

**NTID**  
**Administrative Support Technology Program Outcomes Assessment**  
**Plan and Report for AY 2009-2010**

*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. We will continue to monitor the use of the e-Portfolio in our AST Program.
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	100% of students received grade of B or better. N=13	Students are currently meeting this benchmark. We will continue to monitor all of our students work habits through the work skills evaluation and mentors feedback in AST Seminar.
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 solutions to business problems using spreadsheet software.	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 grade of B or better. N=16	Students are currently meeting this benchmark. We encourage our students to challenge the Microsoft Office Specialist 2007 certification exams. We currently have 21 students earning their certification(s) in either MS Office Word, PowerPoint and/or Excel. A total of 28 certifications were earned during AY2009.

	<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.	-----	2003-2004; 2004-2005; 2005-2006	100% of students met the goal of 50 nwpm. N=26	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 2007-2008 N=6; 100% of students in Administrative Support Technology and Business Technology programs who were seeking employment were working	Students 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	81% of students reported being very satisfied or satisfied with course offerings (3.5 on 4.0 scale) related to 2 survey questions. N=13	We have met the overall benchmark. Eight of the students in the survey were AOS students. We will continue to monitor our AOS students satisfaction and discuss their concerns with the faculty for their consideration.
Co-op Supervisor Evaluation	80% of students will demonstrate technical competency	Co-op Supervisor Evaluation of Student Job Performance	Rating of "3 or above" on coop feedback related to "overall	AY 2003-2004	Quarterly beginning AY 2003-2004	2. B. For students in the Business Studies Department the	Students are currently meeting this benchmark. No action is necessary.

	on the job.		student performance.  Positive response ("yes") from supervisor to question: "Would student be competitive for permanent employment."			mean rating by co-op supervisors who completed the evaluation online was 4.31 (N=16) during the four quarters 20084-20093	
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
<b>Comments:</b>							
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