operation and maintenance.

**EMERGENCY MEDICAL SERVICES**

Programs: AS-25450 and AAS-A5450

**PROGRAM LEARNING OUTCOMES**

After successful completion of this program, graduates will be able to:

1. Understand the roles and responsibilities of a Paramedic within an EMS system.
2. Apply the basic concepts of development, pathophysiology and pharmacology to assessment and management of emergency patients.
3. Properly administer medications.
4. Communicate effectively with patients.
5. Take a proper history and perform a comprehensive physical exam on any patient, and communicate the findings to others.
6. Integrate pathophysiological principles and assessment findings to formulate a field impression and implement the treatment plan for the trauma patient.
7. Integrate pathophysiological principles and assessment findings to formulate a field impression and implement the treatment plan for the medical patient.
8. Integrate pathophysiological principles and assessment findings to formulate a field impression and implement the treatment plan for neonatal, pediatric, and geriatric patients, diverse patients, and chronically ill patients.
9. Demonstrate the ability to comprehend, apply, analyze and evaluate information relevant to their role as entry level EMT-Paramedics.
10. Demonstrate technical proficiency in all skills necessary to fulfill the role of the entry level EMT-Paramedic.
11. Demonstrate personal behaviors consistent with professional and employer expectations for the entry level EMT-Paramedic.
12. The student must demonstrate the ability to serve as a team leader in a variety of pre-hospital emergency situations.

**ENGINEERING TECHNOLOGY**

Programs: AS-25690

**PROGRAM LEARNING OUTCOMES**

Students who successfully complete this program should be able to:

1. Demonstrate a solid fundamental knowledge of Programmable Logic Controllers (PLC) systems and terminology, including trends in software updates and their applications.
2. Program and troubleshoot PLC systems in manufacturing applications.
3. Fluently interpret PLC basic ladder logic.
4. Demonstrate a basic understanding of AC and DC Motor and Drive concepts and terminology.
5. Perform drive maintenance troubleshooting.
6. Understand the importance of predictive maintenance programs including but not limited to Vibration Analysis, Dynamic Balancing, Lubrication Analysis, Alignment and Ultrasound.
7. Establish quality and process improvement programs designed to incorporate both predictive and preventative maintenance theory and evaluate program effectiveness, efficiencies and savings.
8. Understand and work within Lean Operating Systems, based on the Toyota Production System (TPS) model, and be further able to define the tools that support Lean, the rollout process, recognize areas of improvement and participate in the launch implementation.
9. Understand the Six Sigma process and know how to define measure, analyze, improve and control (DMAIC) to create a variation-free, value-added process.
10. Apply mathematical concepts typical in manufacturing processes.
11. Integrate computer applications for the workplace.
12. Effectively communicate verbally and in writing within a variety of business environments.
13. Explain the implications of globalization and the impact of international trade on manufacturing in a competitive environment.

**FINANCIAL SERVICES**

Programs: AS-25060 and AAS-A5060

**PROGRAM LEARNING OUTCOMES**

After successful completion of this program, graduates will be able to:

1. Assess firm's financial results of operations to determine appropriate actions or strategies as compiled from basic journal entries, posting, and summarizing financial data from asset side of balance sheet.
2. Assess firm's financial results of operations to determine appropriate actions or strategies as compiled from basic journal entries, posting and summarizing financial data from the liability side of balance sheet.
3. Explain all areas of internal bank operations, in addition to the competitive and regulatory environment in which banks operate
4. Evaluate business loan applications (including both financial and personal factors) and to correctly document loans when they have been approved
5. Evaluate consumer loan applications (including both financial and personal factors) and to correctly document loans when they have been approved
6. Appraise outcomes of legal decisions to determine appropriate strategies
7. Evaluate macroeconomic environment in which businesses operate to determine appropriate actions.
8. Assess market environment in which businesses operate to determine appropriate strategies.
9. Assess financial environment in which business firms operate to determine appropriate actions.
10. Understand the various purposes and functions of business types, operations, tasks and organizations.
11. Relate well with coworkers, supervisors, subordinates and customers.

