

NTID
Communication Outcomes Assessment
Plan and Report for AY 2008-2009

Program Goal: To prepare students to communicate effectively in their professional, personal and civic lives.

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
1. Students will demonstrate competency in face-to-face communication.	a. Students will choose the appropriate communication medium and level for situation. b. Students will demonstrate the ability to clearly structure a message and express ideas. c. Students will utilize strategies to monitor comprehension.	Communication outcomes assessment rubric and/or co-op evaluation form.	80% of AOS and AAS students will receive and average score of "2" or higher (partially developed) on the communication outcomes assessment rubric and/or co-op evaluation form.	AY 2004-2005, 2005-2006	Pilot beginning AY 2007-2008. Data collection to begin 2008-09.	For the quarters: 20074, 081, 082, 083 N=77 Co-op supervisor reports completed online. Mean rating for all associate level students = 4.33 for "Communicates effectively in face-to-face interactions." (5-point scale where 1=Needs further development, 3=Meets expectations, and 5=Exceeds expectations.)	The "n" and mean ratings for this past academic year were higher. The way that this data is reported on the co-op reports does not allow us to provide further analysis to determine if students are satisfying our established criteria. We will continue to report co-op data and begin discussions with the faculty and staff to use this approach in the future instead of utilizing the rubric.
2. Students will demonstrate competency when initiating and replying to email.	a. Students will choose the appropriate communication medium and level for situation. b. Students will demonstrate the ability to clearly structure a message and	Communication outcomes assessment rubric and/or co-op evaluation form.	80% of AOS students will receive and average score of "2" or higher and 80% of AAS students will receive a score of "2.5" or higher on the communication outcomes	AY 2004-2005, 2005-2006	Pilot beginning AY 2007-2008. Data collection to begin 2008-09.	Some data was collected Fall Quarter (081) using the procedure available at the time. This did not provide us with the necessary data as there was a conflict between the rubric and	Based upon the results, a working group was established to develop a revised procedure. This has been completed and approved by the department.

	express ideas. c. Students will utilize strategies to monitor comprehension.		assessment rubric and/or co-op evaluation form.			procedure for gathering information.	Data collection will begin Fall Quarter (091). It is being recommended that Employment Seminar rather than Capstone be used as the data collection point. This will be confirmed at the beginning of the Academic year.
3. Students will demonstrate competency in making a formal presentation.	a. Students will choose the appropriate communication medium and level for audience. b. Students will demonstrate the ability to clearly structure a message and express ideas. c. Students will utilize strategies to monitor comprehension.	Communication outcomes assessment rubric and/or co-op evaluation form.	80% of AOS students will receive and average score of "2" or higher and 80% of AAS students will receive a score of "2.5" or higher on the communication outcomes assessment rubric and/or co-op evaluation form.	AY 2004-2005, 2005-2006	Pilot beginning AY 2007-2008. Data collection to begin 2008-09.	The presentation format in the Capstone Course was modified by the instructors, with an emphasis on group presentation instead of individual. Data was collected Fall and Winter Quarter (n=74). Because of the revised nature of the presentations the data was judged not to be reliable.	Based upon the results, a working group was established to develop a revised procedure. This has been completed and approved by the department as well as the Chairs in Academic affairs. Data collection will begin Fall Quarter (091).

Comments:

(Summary/Reflections on progress made since AY 2006-2007 Middle States Report)

The communication outcomes were initially developed by an institute faculty committee, but Communication Studies has been charged with the implementation. This implementation has been affected by the fact that the assessment occurs in the Capstone Course (a course not under CSS). In addition this course was modified and is in its second piloting year. Faculty have participated in the assessments have have since recommended modifications, which we are now focusing on, especially in the area of e-mail assessment. These efforts have afforded us the opportunity to infuse instruction related to these outcomes in several areas, notably in the required CSS courses and in the Job Search Process Course. These efforts have been very positive and are ongoing, providing needed additional instruction in these three areas (e-mail, presentation skills and face to face communication).

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