



2016-2017 Assessment Cycle  
**Assessment Plan**

**Mission Statement**

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The primary mission of the **National Technical Institute for the Deaf** is to provide deaf and hard-of-hearing students with outstanding state-of-the-art technical and professional education programs, complemented by a strong arts and sciences curriculum, that prepare them to live and work in the mainstream of a rapidly changing global community and enhance their lifelong learning.

Secondarily, NTID prepares professionals to work in fields related to deafness; undertakes a program of applied research designed to enhance the social, economic and educational accommodation of deaf people; and shares its knowledge and expertise through outreach and other information dissemination programs.

**Outcomes and Measures**

**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

**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

**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

- ▼ **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

- ▼ **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

## 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

## 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

## 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

**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

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