## **FIRE SCIENCE TECHNOLOGY**

Programs: AS-25980 and AAS-A5980

### **PROGRAM LEARNING OUTCOMES**

1. The student will demonstrate knowledge in the areas of chemistry of fire, fire behavior, and fire extinguishment theory.
2. The student will distinguish concepts of fire prevention practices, fire protection systems, building construction with relation to fire behavior, and fire inspection practices.
3. The student will demonstrate knowledge of fire department organization and procedures, and use fire company managerial concepts and principles that lead to effective supervision and leadership.
4. The student will demonstrate knowledge and skills related to classroom instruction, evaluation and management.
4. The student will demonstrate knowledge of incident command, hazardous materials and response to terrorism incidents.
5. The student will compare and contrast different fire fighting strategies and tactics and display knowledge of fire fighter operational safety practices.

**HEALTH INFORMATION MANAGEMENT**

Programs: AS-25480 and AAS-A5480

**PROGRAM LEARNING OUTCOMES**

After successful completion of this program, graduates will be able to:

1. Demonstrate essential application principles of a Health Information Technologist.
2. Appraise health record content and structure for the acute care environment.
3. Appraise health record content for alternate care environments.
4. Illustrate principles and application guidelines of Clinical Classification systems of ICD-9-CM.
5. Illustrate principles and application guidelines of Clinical Classifications of CPT.
6. Interpret and apply laws regarding release of information in accordance with federal and state regulations.
7. Apply health care accreditation, licensure, and certification standards.
8. Determine the most appropriate reimbursement methodology for various health care environments.
9. Calculate health care statistics and demonstrate data literacy.
10. Utilize the principals of quality assurance, risk management, and utilization review processes.
11. Formulate strategic planning with evolving Health Care Issues.
12. Demonstrate knowledge of information technology of health care, business and office systems.
13. Maintain a commitment to professional and ethical standards.
14. Complete, critique and present health care statistics and health care data reports.
15. Complete practice applications for entry-level Health Information Careers.
16. Demonstrate written, verbal and nonverbal communication skills within a professional demeanor.
17. Develop and maintain professional rapport with co-workers.
18. Apply best practices for quality assessment within a Health Information Department.
19. Demonstrate principles of organizational, supervisory, and leadership skills.

**NURSING**

Generic Option AS-25510  
Transition Option AS-25610

**PROGRAM OUTCOMES**Terminal Program Objectives

At the completion of this program, the graduate will be able to:

**A. Function as a provider of care by utilizing the nursing process to:**

1. Demonstrate caring and respect for the patient as a unique human being who is a member of a family, a community, and a society.
2. Promote the patient's physical, psychological, sociological, cultural, and spiritual comfort and safety.
3. Demonstrate the therapeutic use of self in interactions with all patients, family members, and significantly others.
4. Function collaboratively as an effective team member in providing patient care and in assisting others on the work unit.
5. Obtain patient assessment data relating to the biological, psychological, sociological, spiritual, and cultural dimensions of the individual in order to meet the patient's needs and to promote, maintain, or restore homeostasis throughout the lifespan.
6. Select nursing diagnoses based on the analysis and interpretation of the patient's assessment data.
7. Develop teaching and nursing care plans directed toward restoring, maintaining, or promoting the patient's optimal health status.
8. Demonstrate safe performance of skills and procedures relative to the implementation of the nursing plan of care and the medical plan of care.
9. Revise the nursing plan of care as needed based on the evaluation of the patient's response to nursing interventions, medical interventions, and a reassessment of the patient's needs and health status.
10. Exhibit competent clinical decision making in promoting positive patient outcomes.
11. Accurately report and document assessments, interventions, and patient outcomes in response to care.
12. Serve as an advocate for the patient.
13. Provide for the continuity of care across health care settings.

