ST JOSEPH'S COLLEGE FOR WOMEN (AUTONOMOUS)
VISAKHAPATNAM
DEPARTMENT OF OFFICE MANAGEMENT

Office Management which was started as a UGC restructured Course in 1984 included the vocational component of '**enhancing employability**' among the students. Though there were many changes to suit the changing needs of the society, the focus on '**enhancing employability**' remained the same throughout these years. From Typewriting to MS OFFICE, from Chalk and talk to Internet Blended Learning and Social Media Learning, the Department has transitioned smoothly enabling the learners to be '**partners in their own learning**' and surge ahead in their careers. It is offered as **One** of the **Majors** along with English Language and Literature and Psychology in the BA program to make it a combination called **EPO**.

Vision

*The Department of Office Management strives to provide an academic environment that motivates search for new knowledge and ideas in a dynamic technological world, through its '**learn-by-doing**' approach for creating competent professionals and managers.*

Departmental Mission

The Mission of the Department of Office Management is to enhance the students' knowledge and skills through an insightful curriculum, interactive instruction and vibrant learning opportunities to handle global challenges placed in local situations, while evolving into resourceful and responsible citizens of India.

Thus the Program and Course Learning Outcomes were targeted towards this very end. Therefore it is easy to measure the PEO fulfillment or Outcomes Attainment rate among the students.

Program Educational Objectives (PEO's) of the BA Program:

The BA Program will:

PEO 1: Expose students to both general and specialized curriculum content through Foundation Courses, Core courses, Electives and Specializations (CBCS) and Add on Courses besides College

sponsored Certificate and Diploma Courses for acquiring in depth knowledge and understanding for future career options (Job and Future studies)

PEO 2: Motivate the students to apply the multidisciplinary knowledge through innovative assignments, research projects and internship training and create for themselves a sustainable competitive edge over others.

PEO 3: Train students with a broad range of holistic competencies - the capacity for critical thinking, research aptitude, communication and problem-solving skills, technical/ digital skills, social responsiveness, adaptability and entrepreneurial initiatives.

PEO 4: Prepare graduates for diverse careers in teaching, global management, administration and entrepreneurship through career awareness and preparatory programs

Program Outcomes for a Bachelor of Arts Graduate: A Bachelor of Arts graduate in St. Joseph's College for Women (Autonomous) will have the following Graduate Attributes after graduation, (though it may differ in the fulfillment degree based on different combinations)

1. *Subject and Domain Knowledge (SDK)*: Graduates are able to improve their awareness and knowledge about functioning of local and global environment and society. This helps in acquiring the knowledge base in all subject areas, understanding concepts, theories and linked aspects, applying them in respective domains and exploring the future career and entrepreneurial opportunities in specific and allied fields.

2. *Effective Communication Competence (ECC)*: Usage of various forms of business communication, supported by effective use of appropriate modern technology techniques, logical reasoning, articulation of ideas and presentation. Graduates are expected to develop effective oral and written communication with the use of appropriate technology to succeed in career presentations and interviews.

3. *Critical Thinking and Research (CTR):* Graduates should be able to conceptualize, organize and resolve contemporary problems or issues with a research aptitude gather the relevant data and document the findings. They should be able to evaluate literary works and also do journal reporting. They can apply the perspective of their chosen specialized area of study to develop fully-reasoned opinions on such contemporary issues**.**

4. *Problem solving and Innovation (PI):* Competencies in quantitative and qualitative techniques. Graduates are expected to develop skills on analyzing specific data or problems, apply the relevant analysis, generate alternatives and engage in problem solving in functional or practical areas

5. *Social Responsiveness (SR)*: Developing responsiveness to contextual social issues/ problems and exploring solutions.. Graduates are expected to identify the contemporary social problems, explore the opportunities for social entrepreneurship, involve themselves in social outreach (NSS, NCC and other platforms and NGO's) and demonstrate ethical standards in all situations.

