



BUSINESS PROGRAMS **TECHNICAL STANDARDS**

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The mission of the School of Business and Applied Technology at SOWELA is to provide students with knowledge and skills in business, technology, and related arts, in order to be successful in an ever-changing workforce. Each program is designed to help students gain the necessary skills to be successful in industry, or to transfer to a university to continue their education. The technical standards discussed in the following chart define performance expectations that should be met for advancement through and successful completion of the **Business Programs**. These standards can also be used to determine whether accommodations or modifications are necessary and have been established through consideration by faculty and consultation with the following sources: consultation with the advisory committee for the program, The Vocational Rehabilitation Act, The Americans with Disabilities Act, Dictionary of Occupational Titles, O*Net Online developed for the U.S. Department of Labor, and SOWELA Office of Disability Services. These standards are not intended to discourage individuals from considering the Business programs, but to provide an overview so that individuals can make a well-informed decision regarding their academic pursuits. It is the policy of SOWELA Technical Community College to provide reasonable accommodations for those with disabilities, health impairments, and other conditions. Individuals that would like to pursue a degree in this program and believe they may need accommodations are encouraged to reach out to the Office of Disability Services at (337) 421 – 6576 or ods@sowela.edu.

Please note: For a detailed list of related activities, you may go to www.onetonline.org.

ABILITY	STANDARD	Some examples of necessary activities (not all inclusive)
Physical Demands/Motor Skills	<ul style="list-style-type: none"> • Perform physical activities that require considerable use of your hands, arms and legs and moving your whole body. This may include Extent Flexibility, Finger Dexterity, Manual Dexterity, Arm-Hand Steadiness, Trunk Strength, and Control Precision 	<ul style="list-style-type: none"> • Have the ability to make a presentation in class • Have the ability to complete work on a computer including spreadsheet applications. • Have the ability to use a computer keyboard.
Critical Thinking/ Observation/ Sensory/ Reasoning Skills	<ul style="list-style-type: none"> • Utilize logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems. • Demonstrate attentiveness in the classroom, observe demonstrations and participate in lab classes. • Utilize visual perception • Problem solve and diagnose including obtaining, interpreting, and documenting data. 	<ul style="list-style-type: none"> • Demonstrate problem solving skills. • Understanding written sentences and paragraphs in work related documents. • Determining causes of errors and deciding how to correct them. • These observations require the functional use of vision, hearing, and other sensory modalities. • Combine pieces of information to form general rules or conclusions and to apply general rules to specific problems to produce answers that make sense.

	<ul style="list-style-type: none"> • Recognize when there is a problem or possible problem. • Utilize senses to become awareness of surrounding. 	<ul style="list-style-type: none"> • Read, understand, and apply instructions using math fractions, percentages, decimals, etc. • Interpret data in various software systems used in business.
Behavioral/Social Skills and Professionalism	<ul style="list-style-type: none"> • Exhibit sufficient personal skills for successful interactions with customers, colleagues, supervisors, and from a variety of social, emotional, cultural, and intellectual backgrounds. • Possess the emotional well-being required for use of their intellectual abilities, the exercise of sound judgment, the prompt completion of all responsibilities in the classroom and for lab projects. • Adapt to ever-changing environments, display flexibility, and learn to function in the face of uncertainties and stresses which are inherent in the educational process, as well as when dealing with clients, co-workers, and industry situations. • Develop organizational skills necessary to meet deadlines and manage time. • Expected to learn and apply workplace responsibilities. 	<ul style="list-style-type: none"> • Have face-to-face discussions with individuals in work areas. Have good personal hygiene, professional conduct, and appearance. • Be willing to work with others building team skills. • Demonstrate attributes of empathy, integrity, concern for others, interpersonal skills, interest, and motivation. • Maintain client confidentiality. • Be an honest and ethical worker. Be pleasant with others and display a good-natured, cooperative attitude. • Be careful about detail and thoroughness in completing work tasks. • Maintain composure, keep emotions in check, control anger, and avoid aggressive behavior, even in very difficult situations. • Submit projects and class work on-time with limited instruction.
Communication Skills	<ul style="list-style-type: none"> • Ability to utilize different modes of communication. • Must be sensitive to multicultural and multilingual needs. 	<ul style="list-style-type: none"> • Communicate appropriately electronically. • Read chapters in text and manuals and answer questions on the topics at hand. • Give presentations in front of peers and Instructors. • Communication skills for necessary interaction with faculty, peers, customers, and others orally and in writing.
Working Conditions	<ul style="list-style-type: none"> • Ability to work in various environments. 	<ul style="list-style-type: none"> • The student will be working in various lighting conditions indoor and outside. • Work with various computer hardware and software.

SOWELA Technical Community College does not discriminate on the basis of race, color, national origin, gender, disability, or age in its programs or activities. The following person has been designated to handle inquiries regarding the non-discrimination policies:

Title: Compliance Office
Address: 3820 Senator J. Bennett Johnston Ave, Lake Charles, LA 70616
Telephone No: (337) 421-6905 or 800-256-0483
Email: complianceofficer@sowela.edu