14. Demonstrate accountability for care provided to the patient.

**B. Function as a manager of care:**

1. Demonstrate respect in communications and interactions with members of the health care team and others in the work environment.
2. Collaborate with others in promoting an environment that fosters team efforts, positive working relationships, and desired patient outcomes.
3. Use effective organizational and management strategies in leading and supervising the care provider by self and others.
4. Delegate patient care activities and assignments fairly and appropriately according to patient's needs and the caregiver's education, experience, and capability.

**C. Function as a member within the discipline of nursing by:**

1. Practice within the ethical, legal and regulatory framework of nursing.
2. Accept responsibility for acquiring and maintaining a sound theoretical knowledge base for competent clinical practice and continued professional development.
3. Participate in quality control and quality improvement processes to promote optimal patient outcomes and to improve the efficiency and effectiveness of the work unit and/or the institution.
4. Use interpreted nursing research findings to promote quality patient outcomes and to advance nursing practice.
5. Demonstrate respect and care for institution and clinical resources.
6. Serve as a positive role model by exhibiting a professional appearance, courteous interactions, and positive social skills as appropriate for a member of the nursing profession.

**OCCUPATIONAL THERAPY ASSISTANT**

Programs: AS-5530 and AAS-5530

**PROGRAM LEARNING OUTCOMES**

The following program outcomes support the institutional mission, as well as the program mission.

Upon completion of the program sequence, students will be able to:

1. Respond to request for services in accordance with service agency's policies and procedures.
2. Assist with data collection and evaluation under the supervision of an OTR.
3. Develop treatment goals under the supervision of an OTR.
4. Implement and coordinate intervention plan under the supervision of an OTR.
5. Provide direct service that follows a documented routine and accepted procedure under the supervision of an OTR.
6. Adapt the occupation, environment, and interventions according to the needs of the individual and his/her socio-cultural context under the supervision of an OTR.
7. Communicate and interact with other team members and the individual's family or caregivers in collaboration with an OTR.
8. Maintain records and documentation required by work settings under the supervision of an OTR.
9. Follow policies and procedures required in a setting.
10. Perform continuous quality improvement activities or program evaluation in collaboration with an OTR.
11. Maintain treatment area, equipment, and supply inventory as required.
12. Monitor own performance and identify supervisory needs.
13. Identify and pursue own professional growth and development.
14. Participate in professional and community activities.
15. Function according to the AOTA Code of Ethics and Standards of Practice.

## **OFFICE ADMINISTRATION**

**Specializations:** Medical Office Administration AS-25120 and AAS-A5120  
Office Administration AS-25130 and AAS-A5130  
Office Management Administration AS-25140 and AAS-A5140

### **PROGRAM LEARNING OUTCOMES**

1. Perform telephone activities.
2. Perform math computations.
3. Perform keyboarding and document processing activities.
4. Perform records management activities.
5. Perform accounting activities.
6. Perform communication activities.
7. Demonstrate knowledge of human relations skills.
8. Demonstrate employability skills.
9. Perform information processing activities.
10. Develop leadership skills.
11. Perform consumer economics activities.
12. Perform information transmittal activities.
13. Demonstrate knowledge of reprographic activities.
14. Perform decision-making activities.
15. Perform machine transcription activities.
16. Perform office management activities.

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### **SPECIALIZATIONS:**

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#### **Legal Office Specialization**

1. Perform machine dictation/transcription activities.
2. Perform legal office management activities.
3. Perform legal office activities.
4. Demonstrate knowledge of U.S. and Florida court systems.
5. Perform records management activities.

### **Medical Office Specialization**

With Options in:

- ✓ Medical Office Administration
  - ✓ Medical Records Transcription
  - ✓ Medical Information Coder/Biller
1. Perform medical office activities.
  2. Perform medical office management activities.
  3. Demonstrate knowledge of medical terminology.
  4. Demonstrate knowledge of legal and ethical issues.
  5. Perform records management activities.

