

2016-2017 Assessment Cycle

Key Findings

Finding per Measure

▼ Administrative Support Technology AAS Program Outcome Set

Develop a high degree of technical competence in order to gain entry-level employment in an administrative support position

Student Learning Outcome: Demonstrate speed and accuracy in keyboarding skills

- ▼ **Measure:** 1) Integrated Document Production [NAST-215] - Ten 5-minute Timed Writings
Course level; Direct - Student Artifact

Details/Description:

Acceptable Benchmark: 95% of students will type with speed/accuracy at a net speed of 40+ words per minute with 5 errors or less.

Implementation Plan (timeline): At the end of each semester when Integrated Document Production is offered.

Key/Responsible Personnel: Department Program Coordinator

Findings for 1) Integrated Document Production [NAST-215] - Ten 5-minute Timed Writings

Summary of Findings: 100% of students typed with speed and accuracy at a net speed of 40+ net words per minute with 5 errors or less.

N = 10

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations :

Reflections/Notes : The data did not inform any changes as the assessment tool used is met with validity. All timed writings are supervised by faculty members teaching this course. Students are able to practice at speed labs. The timings are conducted during class times to ascertain the validity of this assessment.

Student Learning Outcome: Choose and apply appropriate computer software to effectively and accurately produce business documents

▼ **Measure:** 1) Business Graphics [NAST-225] - e-Portfolio Review
Course level; Direct - Portfolio

Details/Description:

Acceptable Benchmark: 90% of students will earn an acceptable rating score averaging 80% or higher on e-Portfolio rubric.

Implementation Plan (timeline): At the end of each semester when Business Graphics is offered.

Key/Responsible Personnel: Department Program Coordinator

Findings for 1) Business Graphics [NAST-225] - e-Portfolio Review

Summary of Findings: 89% (statistically insignificant) of students (8/9) of students earned an acceptable rating score averaging 80% or higher on the e-Portfolio Rubric.

N = 9

Results: Acceptable Benchmark Achievement: Not Met

Recommendations :

Reflections/Notes : We will continue to monitor this. At this point, this assessment tool has been met with validity.

Student Learning Outcome: Gain entry-level employment

▼ **Measure:** 1) NTID Center on Employment (NCE) - Graduate Employment Report

Details/Description:

Acceptable Benchmark: 80% of graduates seeking employment will be employed in the AST field.

Implementation Plan (timeline): Data collected annually one year post graduation

Key/Responsible Personnel: NCE & Alumni Survey Personnel

Findings for 1) NTID Center on Employment (NCE) - Graduate Employment Report

Summary of Findings: N = 1. 100% was able to find a job in the field of AST.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations :

Reflections/Notes :

▼ **Measure:** 2) Co-op Employer Evaluation [NAST-299] - Overall Performance
Course level; Direct - Other

Details/Description: Co-op Employer's Evaluation question #29, students overall performance.

Acceptable Benchmark: 80% of students will receive a score of "3" or higher (5-point scale) on the Co-op Employer's Evaluation question #29 (students overall performance).

Implementation Plan (timeline): End of each semester in which co-op experiences occur.

Key/Responsible Personnel: NCE & Alumni Survey Personnel

Findings for 2) Co-op Employer Evaluation [NAST-299] - Overall Performance

Summary of Findings: N = 12 100% of students scored a three or higher on the co-op employer's evaluation question #29.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations :

Reflections/Notes :

▼ **Measure:** 3) Alumni Survey

Program level; Indirect - Survey

Details/Description:

Acceptable Benchmark: 80% of alumni sampled will be satisfied with technical preparation for their first job in the AST field.

Implementation Plan (timeline): Triennial survey

Key/Responsible Personnel: NCE & Alumni Survey Personnel

Findings for 3) Alumni Survey

No Findings Added

Develop core interpersonal business skills for teamwork

Student Learning Outcome: Demonstrate appropriate interpersonal business skills and teamwork in a professional environment

▼ **Measure:** 1) Administrative Support Technology Seminar (NAST-240) - Interpersonal and Team Work Review

Course level; Direct - Other

Details/Description: Interpersonal and team work review

Acceptable Benchmark: 90% of students will earn an acceptable rating score averaging 80% or higher on interpersonal skills and teamwork rubric.