6. *Leadership Development and Teamwork (LDT)*: Understanding leadership roles at various levels of the institution and leading teams across the Institution. Graduates are expected to collaborate and lead teams across Departmental boundaries and demonstrate leadership qualities, (Leadership positions in the Student Council, Departmental Associations and Clubs) maximize the usage of diverse skills of team members in the related context, thus catering to harmony within diversity

7. *Global Competence (GC)*: The graduates are to demonstrate a global outlook (in consonance with the Vision and Mission Statement of the College) with the ability to identify aspects of the world at large. They are expected to be familiar with the knowledge, skills and attributes needed to live and work in a diverse world.

8. *Career and Employability Competencies (CEC)*: Training students and making them '**future course ready**' '**job ready**' and '**employable**' through the '**employability component**' in all courses. Graduates are prepared to handle jobs in all sectors like Teaching, Industry, NGO, Service Sector, Hospitality, ITeS etc through varied initiatives.

9. *Ethical Outlook and Value Development (EOVD)*: Inculcating values for good living in a challenging world through the course in Human Values and Professional Ethics, understanding personal ethics and resolving ethical dilemmas and consequentially through diverse initiatives and platforms practice them for their own good.

10. *Self-Directed & Lifelong learning (SDLL):* Inspiring the students for lifelong learning to equip them to the changing environment and be prepared to take up Master programmes, PG Diplomas, Certificate Courses as well as MOOCs, Online Courses and Self Learning Courses for a better future.

Program Specific Outcomes of BA Program with Office Management

PSOs: Students after graduating with Office Management as one of the core subjects will:

PSO 1: Acquire in depth knowledge (concepts, theories and principles) within various Papers - Management Principles and Practice, Office Organization and Correspondence, Business Accounting, Accounting Software for OM & TALLY, Company Secretarial Practice, Internship Training Report, Multimedia Applications in OM, Advertising Management, and Research Project Work.

PSO 2: **Understand** the communication, analysis and technological skills needed to analyze a situation (problem and/or opportunity) **apply** conceptual business foundations to solve practical decision-making problems, both individually and as part of teams and make successful presentations using ICT and their own personal competencies.

PSO 3: Be able to develop critical thinking, scientific attitude, research and thesis writing skills through identifying and accessing literature studies and work on an independent Research Project.

PSO 4: Engage in academic or industry internship or service learning experience to demonstrate relevancy of foundational and theoretical knowledge of their academic major and to gain career related experiences or community development exposure.

PSO 5: An integrated knowledge life coping skills and demonstrated ability to perform as management professionals and leadership positions and will be prepared for continued learning throughout their career.

Assessment Methodology for PSO, Competency Mapping & Level of Attainment

PSO 1: Acquire in depth knowledge (concepts, theories and principles) within various Papers like Management Principles and Practice, Office Organization and Correspondence,

Business Accounting, Accounting Software for OM & TALLY, Company Secretarial Practice, Internship Training Report, Multimedia Applications in OM, Advertising Management, and Research Project Work.

Direct method of computing **PSO 1** attainment is based on the student performance in all assessment, namely online and offline - subjective and objective tests for all the courses offered (OFF 1401, OFF 2401, OFF 3401, OFF 4401, OFF 5401, OFF 5402, OFF 6401, OFF 6402, OFF A1 6401, OFF A2 6402, OFF A3 6403, OFF B1 6401, OFF B2 6402, OFF B2 6403). These exams test students' learning at knowledge, understanding and application levels in the respective courses. Indirect method of computing PSOs is done through students' course exit survey wherein a structured questionnaire is administered to the students and their response is solicited on a 5 point scale. Responses are consolidated and students' satisfaction level with reference to course delivery is computed.

Overall Level of attainment in PSO 1 is 86%

Level of attainment in all the practical components (Learning Lab) offered by the department: 89%

PSO 2: Understand the communication, analysis and technological skills needed to analyze a situation (problem and/or opportunity) apply conceptual business foundations to solve practical decision-making problems, both individually and as part of teams and make successful presentations using ICT and their own personal competencies.