### **Office Management Specialization**

1. Perform advanced office management activities.
2. Perform advanced word processing activities.
3. Demonstrate knowledge of workplace ethics.

**PHYSICAL THERAPIST ASSISTANT**

Programs: AS-25540 and AAS-A5540

**PROGRAM LEARNING OUTCOMES**

Upon completion of the PTA Program, the graduate will be able to:

1. Communicate verbally and non-verbally with the patient, the PT, healthcare delivery personnel, and others, in an effective, appropriate, and capable manner.
2. Demonstrate sensitivity to individual and cultural differences in all aspects of physical therapy services.
3. Exhibit conduct that reflects a commitment to meet or exceed the expectations of members of society and the profession.
4. Demonstrate clinical problem-solving skills and professional judgment.
5. Instruct aides, volunteers, peers, and coworkers, using established techniques, programs, and instructional materials, commensurate with the learning characteristics of the audience.
6. Demonstrate competence in performing specific data collection techniques as delegated by the supervising PT.
7. Understand the plan of care written for the individual patient and implement delegated interventions to achieve the short- and long-term goals and outcomes identified in the plan of care.
8. Implement the delegated interventions within the plan of care established by the PT, monitors the patient's response, and responds accordingly.
9. Uses data collection and communication to participate in determining a patient's progress toward specific outcomes, as established in the plan of care by the PT.
10. Provide services under the direction of the PT in primary, secondary, and tertiary settings.
11. Supervises the physical therapy aide in patient-related activities as delegated to the aide by the PT and in non-patient care activities, as defined by the policies and procedures of the practice setting.

12. Demonstrate social responsibility, citizenship, and advocacy, including participation on community and service organizations and activities.
13. Participate in career development based on self-assessment, performance appraisals, work setting, and special interest.

## **RADIOGRAPHY**

Program: AAS-A5570

### **PROGRAM LEARNING OUTCOMES**

#### **Program Goals:**

1. The student will graduate clinically competent.
2. Students will demonstrate effective communication skills in the classroom and clinic.
3. The student will demonstrate critical thinking and problem solving skills in the classroom and clinic.
4. Students and graduates will demonstrate professional growth and development.
5. The program will graduate entry level technologists.



## **RESPIRATORY CARE**

Programs: AS-25580

### **PROGRAM LEARNING OUTCOMES**

The following are program outcomes in order to attain the program mission and goal:

1. To provide the student with a sound basis in the scientific principles which form the foundation of respiratory care practice.
2. To acquaint the student with the normal and abnormal states of cardiopulmonary physiology which are observed and/or treated in the clinical setting.
3. To develop within the student a clear idea of his/her role, responsibilities, ethics and professional conduct to the patient, the physician and other members of the health care team.
4. To acquaint the student with the equipment, medical gases, and medications which are utilized by the respiratory care profession.
5. To provide the student with an opportunity to master skills and techniques associated with the safe practice of respiratory care.
6. To promote and aid students in developing good study habits which will be a resource for continued personal and professional growth.

## **SUPPLY CHAIN MANAGEMENT**

Programs: AS-25710 and AAS-A5710

### **PROGRAM LEARNING OUTCOMES**

1. Demonstrate an understanding of Logistics, and Supply Chain Management Basics
2. Demonstrate an understanding of Transportation Systems
3. Demonstrate an understanding of Warehousing and Materials Handling
4. Demonstrate an understanding of Inventory and Supply Planning
5. Demonstrate an understanding of Purchasing/Contracting
6. Demonstrate an understanding of Production
7. Demonstrate an understanding of Product Management
8. Demonstrate an understanding of Pricing
9. Demonstrate an understanding of Customer Relationship Management
10. Demonstrate an understanding of Management Practices
11. Demonstrate an understanding of Risk Management
12. Demonstrate an understanding of Project and Quality Management
13. Demonstrate an understanding of Business Law, Ethics and Legal Issues
14. Demonstrate an understanding of Information Technology Applications
15. Demonstrate an understanding of Knowledge-Management

