2014-2015 Assessment Cycle
Key Findings

Finding per Measure

Business Technology AOS Program Outcome Set

AST CONCENTRATION ONLY: Develop a high degree of technical competence to gain entry-level employment in an administrative support position

| Demonstrate speed and accuracy in keyboarding skills | **Measure:** Integrated Document Production [NAST-215] - Ten 5-minute Timed Writings
Course level; Direct - Student Artifact |

Details/Description:

Acceptable Benchmark: 95% of students will type with speed/accuracy at a net speed of 50+ words per minute with 5 errors or less.

Implementation Plan (timeline): At the end of each semester when Integrated Document Production is offered.

Key/Responsible Personnel: Department Program Coordinator

Findings for Integrated Document Production [NAST-215] - Ten 5-minute Timed Writings

Summary of Findings: 100% of students typed with speed and accuracy at a net speed of 40+ net words per minute with 5 errors or less.
N= 13

Results: Acceptable Benchmark Achievement: Met

Recommendations : It may be advisable to lower the errors to 3 versus 5.

Reflections/Notes : This is a good achievement for the AOS level student as their language skills have an effect on typing.

| Choose and apply appropriate computer software to effectively and accurately produce business documents | **Measure:** Business Graphics [NAST-225] - e-Portfolio Review
Course level; Direct - Portfolio |

Details/Description:

Acceptable Benchmark: 90% of students will earn an acceptable rating score averaging 80% or higher on e-Portfolio rubric.

Implementation Plan (timeline): At the end of each semester when Desktop Publishing for Business Applications is offered.

Key/Responsible Personnel: Department Program Coordinator

Findings for Business Graphics [NAST-225] - e-Portfolio Review

Summary of Findings: 100% of students earned an acceptable rating score averaging 80% or higher on the e-Portfolio Rubric. The student ratings were between 83-95 percent.
N= 10

Results: Acceptable Benchmark Achievement: Met

Recommendations : Look at the requirements for the Portfolio and perhaps had more sections.

Reflections/Notes : This is a good achievement for students at the AOS level.

AT CONCENTRATION Only: Develop a high degree of technical competence to gain entry-level employment in an administrative support position

Perform the functions of the accounting cycle for service, merchandising, and manufacturing businesses.

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▼ **Measure:** Accounting Capstone [NACC-204] - Student Learning Assessment Test
Course level; Direct - Exam

Details/Description:

Acceptable Benchmark: 90% of students will earn an acceptable rating score averaging 70% or higher on Learning Assessment Test.

Implementation Plan (timeline): At the end of each semester when Accounting Capstone is offered.

Key/Responsible Personnel: Department Program Coordinator

Findings for Accounting Capstone [NACC-204] - Student Learning Assessment Test

Summary of Findings: 5 students were evaluated by their instructor during AY 2014/2015 during Accounting 3 (NACC-203) and Accounting Capstone (NACC-204) during the Spring 2015 Semester.
The accounting team developed a revised version of the outcomes assessment test that change the format from a multiple-choice type response to problem-based questions where they could apply their knowledge.
Overall Average score was 85% - a considerable improvement over the multiple-choice type assessment tool.
Out of these 5 students who took the test – three were identified as AAS Accounting students and two were identified as AOS Accounting students.
AAS Students average score was 83.7%
AOS Students average score was 87%

Results: Acceptable Benchmark Achievement: Met

Recommendations : Look at the instrument to be sure it is measuring the intended results.

Reflections/Notes : This was an acceptable rating for this instrument.

AST CONCENTRATION Only: Develop core interpersonal business skills for teamwork

Demonstrate appropriate interpersonal business skills and teamwork in a professional environment

▼ **Measure:** Administrative Support Technology Seminar [NAST-240] - Interpersonal and Team Work Review

Details/Description:

Acceptable Benchmark: 90% of students will earn an acceptable rating score averaging 80% or higher on interpersonal skills and teamwork rubric.

Implementation Plan (timeline): AST Concentration: At the end of each semester when Administrative Support Technology Seminar is offered.

Key/Responsible Personnel: Department Program Coordinator

Findings for Administrative Support Technology Seminar [NAST-240] - Interpersonal and Team Work Review

Summary of Findings: 100% of students earned an acceptable score of 80% or higher on the interpersonal skills rubric.

100% of students earned an acceptable score of 80% or higher on the team work rubric.

N=7

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : Both rubrics should be reviewed to see if other assessments should be added.

Reflections/Notes : This is a strong showing for these students, much better than last year.