Attainment of **PSO 2** is through

a) Focused Analysis of Case Study (mandatory in every Course in Office Management with 15% weightage in Summative Testing) and an Observation Study Visit (**Enterprise Shadow Technique**) in Teams to Organisations and Banks in Semester II (OFF 2401 (4) Office Administration) (planned ahead with a Permission Request Letter) to **observe** and if permitted interview the Managers on the functioning of the organization, document the responses, take photographs and return to the College. The Teams then submit an Individual Report (Print) and make a Team Presentation for assessment. Individual Feedback is recorded.

b) Practical Problem solving methods in Business Accounting where the Advanced students use Collaborative Learning extensively to help Slow Learners and help them cope and do much better (OFF 3403)

c) Work on practical creative assignments and also find opportunities for financial viability especially on DTP (OFF 4401 TALLY & OFF 6401 MULTIMEDIA). They use the practical skills learnt during their ensuing Summer Internship and undertake small Photoshop Designing Projects in future after their graduation.

d) Successful Companies are allotted to Teams of 3 or 4 students, who plan the strategy of 'how to present as brand ambassadors, submit a synopsis, a technical Power Point, a strategized dress code, transitioning the members' presentation, defending their organization and sharing their experiences'. More than **twenty skills** and **competencies** are mastered as they learn how to use the LCD and the Public Address system effectively. Feedback is always highly encouraging. {OFF 5402 (3)}

e) Campaign and Advertising Strategy of designing an Ad Campaign, using all the principles and concepts, own material resources within a time frame (3 hours), make a Poster Presentation and An Advertisement using an Ad jingle with a Concept Map and explain the logic and rationale of the same. Assessed on the Spot just as the Product is given on the spot with no prior notice. The Teams' synergy and creativity is optimized and individual feedback in print and video is recorded. A highly rated outcome based learning technique by the students (OFF A 2 6402 (3)

Overall attainment of PSO 2 through direct and indirect is 89%

PSO 3: Be able to develop critical thinking, scientific attitude, research and thesis writing skills through identifying and accessing literature studies and work on an independent Research Project.

Attainment of PSO 3 is ascertained through the Research & Survey Based Major Project Work (OFF A3 6403). The project work provides an opportunity for the student to apply knowledge and skills obtained in the previous theoretical papers of Office Management. Under the guidance of the Faculty Research Guide, the Students do an extensive and intensive search for a Research topic of their own interest. Since it is an independent Project, the students spend more than an hour with the Faculty Guide discussing the pros and cons of the topic. Once the feasibility of the topic is confirmed, the students design a questionnaire, pretest it and then collect primary data. The

students collect secondary data and submit an intensive Thesis format Project Report. This is followed by a VIVA VOCE. At every stage the students follow a standardized pattern of assessment which makes their Projects highly commended even by the External BOS Members during BOS meetings.

PSO 4: Engage in academic or industry internship or service learning experience or Observation Study Visit to demonstrate relevancy of foundational and theoretical knowledge of their academic major and to gain career related experiences or community development exposure.

Attainment of PSO 4 is through the One Month Summer Internship which the students must complete before their Final Year as it has very clear learning outcomes like providing '**hands on**' experience of working in the organization and improves their chances of getting a job more easily later. This vocational component of the Course enhances their self confidence, improved career skills and professionalism to be successful in life.

The students apply for the Internship 4 to 5 months ahead of the Summer Vacation between their Second and Third Year. A number of them are engaged in paid Internships with brand organizations, NGO's and even Academic Institutions. After completion of the training the students will have to submit a Training Documentation Report along with a Work Performance Diary.

The Internship/project report and the Work Performance Diary comprises 100 marks. The Internship Report is Part of Semester V. It is evaluated on the basis of a Viva Voce with external Examiners based on their Individual Presentation, Work Performance Diary authenticated by the Organisation Head and a Documentation Report in the prescribed format. Many a time, the students are inducted into the Organisation where they did their Internship, thus adding to direct & indirect attainment of the Learning Outcomes. Most of the Students are placed well and easily go up the hierarchical ladder due to 'enhanced employability'. (OFF 5401 (3)

Direct level of attainment for PSO 4 is 85%

PSO 5 An integrated knowledge life coping skills and demonstrated ability to perform as management professionals and leadership positions and will be prepared for continued learning throughout their career.

