

**NTID**  
**Administrative Support Technology Program**  
**Outcomes and Assessment Proposal**

*Technical Program Goal: Prepare graduates with a high degree of technical competence to gain entry-level employment in a variety of administrative support positions.*

Outcomes		Assessment				Use of Results
Task Goal (optional)	Performance Criteria/Benchmarks	Instrument	Assessment of Performance	Time line		
				Develop	Collect	
Read, understand and prepare standard types of business communications.	<b>(80% of)</b> students will Format appropriately and produce acceptable business letters, reports, e-mail and newsletters	Portfolio Review in Database Applications for Business	Grade average of at least C <i>(meets/exceeds expected competency level)</i> on Portfolio Review Rating Form.	Pilot 2002-2003	2003-2004 (2x yr)	
Demonstrate appropriate interpersonal, human relations skills.	<b>(80% of)</b> students will <ul style="list-style-type: none"> <li>• Establish productive work habits and attitudes</li> <li>• Prioritize work and meet deadlines</li> </ul>	AST Seminar/Mentoring	Grade of at least B or meets or exceeds expected competency on Student Goals Form as assessed by mentor	Spring 2003	Spring 2004	
Possess appropriate skills in integrating office applications using word processing, spreadsheet, database, presentation and page layout software.	<b>(80% of)</b> student will <ul style="list-style-type: none"> <li>• Select and apply software to process text, graphics, and other images.</li> <li>• Prepare documents and presentations using appropriate medium.</li> <li>• Apply solutions to business problems using spreadsheet software.</li> <li>• Design and manage a database to solve business problems.</li> <li>• Apply a desktop publishing software to</li> </ul>	Portfolio Review in Database Applications for Business  Software Skills Achievement Test in (what course or courses?)	Grade of at least C <i>(meets/exceeds expected competency)</i> on Portfolio Review Rating Form.  Grade of at least C <i>(meets or exceeds expected competency level)</i> on Software Skills Achievement	Pilot 2002-2003  AY 2002-2003	AY 2003-2004 (2x yr)  AY 2003-2004	

	create business documents.		Test			
Demonstrate speed and accuracy in keyboarding skills.	<b>(90% of)</b> students will demonstrate speed and accuracy in keyboarding skills	Course embedded assessment – 5-minute timed writings	Score of at least 50 net words per minute on five 5-minute timed writing in Applied Business Techniques.	-----	AY 2003-2004	
Employment	___% of graduates will be successfully employed in the field	NCE Placement Analysis Data				
Student Satisfaction	___% of students will rate courses in the major as satisfactory or above	Student Rating Survey (SRS)	Average ratings of “Practical Value” for core courses (DP11, AAWP, BG, DB, DTP, ABT) will be 4 or higher (5 point scale).		AY 2002-2003	
Student Satisfaction	___% of graduating students will be satisfied with the technical courses and preparation for their first job.	Department Student Satisfaction Survey	Graduating students will rate satisfaction (3 or higher on 5-point scale) with technical courses and preparation on survey administered in AST Seminar.	AY 2002-2003	Spring 2003	
<b><i>Co-op Supervisor Evaluation</i></b>	<b><i>_____ % of students will demonstrate technical competency on job</i></b>	<b><i>Co-op Supervisor Evaluation Form</i></b>	<b><i>Score of 5 or higher (7-point scale) on Co-op Supervisor Evaluation Form of Job Performance items # _____, _____, _____.</i></b>			

[TOP](#)