# APPLIED TECHNOLOGY DIPLOMA



**EMERGENCY MEDICAL TECHNOLOGY**

Programs: AS-25710 and AAS-A5710

**PROGRAM LEARNING OUTCOMES**

After successful completion of this program, graduates will know and be able to: (Knowledge/Skills from Curriculum Frameworks, Accrediting Bodies, Industry Standards, Advisory Committees, and Program Materials)

1. Understand the role and responsibilities within an EMS system, and how these roles and responsibilities differ from other levels of providers.
2. Understand and value the importance of personal wellness in EMS and serve as a healthy role model for peers.
3. Integrate the implementation of primary injury prevention activities as an effective way to reduce death, disabilities and health care costs.
4. Understand the legal issues that impact decisions made in the out-of-hospital environment.
5. Understand the role that ethics plays in decision making in the out-of-hospital environment.
6. Apply the general concepts of Pathophysiology for the assessment and management of emergency patients.
7. Integrate the physiological, psychological, and sociological changes throughout human development with assessment and communication strategies for patients of all ages.
8. Explain the pathophysiological significance of physical exam findings.
9. Integrate pathophysiological principles and assessment findings to formulate a field impression and implement the treatment plan for the following patient(s):
  - Respiratory, cardiovascular disease, neurological, endocrine, GI problems
  - Behavioral, gynecological emergency, allergic or anaphylactic reaction
10. Integrate the principles of kinematics to enhance the patient assessment and predict the likelihood of injuries based on the patient's mechanism of injury.
11. Integrate pathophysiological principles and assessment findings to formulate a field impression and implement the treatment plan for the following patient(s):
  - Shock or hemorrhage / Soft tissue trauma / Burn / Abdominal / thoracic / musculoskeletal injury
  - Trauma patient with a suspected head injury / suspected spinal injury
  - Toxic exposure / environmentally induced or exacerbated medical or traumatic condition
  - Infectious and communicable diseases / Sustained abuse or assault

12. Apply an understanding of the anatomy and physiology of the female reproductive system to the assessment and management of a patient experiencing normal or abnormal labor.
13. Integrate pathophysiological principles and assessment findings to formulate a field impression and implement the treatment plan for the neonatal patient.
14. Understand standards and guidelines that help ensure safe and effective ground and air medical transport.
15. Integrate the principles of general incident management and multiple casualty incident (MCI) management techniques in order to function effectively at major incidents.
16. Integrate the principles of rescue awareness and operations to safely rescue a patient from water, hazardous atmospheres, trenches, highways, and hazardous terrain.
17. Evaluate hazardous materials emergencies, call for appropriate resources, and work in the cold zone.
18. Have an awareness of the human hazard of crime and violence and the safe operation at crime scenes and other emergencies.

**MEDICAL RECORDS TRANSCRIPTION**

ATD Program: B8060

**PROGRAM LEARNING OUTCOMES**

1. Demonstrate knowledge of the health care delivery system and health occupations.
2. Demonstrate the ability to communicate and use interpersonal skills effectively.
3. Demonstrate legal and ethical responsibilities.
4. Demonstrate an understanding of and apply wellness and disease concepts.
5. Recognize and practice safety and security procedures.
6. Recognize and respond to emergency situations.
7. Recognize and practice infection control procedures.
8. Demonstrate an understanding of information technology applications in healthcare.
9. Demonstrate employability skills.
10. Demonstrate knowledge of blood borne diseases, including AIDS.
11. Apply basic math and science skills.
12. Use appropriate medical and scientific terminology.
13. Apply rules of English grammar and punctuation.
14. Utilize medical references.
15. Operate word processing/transcription equipment.
16. Practice safety and security specific to medical transcriber.
17. Explain the role of health information services.
18. Demonstrate ethical and legal principles with regard to the use of medical records.



