

NTID
Administrative Support Technology Program Outcomes Assessment
Plan and Report for AY 2011-2012

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-six (86) percent of all students earned a grade average of at least C or better on the Porfolio Review Rating Form. N=19	The AST faculty is continuing to review the timing 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, ninety-two (92) 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. N=12	The AST Seminar faculty will continue to assess the strategies and assignments used in this course to maintain productive work habits and attitudes. A few of the students in this class lacked a strong commitment to the goals of this course.
Possess appropriate skills in integrating office	80% of student will • Select and	Software skills achievement as demonstrated through Advanced	Grade of at least C (meets or exceeds expected	Pilot 2002-2003	2003-2004; 2004-2005; 2005-2006	Eighty-seven (87) percent of all students earned a grade	The AST faculty will continue to monitor how

<p>applications using word processing, spreadsheet, database, presentation and page layout software.</p>	<p>apply software to process text, graphics, and other images.</p> <ul style="list-style-type: none"> • Prepare documents and presentations using appropriate medium. • Apply solutions to business problems using spreadsheet software. • Design and manage a database to solve business problems. • Apply a desktop publishing software to create business documents. 	<p>Applications for Word Processing and Applied Business Techniques integrated assignments</p>	<p>competency level) on software skills achievement integrated assessments.</p>	<p>AY 2002-2003</p>		<p>of at least C or better on software skills achievement intergrated assessments.</p> <p>N=17</p>	<p>well the students integrate office applications using word processing, spreadsheet, database, presentaiton, and page layout software. The success rate achieved while using Microsoft Office 2010 has been very good and many students have earned Microsoft Office Specialist 2010 Certification for the various programs.</p>
<p>Demonstrate speed and accuracy in keyboarding skills.</p>	<p>90% of students will demonstrate speed and accuracy in keyboarding skills</p>	<p>Course embedded assessment – 5-minute timed writings</p>	<p>Score of at least 50 net words per minute on five 5-minute timed writing in Applied Business Techniques.</p>	<p>-----</p>	<p>2003-2004; 2004-2005; 2005-2006</p>	<p>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.</p> <p>N=19</p>	<p>The AST faculty will continue the focused skill development provided throughout our program to maintain or enhance our students success rate.</p>
<p>Employment</p>	<p>90% of graduates seeking employment will be employed in the field within one year.</p>	<p>NCE Placement Analysis Data</p>	<p>Self-reported data.</p>		<p>Beginning AY 2003-2004</p>	<p>For AY 2009-2010 N=1; 100% of the AAS students in the Administrative Support Technology (AST) program who were</p>	<p>AST and department faculty will continue to work with students to encourage them to seek employment.</p>

						<p>seeking employment were working. Three additional graduates were continuing their education.</p> <p>For AY 2009-2010 N=4; 50% of students in Business the Technology AOS program (which includes students in the AST concentration) who were seeking employment were working. Two other graduates continued in school and three others were not looking for work.</p>	
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	<p>Eighty-one (81) percent of our graduating students (AOS & AAS) indicated overall satisfaction with the program and its courses.</p> <p>N=12</p>	<p>The AST faculty will continue to monitor the technical aspects of our program on a course-by-course basis. Word processing, database, business graphics, and applied business techniques all received ratings of 80 percent or higher. This shows a decline from previous years. Desktop publishing received a lower score</p>

							(70 percent) and we will monitor the content, delivery, and assessment in all of these courses.
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 job performance rating by co-op supervisors was 4.46 (N=13) during the four quarters 20104-20113.	Department faculty will continue to monitor the results of co-op supervisor evaluations. At this time no action is 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	No Alumni Survey was conducted this year.	N/A
Comments:							
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