Managing Leadership Roles like CEO, Deputy CEO and CFO in a professionally run Management Club called The Trailblazers Club where the students manage all the activities based on the curriculum and beyond the curriculum to train themselves and others in managerial roles and responsibilities and preparing them for continued learning throughout their career (**TRAILBLAZERS CLUB CHARTER**). Leadership Education as a foundation Course and the students' role in NSS and NCC also prepares them for leadership roles in the College and ahead. The forerunner for these leadership roles has its source in the Classroom starting with Group Discussions or Peer or Collaborative Learning (Emerging in First Years) to Team Leaders (Nominated for Team Presentations in Third Years) Feedback of the Leaders by the Members forms the indirect attainment in this PSO 5. The students also involve themselves in Social Outreach Initiatives like '**Learning by Observing and Doing**' in Panchayat level Activities.

Indirect Level of Attainment of PSO 5 through the various Co curricular activities & Leadership positions is 81%

Level of attainment measurement in Office Management (Direct & Indirect)
The Level of attainment of course outcomes includes both direct and indirect assessment. Direct assessment is done by testing the knowledge and/or skills of the student in that course by conducting standardised examinations. In indirect assessment the student feedback on course is measured on 5 point scale. The sum of these two assessments is shown as the level of attainment of that course. The Office Management Department also collects feedback on an individual '**Learning Activity**' basis from all the groups of students to gauge immediate indirect learning outcomes. This feedback acts as an impetus for inspiring students to put in greater efforts as they are also linked to Non Scholastic Awards and Recognition Certificates at the end of the Course.

Assessment of all the theory courses is done in two parts, namely by Formative assessment (40%) which is continuous and internal and Summative assessment (60%) which is external**.** The evaluation of 100% of the assessment in each semester is distributed as follows:

Mid Semester Examination 1   15% (which is offline)

Mid Semester Examination 2   15% (which is online)

Accessory Assessment   5% (Written Quiz, Independent Assignment, Observation Study of a firm, Role Play, Focused GD, Practical Problems, Poster Presentation, Team Presentations (using LCD), Viva Voce, Ad Designer Portfolio, Article Review, Case Study etc.)

Attendance   5% (above 75% attendance will be rewarded)

End semester examination   60% (which is descriptive)

Assessment of Major Project work: Project work is assessed as one of the vocational component based Course to enhance the employability of the students (OFF 5402) by the concerned faculty member through direct guidance and monitoring and assessment through (Content in the report, Presentation, Viva) for 100 marks (40% Internal and 60% External) & Research & Survey based Project Work (OFF 6403) as detailed in PSO 3

Level of attainments (Direct & Indirect) of all the courses in Office Management based on Course Outcomes is given below.

Code	Title of the paper	Outcomes
OFF 1401 (3)	Management Principles & Practice	**CO1:** Know and remember the concepts, principles and functions of Management through a basic framework. **CO2:** Understand the major features of the functions of Management in a regional, national and international context **CO3:** Identify and explain the importance of management process and the key skills required for contemporary management practice **CO4:** Analyze the Case Studies from the viewpoint of the theoretical concepts, discuss in small and large groups and present the Report. **CO5:** Demonstrate critical thinking when presented with managerial problems and express views articulately (Case Studies and Management Games) **CO6:** Use/ Apply problem solving strategies in real life situations (Transference from Theories & Structured Cases to real life situations.) **CO7:** Interpret Interpersonal roles related to work groups

		(Managerial roles theory and discussion)
		CO8: Evaluate success stories of successful CEO's or Management Gurus or Women Managers and evaluate Managers and organizations from a micro perspective (Case Studies, Assignment & Group discussion)
		CO9: Work as an effective leader in Group Discussions and Case Studies Presentations
		CO10: Value diversity among people and processes on a holistic basis.

