

General Education Learning Outcomes Matrix: (Course Title)

Essential Traits	Performance Levels		Learning Outcomes
	Certificate Benchmarks	Associate Benchmarks	
<i>Critical Thinking</i>			
Fact versus Opinion	Distinguish the difference between fact and opinion Determine and Evaluate the relevance of facts.	Distinguish fact from opinion by thoroughly evaluating evidence and questioning the viewpoints of experts.	
Assumptions	Identify own and others' assumptions when presenting a position.	Question the validity of some assumptions.	
Strategies	Employ one or more strategies/approaches to solve a problem.	Explain why one or more approaches for solving a problem will be effective.	
Logical Conclusions	Determine a conclusion that is tied to the results of the strategy.	Discuss several possible conclusions, taking into consideration multiple viewpoints.	
<i>Oral and Written Communication</i>			
Presenting	Plan and deliver forms of communications appropriate to the work environment.	Plan and deliver interactive and formal presentations (written and oral) that accomplish the intended goals and meet the needs of the audience.	
Receiving	Interpret the messages of supervisors, co-workers, and customers with accuracy.	Interpret the sender's message, both verbal and nonverbal, with accuracy.	
Purpose	Determine the appropriate purpose of messages and convey with confidence.	Articulate with accuracy the intended purpose of the message and develop an appropriate introduction or thesis.	
Organization	Use the appropriate organization or logical flow for the message prior to delivery.	Use the appropriate organization or logical flow for the message prior to delivery	
Style/Mechanics	Demonstrate clear and accurate use of language and technical jargon when communicating within chosen profession.	Demonstrate clear and accurate use of the language, including language development, syntax, mechanics, and varied types of expression.	
Tone	Deliver written and oral messages with confidence while conveying sensitivity toward the attitudes and opinions of the sender and receiver, appropriate to the mode and intent of the communication and to the situation.	Deliver written and oral message with confidence while conveying sensitivity toward the attitudes and opinions of the sender and receiver, appropriate to the mode and intent of the communication and to the situation.	
<i>Mathematical Skills and Reasoning</i>			
Visual Representations	Summarize or explain a visual representation of quantitative information.	Retrieve and prioritize visual representations of quantitative information.	
Estimation	Explain the process of estimation.	Choose an estimate and explain rationale for doing so.	
Data Analysis	Explain basic quantitative terms/concepts. Identify patterns in the data.	Interpret the results of data analyses. Explain patterns in the data.	
Context	Explain and report circumstances, problems, and/or actions quantitatively.	Illustrate and examine circumstances, problems, and/or actions quantitatively.	
<i>Workforce and Citizenship Skills</i>			
Interpersonal Engagement	Demonstrate basic tenets of interpersonal engagement - teamwork, global awareness, and civic engagement	Apply basic tenets of interpersonal engagement - teamwork, global awareness, and civic engagement	
Intrapersonal Engagement	Demonstrate basic tenets of intrapersonal engagement - lifelong learning, wellness, and metacognitive reflection	Apply basic tenets of intrapersonal engagement - lifelong learning, wellness, and metacognitive reflection	
Ethical Reasoning	Demonstrate basic tenets of ethical reasoning.	Discuss and apply basic tenets of ethical reasoning.	

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<i>Digital Literacy</i>			
Computer Literacy	<p>Choose and use appropriate technologies and software to accomplish tasks, solve problems, and complete projects.</p> <p>Organize and track data files within a management hierarchy</p> <p>Recognize and resolve basic technology problems (Start-ups, logins, connectivity, peripherals, etc.)</p>	<p>Choose and use a range of appropriate technologies and software to accomplish tasks, solve problems, and complete projects.</p> <p>Organize, track, and manage data files and directories within a management hierarchy</p> <p>Recognize and analyze technology problems and implement solutions and preventative measures to arrive at desired outcomes.</p>	
Online Literacy	<p>Access, navigate, and identify information from online sources.</p> <p>Use search strategies to locate and access a variety of information.</p> <p>Check the accuracy and sources of facts and data</p> <p>Communicates effectively using appropriate technology and software, by such means as email, discussion boards, interactive messaging, and virtual conferencing.</p> <p>Practice safe online behavior</p>	<p>Access, navigate, identify, share, and retrieve information from online sources.</p> <p>Use advanced search strategies to locate and access a variety of substantial information.</p> <p>Evaluate information to determine the credibility of sources and appropriateness for needs and audience.</p> <p>Communicates proficiently using appropriate technology and software, by such means as email, discussion boards, interactive messaging, and virtual conferencing.</p> <p>Habitually practice safe online behaviors</p>	
Media Literacy	<p>Process and combine information to produce independent and collaborative work.</p> <p>Use digital tools and software for information presentation, data visualization, or creative expression</p>	<p>Process and synthesize information to produce independent and collaborative work.</p> <p>Use a variety of digital tools and software for information presentation, data visualization, or creative expression</p>	