Implementation Plan (timeline): At the end of each semester when Administrative Support Technology Seminar is offered.

Key/Responsible Personnel: Department Program Coordinator

Findings for 1) Administrative Support Technology Seminar (NAST-240) - Interpersonal and Team Work Review

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|----------------------|---|
| Summary of Findings: | 0% of students earned an acceptable score averaging 80% or higher on the interpersonal skills rubric. 100% of students earned an acceptable score averaging 80% or higher on the teamwork rubric. An "N=2" is too few participants to make this result statistically significant. N=2 |
| Results: | Acceptable Benchmark Achievement: Not Met |
| Recommendations : | We will continue to use the rubric in place. |
| Reflections/Notes : | Students will need to learn the importance of proper behaviors and skills that are expected in the workplace. |

Acquire the knowledge and skills necessary to function in a global society

Student Learning Outcome: Describe the interrelatedness of social, cultural and business factors that shape and impact the global business environment

▼ **Measure:** 1) Fundamentals of Marketing [NBUS-223] - Marketing Project
Course level; Direct - Student Artifact

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|---------------------------------|---|
| Details/Description: | |
| Acceptable Benchmark: | 70% of students will earn an average rating of 80% or better on the Marketing project rubric. |
| Implementation Plan (timeline): | At the end of each semester when Fundamentals of Marketing is offered. |
| Key/Responsible Personnel: | Department Program Coordinator |

Findings for 1) Fundamentals of Marketing [NBUS-223] - Marketing Project

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|----------------------|--|
| Summary of Findings: | 71% of students earned an average rating of 80% or better on the Marketing Project rubric. These results meet the success rate expected for this outcome. Two students were unable to meet the OCA Benchmark for this course. One student earned a "C" and the other student earned an "F". N=7 |
| Results: | Acceptable Benchmark Achievement: Exceeded |
| Recommendations : | The marketing project is a tool for students to demonstrate their comprehensive knowledge associated with Marketing. Reviewing the project will be required to identify why students are not achieving the goal. |
| Reflections/Notes : | |

Acquire independent learning skills necessary to participate in personal and professional growth

Student Learning Outcome: Tech Skill 1: Demonstrate aptitude/ability to learn quickly and apply technical knowledge

▼ **Measure:** 1) Co-op Supervisor Evaluation of Student Job Performance on Tech Skill 1
Course level; Direct - Other

Details/Description:

Acceptable Benchmark: 80% of students will be rated at 3 or greater on Tech Skill 1.

Implementation Plan (timeline): At the end of each semester in which co-op experiences occur.

Key/Responsible Personnel: Department Co-op Coordinator

Findings for 1) Co-op Supervisor Evaluation of Student Job Performance on Tech Skill 1

| | |
|----------------------|--|
| Summary of Findings: | 100% of students rated 3 or higher. |
| | N = 12 |
| Results: | Acceptable Benchmark Achievement: Exceeded |
| Recommendations : | We will continue to monitor this through coop reports and evaluations. |
| Reflections/Notes : | |

Student Learning Outcome: Tech Skill 4: Demonstrate ability to transfer theory to employment situations

▼ **Measure:** 1) Co-op Supervisor Evaluation of Student Job Performance on Tech Skill 4
Course level; Direct - Other

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|---------------------------------|--|
| Details/Description: | |
| Acceptable Benchmark: | 80% of students will be rated at 3 or greater on Tech Skill 4. |
| Implementation Plan (timeline): | At the end of each semester in which co-op experiences occur. |
| Key/Responsible Personnel: | Department Co-op Coordinator |

Findings for 1) Co-op Supervisor Evaluation of Student Job Performance on Tech Skill 4

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|----------------------|---|
| Summary of Findings: | 100% of students rated 3 or higher. |
| | N=12 |
| Results: | Acceptable Benchmark Achievement: Exceeded |
| Recommendations : | We will continue to monitor through coop reports and evaluations. |
| Reflections/Notes : | |



Overall Recommendations

No text specified

Overall Reflection

No text specified