Level of attainment of CO1 to CO10: ------ 79.2%

Code	Title of the paper	Outcomes
OFF 2401 (3)	Office Organisation and Correspondence	**CO1:** Know and remember the concepts, principles and functions of Management through a basic framework.
		CO2: Understand the major features of the functions of Office in a regional, national and international context
		CO3: Identify and recognize the importance of Administrative functions and the key skills required for effective practice
		CO4: Analyse the importance of administrative functions for the success of the organization.
		CO5: Demonstrate critical thinking when presented with workplace issues and express views articulately (Case Studies and Exercises)
		CO6: Create & Design a Layout and a Model based on a scaled version guided by the Principles of Layout using cutouts and miniature items.
		CO7: Observe the practical side of an Office through **Visit-**

		Observe-Study-Report – a Shadowing Technique initiated in Teams of 4 – 7. The feedback is recorded and the learning outcomes evaluated.
		CO8: Apply the theoretical concepts of Layout, Filing, Indexing and Correspondence to the On site learning and use their explorative skills to hypothesize a different model or environment.
		CO9: Be Trained in digital Office procedures through observation and direct learning.
		CO10: Write Official Letters and Memoranda in an Office based on the specific principles of correspondence

Level of attainment of CO1 to CO10: ------ 86.1%

Code	Title of the paper	Outcomes
OFF 3401 (4)	Business Accounting	**CO1:**.Know and recognize the meaning of various terms used in accounting
		CO2: Understand the procedure of accounting in firms.
		CO3: Identify and explain the importance of journal entries and the key skills required journalizing and posting accounts
		CO4: Demonstrate an understanding of current auditing standards and acceptable accounting practices
		CO5: Analyze the Case Studies from the viewpoint of the theoretical concepts, discuss in small and large groups and present the Report.
		CO5: Demonstrate and employ critical thinking skills when presented with Accounting problems (Exercises)
		CO6: Use/ Apply problem solving strategies in solving all

levels of problems

CO7: Apply appropriate judgment derived from knowledge of accounting theory, to financial analysis and decision making.

CO8: Prepare financial statements in accordance with Generally Accepted Accountancy Principles.

CO9: Evaluate financial data to help small entrepreneurs or owners to handle their finances manually and later for enabled Accounting Software.

CO10: Valuing Collaborative or Peer learning (Advanced learners help those slow learners who need more help with Accounting problems in a structured and systematic manner)

Level of attainment of CO1 to CO10: ------ 66.3%

Code	Title of the paper	Outcomes
OFF 4401 (4)	Accounting Software for OM & TALLY	**CO1:** Be familiar with the tools and techniques through accounting software **CO2:** Know and remember the concepts, principles and functions of Accounting Software through an Introduction **CO3:** Understand the major features and the functions of each of the systems through a detailed presentation. **CO4:** Analyze the pros and cons of each of the Accounting Software processes and its application in the Office. **CO5:** Know and understand in detail TALLY – an Accounting Software used in most Indian Offices **CO6:** Demonstrate critical thinking when presented with specific problems. **CO7:** Explore and acquire in depth skills in respect of most

| | | sophisticated computerized accounting procedures and practices (to be utilized in the course of Summer Internships)

CO8: Use/ Apply problem solving strategies with relation to Income Tax and Inventory in TALLY

CO9: Evaluate the significance of Financial Reporting and its uses in business firms

CO10: Value diversity among people and processes on a holistic basis (vis-à-vis Indian and Foreign firms) |

Level of attainment of CO1 to CO10: ------ 90.9%

Code	Title of the paper	Outcomes
OFF 5401 (3)	Internship Training Report	**CO1:** Know and understand the concepts and principles underlying an Internship in an organisation. **CO2:** Identify the key areas and skills required for working in an organisation **CO3:** Learn basic job skills and '**hands on'** understanding of the industry or business working environment **CO4:** Explore professional interests and career paths as an Intern **CO5:** Gain technical skills and knowledge sometimes not taught in the classroom **CO6:** Improve communication, teamwork, problem-solving, and self confidence **CO7:** Enhance sense of self esteem and independence **CO8:** Improves their chances of getting a job more easily later **CO9:** Increases their chances of getting a higher starting salary

| | | **CO10:** Build networking contacts and references (On the Resume) and good PR. |

Level of attainment is Direct (through their Documentation Project and Work Performance Diary) **& Indirect** (as their organizational experiential learning is highly valued by the learners) **in their VIVA VOCE – 89%**

