

NTID
Communication Outcomes Assessment
Plan and Report for AY 2009-2010

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.	We are using the co-op supervisors evaluation form.	80% of AOS and AAS students will receive and average score of "4" or higher on the face to face communication rating on the supervisors co-op evaluation form.	AY 2004-2005, 2005-2006	Pilot beginning AY 2007-2008. Data collection to begin 2008-09.	For the quarters: 20084, 091, 092, 093 N=82 Co-op supervisor reports completed online. Mean rating for all associate level students = 4.35 for "Communicates effectively in face-to-face interactions." (5-point scale where 1=Needs further development, 3=Meets expectations, and 5=Exceeds expectations.)	During AY 09-10 a study was completed to validate the use of the supervisor ratings as indicators of skill level. These will be used instead of the assessment using the communication rubric. We will continue to collect data this year.
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 express ideas. c. Students will utilize strategies to monitor comprehension.	Communication outcomes assessment rubric.	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 revised procedure was recommended for implementation by the department. Data was collected during 20092 (Winter Quarter) in the Employment Seminar Course. n=26 of which 89% (n=23) satisfied the criteria.	This was a good first attempt and the department will continue to collect data this upcoming year in collaboration with the faculty teaching the Employment Seminar course. There is insufficient data at this time to separate students out by degree level.
3. Students will demonstrate competency in	a. Students will choose the appropriate	Communication outcomes assessment	80% of AOS students will receive and	AY 2004-2005,	Pilot beginning AY 2007-	The revised procedure for assessment of	AY 10-11 will be the third year using the

making a formal presentation.	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.	rubric.	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.	2005-2006	2008. Data collection to begin 2008-09.	presentation skills was administered during Fall (20091) and Winter (20092) Quarters in the Capstone Course. n=64, 56 of 64 satisfied the criteria (87.5%).	revised procedure. We will continue to gather data and a year from now we will make a determination if we have a sufficient (n) to further analyze the results by degree level and look at the established criterion level.
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