# CREDIT CERTIFICATES

## **ADVANCED CISCO CCNP CERTIFICATE**

Program: 68350

### **PROGRAM LEARNING OUTCOMES**

After successful completion of this program, graduates will be able to:

1. Demonstrate advanced skills required to implement and support enterprise-class switched networks with integrated voice and wireless applications
2. Demonstrate advanced skills required to implement and support enterprise-class IP routing networks
3. Demonstrate advanced skills required to optimize QoS in converged networks that support voice, wireless and security applications

## **BOOKEEPING CERTIFICATE**

Program: 68040

### **PROGRAM LEARNING OUTCOMES**

Upon successful completion of the certification program, students will be able to:

1. Perform college level math computations.
2. Demonstrate an understanding of financial and microcomputer accounting commensurate with an entry level position in accounting.
3. Demonstrate an understanding of the theory of double-entry bookkeeping and the practice of journals and ledgers.
4. Prepare payroll documents and reconcile banking statements.
5. Demonstrate comprehension and communication skills.
6. Demonstrate human relations skills necessary for workplace success.
7. Demonstrate proficiency in using microcomputer and electronic skills to perform job functions.
8. Perform general organizational workplace competencies.
9. Perform financial and microcomputer accounting activities.
10. Understand the legal and business environment of the accounting field.
11. Perform information processing activities.

## **CHILDCARE CENTER MANAGEMENT CERTIFICATE**

Program: 68000

### **PROGRAM LEARNING OUTCOMES**

After successful completion of this certificate program, graduates will be able to:

1. Guide the process of physical/intellectual/social/emotional/creative development in young children.
2. Plan a developmentally/culturally appropriate curriculum utilizing principles of child development.
3. Use appropriate guidance and classroom management techniques.
4. Create a system of on-going observation, assessment, and documentation.
5. Establish ongoing communication with staff, parents, and children.
6. Determine major responsibilities of a child care and education program administrator.
7. Employ state/local regulations and accreditation standards to maintain a quality program.
8. Describe major components of a sound business management plan.

## **CISCO CCNA CERTIFICATE**

Program: 68340

### **PROGRAM LEARNING OUTCOMES**

After successful completion of this certificate program, graduates will know and be able to:

1. Demonstrate skill with switching concepts including trunking, STP, VLANs and port security
2. Demonstrate skill with routing concepts including ACLs, NAT and WAN routing protocols such as Frame Relay, PPP and ATM
3. Utilize troubleshooting best practices methodology to fix switching and routing problems

**MEDICAL CODING SPECIALIST CERTIFICATE**

Program: 68030

**PROGRAM LEARNING OUTCOMES**

After successful completion of this program, graduates will be able to:

1. Demonstrate essential application principles of a Health Information Technologist.
2. Appraise health record content and structure for the acute care environment.
3. Appraise health record content for alternate care environments.
4. Illustrate principles and application guidelines of Clinical Classification systems of ICD-9-CM.
5. Illustrate principles and application guidelines of Clinical Classifications of CPT.
6. Apply health care accreditation, licensure, and certification standards.
7. Determine the most appropriate reimbursement methodology for various health care environments.
8. Complete practice applications for entry-level Health Information Careers.
9. Demonstrate written, verbal and nonverbal communication skills within a professional demeanor.
10. Develop and maintain professional rapport with co-workers.
11. Complete practice applications for entry-level Coding.
12. Apply best practices for quality, optimal coding and prospective payment assignment.
13. Demonstrate principles of chart analysis, auditing, abstracting and compliance.