Code	Title of the paper	Outcomes
OFF 5402 (4)	Company Secretarial Practice	**CO1:** Know and remember the terms used in companies to describe the functional aspects. **CO2:** Understand the framework of various basic documents like Memorandum of Association and Articles of Association and Prospectus to know the functioning of Companies. **CO3:** Identify and explain the importance of allotment of shares and other processes in Capital formation **CO4:** Analyze the performance of companies through the diverse parameters of class meetings and general meetings **CO5:** Demonstrate critical thinking when presented with Case law in companies to understand their greater implications especially in the present business world. **CO6:** Use/ Apply problem solving (Transference from Theories & Structured Cases to real life situations) strategies **CO7:** Interpret legal issues with contemporary society especially in case of Scams and Corrupt practices of Mismanagement in Banks **CO8:** Evaluate success stories of successful Companies from a micro perspective (Team presentations and face defence questions)

		CO9: Draft agendas and minutes of meetings and resolutions
		CO10: Value diversity among people and companies on an overall basis.

Level of attainment of CO1 to CO10: ------ 89.4%

Code	Title of the paper	Outcomes
OFF-E1-6401 (4)	Multimedia Applications in OM	**CO1:** Know and understand the basic aspects of Multimedia and the various platforms
		CO2: Understand the major features of each of the Mulltimedia Packages like Adobe Photoshop, Pagemaker and Flash and their applications in the Entertainment industry
		CO3: Understand and learn the basics of creating & designing an Image in Photoshop (tools and methods)
		CO4: Know and understand the usage of the tools and principles of Pagemaker for creating logos and Ad documents.
		CO5: Know and understand the concepts in Flash for moving images and its application in the Entertainment Industry
		CO6: Design simple ads with effective use of graphics, colour and text
		CO7: Design animated web banners for being uploaded
		CO8: Demonstrate and employ creativity in 'out of the box' designs Applications of Photoshop, Pagemaker and FLASH
		CO9: Explore and succeed in opening up opportunities for entrepreneurship or Creative careers in future
		CO10: Value the need to be innovative and come up with unique ideas for creating documents for various occasions..

Level of attainment of CO1 to CO10: ------ 94.4%

Code	Title of the paper	Outcomes
OFF 6402 (3)	E Commerce	**CO1:** Know and remember the concepts and functions of E Commerce.
		CO2: Understand the major underlying concepts of E Commerce from a regional, national and international perspective
		CO3: Identify the key competencies required for E Commerce practice in the world
		CO4: Understand how to use it in different procedures in the firm and for personal use
		CO5: Explain the objectives of e payments and related key assumptions and principles
		CO6: Explore and acquire skills in respect of most sophisticated procedures and practices
		CO7: Evaluate the relevance of E Commerce in particular situations for greater credibility
		CO8: Use or Apply the techniques in problem solving situations
		CO9: Enable themselves to serve better the vast digital needs of every commercial organization.
		CO10: Appreciate diversity in the platforms of E Commerce and

NA – This Elective was not opted by the students in 2017-18, yet a benchmark is created for 80% attainment.

Code	Title of the paper	Outcomes
OFF A 1 6401 (3)	Managerial Skills	**CO1:** Know the key managerial skills necessary for success in the modern world **CO2:** Understand the importance of being trained in managerial skills in the modern competitive world. **CO3:** Identify the level of key skills through various learning activities and management games **CO4:** Master the skills of listening, learning and speaking through participatory activities and exercises **CO5:** Demonstrate critical thinking when presented with managerial problems and express views articulately (Case Studies and Management Games) **CO6:** Use/ Apply problem solving strategies in real life situations (Transference from Theories & Structured Cases to real life situations.) **CO7:** Interpret Interpersonal roles especially in Conflict Management related to informal groups and their contribution to formal organisation **CO8:** Evaluate Team building and Leadership skills through structured exercises, Role Plays and Team assignments **CO9:** Work as an effective leader in Group Discussions and Case Studies Presentations **CO10:** Value diversity among people and processes on a holistic basis.

Level of attainment of CO1 to CO10: ------ 97%

Code	Title of the	Outcomes

	paper	
OFF A 2 6401 (3)	Advertising Management	**CO1:** Know and understand the nature, concepts and functions of Advertising from a regional, national and international perspective

CO2: Identify and explain the theories and approaches to understanding how Advertising works in the consumer's mind

CO3: Analyze the major issues and trends that affect Indian and Global advertising and the future outlook on advertising.

