

**NTID**  
**Administrative Support Technology Program Outcomes Assessment**  
**Plan and Report for AY 2007-2008**

*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	e-Portfolio Review in Business Graphics	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	92% of students received grade of C or better. N=13	Students are currently meeting this benchmark as they have in the past.
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	70% of students received grade of B or better. N=10	Written feedback supports the results as stated. We will continue to monitor all of our students work habits and attitudes through the work skills evaluation in all AST tech 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</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	100% of students received a grade of C or better. N=16	Students are currently meeting this benchmark. We are encouraging our students to challenge the Microsoft Office Specialist 2003 certification exams for MS Word, MS PowerPoint, and MS Excel. We will transition to MS Office Specialist 2007 certification exams in AY 2008.

	software to create business documents.						
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	100% of students met goal of 50 nwpm. N= 7	Students are currently meeting this benchmark. No action is necessary.
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 2005-2006 n=8; 100% of AST and Business Tech students seeking employment were working.	Graduates are currently meeting this benchmark. No action is necessary.
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	88% of students reported being very satisfied or satisfied with course offerings (3.5 on 4.0 scale). 78% of students reported being very satisfied or satisfied with overall program (3.125 on 4.0 scale). N=8	Students have met the benchmark on overall course offerings satisfaction. We will again use a focus group with AOS students to discuss their perceptions and report 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 students in the Business Studies Department the mean overall rating by co-op supervisors who completed the evaluation online was 4.09 (N=11) during the four quarters 20064-20073. For the question "Would student be competitive for permanent employment?" 90.91% of supervisors gave a positive	Students are currently meeting this benchmark. No action is necessary.

						response (N=11).	
Alumni Satisfaction	80% of Alumni will indicate satisfaction with the instruction they received at NTID/RIT	Alumni Survey	Alumni will rate their NTID/RIT experience as Good or Excellent (5-point scale) for the instruction they received.	AY 2007-2008	AY 2007-2008	For Business Studies Department AOS & AAS alumni who graduated from 2001-2006 and responded to the 2007 alumni survey, N=23; 87% indicated satisfaction.	Alumni respondents are currently meeting our benchmark. No action is necessary.
<b>Comments:</b>							
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