

**NTID**  
**Administrative Support Technology Program Outcomes Assessment**  
**Plan and Report for AY 2006-2007 Middle States**

*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;2004-2005; 2005-2006	93% of students received grade of C or better. N=43	Currently portfolio results are based on evaluation of paper documents. In order to better assess technical document production skills, students will provide electronic portfolios for review. This will enable faculty to better assess technical skill development.
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. N=43	Written feedback supports results as stated. Verbal feedback to NCE advisors indicates a need to address issues related to business ethics, corporate culture and networking strategies. Plans are underway to provide this instruction in our general business

							sequence and AST Seminar courses.
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> <li>• Design and manage a database to solve business problems.</li> <li>• Apply a desktop publishing software to create business documents.</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	2003-2004; 2004-2005; 2005-2006	98% of students received grade of C or better. N = 43	Students are currently meeting this benchmark. In addition, students at the AAS and AOS levels have had increased success in earning Microsoft Office Specialist certification for MS Word, MS PowerPoint and MS Excel. Twenty-three certifications were awarded in 2005 - 2006.
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.	-----	2003-2004; 2004-2005; 2005-2006	93% of students met goal of 50 nwpm. N=43	No action necessary. Met with NCE advisor to validate 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 2004-2005 n=2; 100% of students seeking employment were working	This data includes only AAS AST majors. Will investigate inclusion of AOS Business Technology AST

							graduates.
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 4.0 scale). 87% of students reported being very satisfied or satisfied with overall program (3.58 on 4.0 scale). N=10. Analysis of results for past 3 years indicate that AOS degree level students report increasingly less satisfaction with overall program. N=33.	Met with career counselors in Business Studies to discuss their perceptions of AOS degree level students' satisfaction. Will use focus groups with AOS students to discuss their perceptions and present findings to faculty for their consideration.
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 performance.  Positive response ("yes") from supervisor to question: "Would student be competitive for permanent employment."	AY 2003-2004	Quarterly beginning AY 2003-2004	*For all NTID associate degree co-op students for 20044 to 20054: Total n=65; 94% of students met criterion	*See comment below

**Comments:**

\*The total n reflects only those co-op evaluations that were completed online. An online co-op evaluation form was implemented summer 20044. As of summer 20054 there were still additional hard-copy co-op evaluations that could not be included in this report. It is anticipated that 90% of the co-op evaluations will be completed online by summer 20064. At that time it may be possible to calculate performance of students for each program of study.

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