CO4: Develop insights into unethical practices adopted by the Advertising industry and discuss its negative impact on the society

CO5: Discuss and evaluate the role of the advertising agency and its client relationships

CO7: Learn the making of a creative brief and an advertisement

CO8: Design an Advertisement (product given on the spot) with materials brought, creating a jingle and presenting the Ad with a Poster and Role playing the Ad.

CO9: Evaluate success stories of successful Ad Agencies with their Ads, USP's, Brand identity, Awards and other profile features.

CO10: Realize and explore the various career options in Advertising Management |
Level of attainment of CO1 to CO10: ------ 95%		
OFF A 3 6401 (3)	Research Project Report	**CO1:** Know and remember the concepts in Management Research

		CO2: Understand the major stages in Research Projects
		CO3: Identify and recognize the key skills and competencies required for undertaking research
		CO4: Demonstrate and scientific temper and critical thinking when deciding on the topic for the Research Project
		CO5: Use inductive approaches to brainstorm and extensive survey of literature decide the topic
		CO7: Design a survey questionnaire to get primary data from respondents
		CO8: Administer the questionnaire based on a random sample and collate the data using a Statistical Package
		CO9: Draft the Report based on the structure with abstract, findings and conclusion
		CO10: Motivate the students practically for research at a higher level in future through research orientation at Undergraduate level in the College. (Feedback from students is highly positive and they reaffirm that they become mentors for others at the PG level.
Level of attainment of CO1 to CO10: ------ 88%		

Consolidated Course Outcomes in Office Management

The students of Office Management

CO1: Gained insight into multifarious concepts, theories, principles, frameworks and analyzed the knowledge {OFF 1401 (3) & OFF 2402 (3) OFF 5402 (4) OFF 6401 (3)} to integrate and apply them to real life situations and in organizations so as to be effective in careers later.

CO2: Acquired knowledge on the principles of Accounting with its impact on the economy of the society and Accounting Software like TALLY, its extensive use in the Industry with easy flexibility for digital connectivity{OFF 3401 (4) OFF 4401(4)}

CO3: Understood the practical implications of workplace behavior, professionalism and how to conduct yourself while gauging your role in a team and contribute to the success of the team as a whole {OFF 5401 (3) OFF A1 6401 (3) OFF A 2 6402 (3)}

CO4: Obtained an objective overview of various types of companies, their contribution to the economy, their financial viability, Human Resource polices, transparency in functioning role women in these companies, leadership patterns, motivation of employees {OFF 1401 (4) OFF 2401 (4) OFF 5401 (3) OFF A 1 6401 (3)} .

CO5: Acquired employability skill sets through varied learning initiatives which are participatory and outcome based namely Role play, Case Study, Group Discussion, Brainstorming, Creative Designing, Team Presentations, Internships, Project Work, Shadow (Observe and Study) initiatives {OFF 1401 (4) OFF 1401 (4) OFF 2401 (4) OFF 5401 (3) OFF 5402 (3) OFF A 1 6401 OFF A 3 6403 (3)}

CO6: Became a very communicative, self confident and socially adept individual through series of practice sessions and continued exposure to manifold learning initiatives {OFF 1401 (4) OFF 2401 (4) OFF 4401 (4) OFF 5401 (4) OFF 5402 (4) OFF A 1 6401 (3) }

CO7: Evolved into a socially sensitive and professionally empowered citizen of the nation {OFF 5402 (3) OFF A 1 6402 (3)}

CO8: Became proficient in practical based courses which have enhanced job opportunities for Accounting Careers with TALLY {OFF 4401 (4)}

OFF 1401 (4) Management Principles & Practice – Input Mapping

Course Outcome	PSO I	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	1			
CO 2	3	3		2	2
CO 3	2	2			
CO 4	3	2	3		

CO 5	1	3	3	2	
CO 6	2	3	3		3
CO 7	2	2			3
CO 8	2	3	3	2	
CO 9	1	3		2	3
CO 10	1	1	3		2
Average	2	2.3	1.5	1	1.3

