

NTID
Administrative Support Technology Program Outcomes Assessment
Plan and Report for AY 2008-2009

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	84% of students met or exceeded the performance criteria. N=19	Will continue to apply current rubric to e-Portfolio and look for ways to enhance instruction in e-Portfolio development as needed.
Demonstrate appropriate interpersonal, human relations skills.	80% of students will • Establish productive work habits and attitudes • Prioritize work and meet deadlines	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	83% of students earned a grade of "B" to meet or exceed the performance criteria. N=11	Have added self-analysis worksheets on employment skills in order for students to monitor their own work habits, attitudes, and time management abilities.
Possess appropriate skills in integrating office applications using word processing, spreadsheet, database, presentation and page layout software.	80% of student will • Select and apply software to process text, graphics, and other images. • Prepare documents and presentations using appropriate medium. • Apply	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	84% met or exceeded the performance criteria. N=19 In addition two students earned certification on Microsoft Office 2007 Access and Excel exams.	Will continue to encourage more students to elect our Microsoft Office 2007 Prep course in order for them to challenge the certification tests offered through Microsoft Office Corp.

	<p>solutions to business problems using spreadsheet software.</p> <ul style="list-style-type: none"> • Design and manage a database to solve business problems. • Apply a desktop publishing 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	96% of the students met or exceed the performance criteria for keyboarding accuracy and speed development. N=22	Will continue to monitor student success in appropriate speed and accuracy development.
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 2006-2007 n=4; 100% of students in the AST and Business Tech programs seeking employment were working.	Benchmark achieved. No action needed.
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	82% of graduating students indicated overall satisfaction with the program and its courses. N=11	Will continue to monitor student satisfaction with their major.

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 rating by co-op supervisors who completed the evaluation online was 4.35 (N=17) during the four quarters 20074-20083.	Benchmark achieved. No action needed.
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	Surveys are typically conducted every 3 to 5 years	N/A	N/A

Comments:

(Summary/Reflections on progress made since AY 2006-2007 Middle States Report)

Portfolio: Have developed and established a format and rubric for electronic portfolios. Currently field testing this work and collecting data.

Interpersonal & Human Relations Skills: Have developed a workshop and a special topics course in Business Ethics. The workshop has been offered three times and the special topics course will be offered 20083 but is dependent on faculty resources and student interest. Have involved student in a video conference which addressed such issues as interpersonal skills on the job through a tech course. Will seek additional opportunities to continue this form of education.

Student Satisfaction: Met with AOS students who were dissatisfied with their career-focused degrees. Students are now aware of our recent articulation agreement with CAST to provide transferability from the AAS in AST to the BS in Human Resource Development or Computer Graphics. This new opportunity has motivated several of our AOS students to achieve at the AAS level in order to continue their education.

Placement: Have begun including AOS AST students in the employment data along with AAS AST students. Are reviewing lists of Business Studies students who are eligible for co-op and identifying AOS AST degree students for purposes of outcomes assessment.

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