**MICROCOMPUTER REPAIR/INSTALLATION CERTIFICATE**

Program: 68310

**PROGRAM LEARNING OUTCOMES**

After successful completion of this program, graduates will be able to:

1. Install, configure, secure, optimize and troubleshoot Windows Vista workstations.
2. Demonstrate the ability to diagnosis and repair microcomputers
3. Discuss and implement beginning network protocols, IP addressing, LANs and router configuration

## **OFFICE MANAGEMENT CERTIFICATE**

Program: 68230

### **PROGRAM LEARNING OUTCOMES**

After successful completion of this program, graduates will know and be able to:

1. Perform telephone activities.
2. Perform math computations.
3. Perform keyboarding and document processing activities.
4. Perform records management activities.
5. Perform accounting activities.
6. Perform communication activities.
7. Demonstrate knowledge of human relations skills.
8. Demonstrate employability skills.
9. Perform information processing activities.
10. Develop leadership skills.
11. Perform information transmittal activities.
12. Demonstrate knowledge of reprographic activities.
13. Perform decision making activities.
14. Perform machine transcription activities.
15. Perform office management activities.

## **OFFICE SPECIALIST CERTIFICATE**

Program: 68229

### **PROGRAM LEARNING OUTCOMES**

After successful completion of this program, graduates will know and be able to:

1. Perform telephone activities.
2. Perform keyboarding and document processing activities.
3. Perform records management activities.
4. Perform accounting activities.
5. Perform communication activities.
6. Demonstrate knowledge of human relations skills.
7. Demonstrate employability skills.
8. Perform information processing activities.
9. Develop leadership skills.
10. Perform information transmittal activities.
11. Perform decision making activities.
12. Perform office management activities.

## **OFFICE SUPPORT CERTIFICATE**

Program: 68228

### **PROGRAM LEARNING OUTCOMES**

After successful completion of this program, graduates will know and be able to:

1. Perform telephone activities.
2. Perform keyboarding and document processing activities.
3. Perform communication activities.
4. Demonstrate knowledge of human relations skills.
5. Demonstrate employability skills.
6. Perform information processing activities.
7. Develop leadership skills.
8. Perform information transmittal activities.
9. Perform decision-making activities.

**PARAMEDIC CERTIFICATE**

Program: 68228

**PROGRAM LEARNING OUTCOMES**

After successful completion of this program, graduates will know and be able to:

1. Understand the roles and responsibilities of a Paramedic within an EMS system.
2. Apply the basic concepts of development, pathophysiology and pharmacology to assessment and management of emergency patients.
3. Properly administer medications.
4. Communicate effectively with patients.
5. Take a proper history and perform a comprehensive physical exam on any patient, and communicate the findings to others.
6. Integrate pathophysiological principles and assessment findings to formulate a field impression and implement the treatment plan for the trauma patient.
7. Integrate pathophysiological principles and assessment findings to formulate a field impression and implement the treatment plan for the medical patient.
8. Integrate pathophysiological principles and assessment findings to formulate a field impression and implement the treatment plan for neonatal, pediatric, and geriatric patients, diverse patients, and chronically ill patients.
9. Demonstrate the ability to comprehend, apply, analyze and evaluate information relevant to their role as entry level EMT-Paramedics.
10. Demonstrate technical proficiency in all skills necessary to fulfill the role of the entry level EMT-Paramedic.
11. Demonstrate personal behaviors consistent with professional and employer expectations for the entry level EMT-Paramedic.
12. The student must demonstrate the ability to serve as a team leader in a variety of pre-hospital emergency situations.

## **PRESCHOOL CERTIFICATE**

Program: 68010

### **PROGRAM LEARNING OUTCOMES**

After successful completion of this certificate program, graduates will be able to:

1. Guide the process of physical/intellectual/social/emotional/creative development in young children.
2. Plan a developmentally/culturally appropriate curriculum utilizing principles of child development.
3. Develop activities that will facilitate all areas of development for young children.
4. Use appropriate guidance and classroom management techniques.
5. Organize a safe, clean, and healthy learning environment.

