

**NTID**  
**Administrative Support Technology Program Outcomes Assessment**  
**Plan and Report for AY 2005-2006**

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

Critical Outcomes for all Students		Assessment of Outcomes		Timeline		Results	
Domain/Task/Capability	Performance Criteria/Benchmarks	Instrument/Opportunity	Assessment of Performance	Develop	Collect	Summarization of Results	Use of Results
Read, understand and prepare standard types of business communications.	80% of 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) 2004-2005; 2005-2006	91% of students received grade of C or better (3 AOS level students did not meet benchmark.) (N= 36 for 20051)	Review grading policy for portfolio to ensure grade inflation is not occurring.
Demonstrate appropriate interpersonal, human relations skills.	80% of 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 Spring 2005 Spring 2006	91% of students received grade of B or better (2 AOS students and 1 AAS student did not meet benchmark). (N=36 for 20051)	
Possess appropriate skills in integrating office applications using word processing, spreadsheet, database, presentation and page layout software.	80% of 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> </ul>	Software skills achievement as demonstrated through Advanced Applications for Word Processing and Applied Business Techniques integrated assignments	Grade of at least C (meets or exceeds expected competency level) on software skills achievement integrated assessments.	Pilot 2002-2003  AY 2002-2003	AY 2003-2004 (2x yr)  AY 2003-2004  2004-2005; 2005-2006	97% of students received grade of C or better (1 AOS level student did not meet benchmark). (N=36 for 20051)	Review grading policies for integrated assignments in AAWP and ABT to ensure grade inflation is not occurring.

	<ul style="list-style-type: none"> <li>• Design and manage a database to solve business problems.</li> <li>• Apply a desktop publishing software to create business documents.</li> </ul>						
Demonstrate speed and accuracy in keyboarding skills.	90% of 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; 2004-2005; 2005-2006	91% of students met goal of 50 net wpm (3 AOS level students did not meet goal). (N=36 for 20051)	Review industry standards to validate proficiency benchmark.
Employment	90% of graduates seeking employment will be employed in the field within one year.	NCE Placement Analysis Data	Self-reported data.		Beginning AY 2003-2004	For AY 2003-2004, n=4, 100% met criterion	No action needed at this time.
Student Satisfaction	80% of graduating students will indicate overall satisfaction with the program and its courses.	Program Student Rating Survey	Rating indicating "strongly agree" or "agree" on 2 survey questions: one related to overall program satisfaction and one related to overall satisfaction with courses on survey administered in AST Seminar.	AY 2002-2003 Pilot	Spring 2004 Spring 2005 Spring 2006	92% of students reported being very satisfied or satisfied with course offerings (3.42 on a 4.0 scale); 87% of students reported being very satisfied or satisfied with overall program (3.58 on a 4.0 scale). (N=14 for 20043)	
Co-op Supervisor Evaluation	80% of students will demonstrate technical competency on the job.	Co-op Supervisor Evaluation of Student Job Performance	Rating of "3 or above" on coop feedback related to "overall student		AY 2003-2004	*For all NTID associate degree co-op students for 20044 to 20051: Total n=27,	

			performance.  Positive response ("yes") from supervisor to question: "Would student be competitive for permanent employment."		mean=3.89, median=4.0, range=2.0 to 5.0	
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**Comments:**

\*An online co-op evaluation form was implemented summer 20044. The total n reflects only those co-op evaluations that were completed online. There were additional hard-copy co-op evaluations that are not included in this report. Starting summer 20054, 90% of the co-op evaluations will be completed online. At that time it may be possible to calculate placement of students for each program of study.

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