Acquire the knowledge and skills necessary to function in a global society

Describe the interrelatedness of social, cultural and business factors that shape and impact the global business environment

▼ **Measure:** Fundamentals of Marketing [NBUS-223] - Marketing Project
Course level; Direct - Student Artifact

Details/Description:

Acceptable Benchmark: 70% of students will earn an average rating of 80% or better on the Marketing project rubric.

Implementation Plan (timeline): At the end of each semester when Fundamentals of Marketing is offered.

Key/Responsible Personnel: Department Program Coordinator

Findings for Fundamentals of Marketing [NBUS-223] - Marketing Project

Summary of Findings: 100% of students achieved an average of 80% or higher on the Marketing Project Rubric.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : Look at this rubric and perhaps raise the expectation to 80% of the students.

Reflections/Notes : This is a strong result for students at this academic level.

Acquire entry into the workforce in an office setting for either AST or AT concentration

Gain entry-level employment

▼ **Measure:** Alumni Survey
Program level; Indirect - Survey

Details/Description:

Acceptable Benchmark: 80% of alumni sampled will be satisfied with technical preparation for their first job in the AST or AT field.

Implementation Plan (timeline): Survey of graduates

Key/Responsible Personnel: NCE & Alumni Survey Personnel

Findings for Alumni Survey

No Findings Added

Measure: NTID Center on Employment (NCE) Placement Analysis Data

Details/Description:

Acceptable Benchmark: 80% of graduates seeking employment will be employed in the AST or AT field.

Implementation Plan (timeline): At the end of each semester when co-op experiences occurred.

Key/Responsible Personnel: NCE & Alumni Survey Personnel

Findings for NTID Center on Employment (NCE) Placement Analysis Data

Summary of Findings: N=4 100% of students who were seeking employment found employment.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : Ensure that the job skills necessary for employment are reinforced.

Reflections/Notes : This is an excellent result for the AOS level!

Measure: NTID Center on Employment (NCE) Placement Analysis Data - Overall Performance

Details/Description: Co-op Employer's Evaluation question #29 (students overall performance).

Acceptable Benchmark: 80% of students will receive a score of "3" or higher (5-point scale) on the Co-op Employer's Evaluation question #29 (students overall performance).

Implementation Plan (timeline): Minimum 80% of students sampled will be rated satisfactory or above.

Key/Responsible Personnel: NCE & Alumni Survey Personnel

Findings for NTID Center on Employment (NCE) Placement Analysis Data - Overall Performance

Summary of Findings: Students on co-op received a mean score of 4.35 on the Overall Performance outcome.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : Ensure that the AOS program is preparing students for the job skills and knowledge necessary to achieve this outcome.

Reflections/Notes : This is a strong showing for the AOS students.

Acquire independent learning skills necessary to participate in personal and professional growth

Tech Skill 1: Demonstrate aptitude/ability to learn quickly and apply technical knowledge

Measure: Co-op Supervisor Evaluation of Student Job Performance on Tech Skill 1

Details/Description: Co-op Supervisor Evaluation of Student Job Performance on Tech Skill 1

Acceptable Benchmark: 80% of students will be rated at 3 or greater on Tech Skill 1

Implementation Plan (timeline): At the end of each semester when co-op experiences occurred.

Key/Responsible Personnel: Department Co-op Coordinator

Findings for Co-op Supervisor Evaluation of Student Job Performance on Tech Skill 1

Summary of Findings: The mean rating for students on this measure was 4.3

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : Ensure that students are able to demonstrate and apply technical knowledge.

Reflections/Notes : The AOS programs is preparing these students well.

Tech Skill 4: Demonstrate ability to transfer theory to employment situations	▼ **Measure:** Co-op Supervisor Evaluation of Student Job Performance on Tech Skill 4

Details/Description:

Acceptable Benchmark: 80% of students will be rated at 3 or greater on Tech Skill 4.

Implementation Plan (timeline): At the end of each semester when co-op experiences occurred.

Key/Responsible Personnel: Department Co-op Coordinator

Findings for Co-op Supervisor Evaluation of Student Job Performance on Tech Skill 4

Summary of Findings: The mean rating for students on this measure was 4.9

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations : Ensure that students in this program are able to transfer the theory and skills they have learned to work situations.

Reflections/Notes : This is an excellent result. From the employer comments we can see that students are very well prepared for a variety of work settings.

Overall Recommendations

No text specified

Overall Reflection

No text specified

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