## **WINDOWS SERVER 2008 MCITP NETWORK ADMINISTRATOR CERTIFICATE**

Program: 68370

### **PROGRAM LEARNING OUTCOMES**

After successful completion of this certificate program, graduates will be able to:

1. Demonstrate the skills needed to install, configure and troubleshoot Windows Active Directory
2. Demonstrate the skills needed to maintain, secure, monitor and troubleshoot Windows Server 2008 and IP-enabled networks
3. Demonstrate the ability to design and install a Windows 2008 domain, physical network, DNS, DHCP and infrastructure

**WINDOWS SERVER 2008 MCITP ENTERPRISE ADMINISTRATOR  
CERTIFICATE**

Program: 68380

**PROGRAM LEARNING OUTCOMES**

After successful completion of this certificate program, graduates will be able to:

1. Demonstrate the skills needed to install, configure and troubleshoot Windows Active Directory
2. Demonstrate the skills needed to maintain, secure, monitor and troubleshoot Windows Server 2008 and IP-enabled networks
3. Demonstrate the ability to design and install a Windows 2008 domain, physical network, DNS, DHCP and infrastructure
4. Install and manage an Exchange Server 2007 network of servers
5. Design and implement network architectures and IT administrative structures in an Enterprise environment

# EDUCATOR PREPARATION INSTITUTE



## **ALTERNATIVE CERTIFICATION PROGRAM**

Program: F9025

### **PROGRAM LEARNING OUTCOMES**

Students will be able to:

1. Provide evidence of demonstration of state-mandated Educator Preparation Institute (EPI) requirements from coursework and field experiences.
2. Successfully complete Reading Competency 2 endorsement through modules and coursework.
3. Successfully demonstrate teaching a lesson in a K-12 school that is evaluated by a qualified educator.
4. Demonstrate Florida Educator Accomplished Practices (FEAP's) competencies through task/assignments, quizzes, discussion, and informal observation.
5. Pass the Florida Teacher Certification Examinations (FTCE).

# BACHELOR OF APPLIED SCIENCE IN SUPERVISION AND MANAGEMENT



## **BACHELOR OF APPLIED SCIENCE- SUPERVISION AND MANAGEMENT**

Program:U-5030 Business Administration  
Program:U-5130 Public Administration  
Program:U-5230 Public Safety Management

### **PROGRAM LEARNING OUTCOMES**

Upon successful completion of the Bachelor of Applied Science in Supervision and Management, the student will be able to:

1. Demonstrate leadership expertise through the ability to motivate teams and individuals, and to facilitate change within an organization.
2. Comprehend the ethical and legal dimensions of an organization and apply ethical standards and social responsibility to all facets of organizational decision making.
3. Conduct an analysis of appropriate financial and economic data necessary to support organizational decision making.
4. Apply management theories and resource management practices to successfully lead a dynamic organization.
5. Demonstrate the ability to collect data and analyze information in order to formulate analytically sound decisions for the planning and utilization of resources.
6. Analyze and apply the strategic decision-making and operational planning process for effectual policy making within an organization.
7. Communicate effectively in a variety of modes within an organizational environment.

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#### **Specialization: U-5030 Business Administration**

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1. Integrate the knowledge acquired in the Supervision and Management program to analyze, plan, direct, and strategically lead a business enterprise.
2. Apply critical thinking skills to identify business problems and recommend solutions through the understanding of the key functional areas of business.

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#### **Specialization: U-5130 Public Administration**

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1. Integrate the knowledge acquired in concentration courses to analyze and present concepts and theories related to: public administration, relationships between public and private organizations, and the hierarchy within public organizations

2. Think critically and ethically about the purpose, design, and function of government, community service, and civil society as each relates to public, not-for-profit, and private organizations.

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**Specialization: U-5230 Public Safety Management**

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1. Analyze critical incidents and assemble an effective plan to resolve emergency situations
2. Demonstrate written and oral presentation skills required of a public safety professional during critical incidents.