

NTID

Administrative Support Technology Program Outcomes Assessment Plan and Report for AY 2012-2013

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		Performance Criteria/Benchmarks		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	<i>e-Portfolio Review in Business Graphics</i>	Grade average of at least C (meets/exceeds expected competency level) on Portfolio Review Rating Form.	Pilot 2002-2003	2003-2004; 2004-2005; 2005-2006	Ninety-eight (98) percent of all students earned a grade of "A" during the e-Portfolio review process for AY-2012. N = 22	The AST faculty will monitor this upward trend in the final grades earned on the e-Portfolio to validate students' use of our incremental feedback and the production of enhanced e-Portfolios. This outcome exceeded the expected e-Portfolio competencies on the Portfolio Review Rating Form.
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	Ninety (90) percent of all students in the Administrative Support Technology Seminar course earned a grade of "A" for the mentoring component. N = 14	The AST faculty will continue to monitor this outcome as it exceeded the expected competencies on Student Goals Form as assessed by the mentors. However, of the 14 students assessed this quarter, no student earned less than 80 percent on the Students Goals Form which is our benchmark for employment readiness in terms of 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 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.	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	Eighty-five (85) percent of all students earned a grade of B or higher on the software skills achievement integrated assessment. N = 16	The AST faculty will continue to monitor this outcome as it exceeded the expected competency on the software skills achievement integrated assessment. Of the sixteen students being assessed this year, only two students achieved a mid-C grade and three students achieved a low-A grade. These results are consistent with previous annual assessments.
Demonstrate speed and accuracy in keyboarding skills.	90% of students will demonstrate speed and accuracy in	Course embedded assessment – 5-minute timed writings	Score of at least 50 net words per minute on five 5-minute timed	-----	2003-2004; 2004-2005; 2005-2006	Eighty-four (84) percent of all students met the criteria of a score of at	The AST faculty will continue to monitor this outcome as it is below

	keyboarding skills		writing in Applied Business Techniques.			least 50 net words per minute on five 5-minute timed writing in Applied Business Techniques. N = 25	the expected competency of five 5-minute timed writing at 50 net words per minute. As we move to semesters, we will place all entering freshman in the Essential Document Production course in an effort to improve our students' fundamental keyboarding skills and ultimately their ability to achieve our goal of 50 net words per minute on five 5-minute timed writing.
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 2010-2011 N=4; 75% of the AAS students in the Administrative Support Technology (AST) program who were seeking employment were working. Thirteen additional graduates were continuing their education at RIT. For AY 2010-2011 N=2; 100% of students from the Business Technology AOS program (which includes students in the AST concentration) who were seeking employment were working. The status of two other graduates was unknown.	No action is needed at this time.
Student Satisfaction	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	Eighty-two (82) percent of graduating students in the Administrative support Technology program indicated overall satisfaction with the program and its courses. N=13	The AST faculty will continue to monitor this outcome as it met the expected overall student satisfaction within the AST program and its technical courses. We will continue to monitor departmental results in individual courses, teaching strategies/methodology, and will look for additional strategies to strengthen the results connected to overall program satisfaction as we move forward.
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 3.75 (N=8) during the four quarters 20114-20123; 62.5% of students were rated positively regarding competitiveness for permanent employment.	No action is needed at this time.

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
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