

**NTID**  
**Administrative Support Technology Program Outcomes Assessment**  
**Plan and Report for AY 2010-2011**

*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	Eighty-two (82) percent of all students earned a grade average of at least C or better on the Profolio Review Rating Form.	The AST faculty will review the time of the initial incremental feedback on the students work and review how the students utilize the feedback to improve their overall e-Portfolio performance.
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	During this Academic Year, 100 percent of all students rated in the AST Seminar Mentoring Project earned a grade of at least a B to meet or exceed expectations on the Students Goals Form as assessed by their mentors.	The AST Seminar faculty will continue to assess the strategies and assignments used in this course to maintain productive work habits and attitudes. The recent use of interviews for journal assignments has enhanced the students accountability in interpersonal and human relations skills.
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	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	Ninety-two (92) percent of all students earned a grade of at least C or better on software skills achievement intergrated assessments.	The AST faculty will continue to monitor how well the students integrate office applications using word processing, spreadsheet, database, presentaton and page layout software. The success rate achieved while using Microsoft

	<p>appropriate medium.</p> <ul style="list-style-type: none"> <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>						Office 2007 has been very good and many students have earned Microsoft Office Specialist 2007 Certification for the various programs.
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	Ninety-five (95) percent of all students scored at least 50 net words per minute or better on five 5-minute timed writings in Applied business Techniques.	The AST faculty will continue the focused skill development throughout our program to maintain or enhance our students success rate.
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 2008-2009 N=7; 100% of students in Administrative Support Technology and Business Technology programs who were seeking employment were working.	No action is 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	AY 2002-2003 Pilot	Spring 2004 Spring 2005 Spring 2006	Eighty (80) percent of our graduating students (AOS & AAS) indicated overall satisfaction with the program and its courses.	The AST faculty will continue to monitor the technical aspects our program on a course-by-course basis. Word processing, database, desktop publishing, and applied business techniques all received ratings of 90 percent or higher. Business

			on survey administered in AST Seminar.				graphics received a lower score (70 percent) and we will monitor the content, delivery, and assessment in this course.
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 4.21 (N=19) during the four quarters 20094-20103.	No action is needed at this time, however we will continue to monitor success on co-op as evaluated by supervisors.
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	For Business Studies Department AOS, AAS & AS alumni who graduated from 2005-2009 and responded to the 2010 alumni survey, N=12; 83.3% indicated satisfaction.	No action is needed at this time, but we will continue to monitor alumni satisfaction.
<b>Comments:</b>							
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