



2014-2015 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

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: 92% of students typed with speed and accuracy at a net speed of 40+ net words per minute with 5 errors or less. This result does not meet our goal of 95%. However, only one student was unable to complete this course requirement.

N= 13

Results: Acceptable Benchmark Achievement: Not Met

Recommendations : Determine the reason why students were unable to meet this goal.

Reflections/Notes : Look at achievement in the previous course to determine if students should be required to meet a higher goal than now required.

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: 100% of students earned an acceptable rating score averaging 80% or higher on the e-Portfolio Rubric. The student ratings were between 90-95 percent.

N= 4

Results: Acceptable Benchmark Achievement: Met

Recommendations : Raise the benchmark to 85%.

Reflections/Notes : Look at the requirements and sections of e-Portfolio to determine if additions should be made to the project.

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: No students sought employment after graduation.

Results: Acceptable Benchmark Achievement: Met

Recommendations :

Reflections/Notes : Graduates continued their studies at the BS level.

▼ **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: Overall performance was rated at a mean of 4.25.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : AST will continue to refine content and skills required so that this measure continues to result in good ratings.

Reflections/Notes : The AST program is preparing students well.

▼ **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

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

Summary of Findings: 100% of students earned an acceptable score averaging 80% or higher on the interpersonal skills rubric.

100% of students earned an acceptable rating score averaging 80% or higher on the team work rubric.

N=5

Results: Acceptable Benchmark Achievement: Met

Recommendations : Look at the requirements for this rubric and perhaps make some modifications.

Reflections/Notes : Although this is commendable there we may want to add another measure in addition to what is currently used to assess Interpersonal Skills and Team Work.

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

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

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

Summary of Findings: N=9. 78% of students earned an average of 80% or higher.

Results: Acceptable Benchmark Achievement: Not Met

Recommendations : Look for reasons why this benchmark was not met.

Reflections/Notes : More closely monitor students working on this project. Review the requirements of the project and perhaps make changes that will more adequately reflect student learning.

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

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: The mean rating for this measure was 4.3

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : The program will investigate ways to ensure that this continues to be a highly rated outcome.

Reflections/Notes : This is a very nice result for the AST program.

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

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

Summary of Findings: The mean rating for this outcome was 4.9.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : The AST program will ensure that students are able to transfer knowledge and practice to employment situations.

Reflections/Notes : This is an excellent result.

Overall Recommendations

No text specified

Overall Reflection

No text specified

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