Low level of alignment (mapping)   1

Medium level of alignment (mapping)   2

High level of alignment (mapping)   3

OFF 2401 (4) Office Organisation and Correspondence– Input Mapping

Course Outcome	PSO I	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	1			
CO 2	3	3		2	2
CO 3	2	3			
CO 4	3	2	3		
CO 5	1	3	3	2	
CO 6	2	3	3		3
CO 7	2	2			3
CO 8	2	2	2	1	
CO 9	1	3		2	3
CO 10	1		2		3
Average	2	2.2	1	0.7	1.4

OFF 3401 (4) Business Accounting – Input Mapping

Course Outcome	PSO I	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	1			
CO 2	3	3		2	2
CO 3	2	3			
CO 4	3	2	3		
CO 5	1	3	3	2	
CO 6	2	3	3		3
CO 7	2	2			3
CO 8	2	2	2	1	
CO 9	1	3		2	3
CO 10	1		2		3
Average	2	2.2	1	0.7	1.4

OFF 3401 (4) Accounting Software for OM & TALLY

Course Outcome	PSO I	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	1			
CO 2	3	3		2	2
CO 3	2	3			
CO 4	3	2	3		
CO 5	1	3	3	2	
CO 6	2	3	3		3
CO 7	2	1			3
CO 8	2		2	1	
CO 9	1	3		2	3
CO 10	1		2		3
Average	2	2.0	1	0.7	1.4

OFF 5401 (4) Internship Project Report

Course Outcome	PSO I	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	1			

Course Outcome	PSO I	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	1			
CO 2	3	3		2	2
CO 3	2	3			

CO 2	3	3		2	2
CO 3	2	3			
CO 4	3	2	3		
CO 5	1	3	3	2	
CO 6	2	3	3		3
CO 7	2	2			3
CO 8	2	2	2	1	
CO 9	1	3		2	3
CO 10	1		2		3
Average	2	2.2	1	0.7	1.4

Course Outcome					
CO 4	3	2	3	3	
CO 5	1	3	3	2	3
CO 6	2	3	3		3
CO 7	2	2			3
CO 8	2	2	2	1	
CO 9	1	3		2	3
CO 10	1		2		3
Average	2	2.2	1	1.0	1.7

OFF 5402 (4) Company Secretarial Practice

OFF 6401 (4) Multimedia Applications in OM

Course Outcome	PSO I	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	1			
CO 2	3	3		2	2
CO 3	2	3			
CO 4	3	2	3		
CO 5	1	3	3	2	
CO 6	2	3	3		3
CO 7	2	2			3
CO 8	2	2	2	1	
CO 9	1	3		2	3
CO 10	1		2		3
Average	2	2.2	1	0.7	1.4

OFF A 16401 (3) Managerial Skills

Course Outcome	PSO I	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	1			
CO 2	3	3		2	2

Course Outcome					
CO 3	2	3			
CO 4	3	2	3		
CO 5	1	3	3	2	
CO 6	2	3	3		3
CO 7	2	2			3
CO 8	2	2	2	1	
CO 9	1	3		2	3
CO 10	1		2		3
Average	2	2.2	1	0.7	1.4

OFF A 16402 (3) Advertising Management

Course Outcome	PSO I	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	1			
CO 2	3	3		2	3
CO 3	2	3		3	
CO 4	3	3	3		
CO 5	1	3	3	2	
CO 6	2	3	3		3
CO 7	2	2			
CO 8	2	2	2	2	
CO 9	1	3		2	3
CO 10	1		2		3
Average	2	2.3	1	1	1.2

OFF A 1 6403 (3) Research Project Report

Course Outcome	PSO I	PSO 2	PSO 3	PSO 4	PSO 5
CO 1	3	1			
CO 2	3	3		2	2

CO 3		3			
CO 4	3	2	3		
CO 5		3	3	2	
CO 6	2	3	3		3
CO 7	2	2			3
CO 8	2		2	1	3
CO 9	1	3		2	3
CO 10			2		3
Average	1.3	2	1	0.7	1.8