

NTID
Communication Outcomes Assessment
Plan and Report for AY 2010-2011

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: 20094, 101, 102, 103 N=97 Co-op supervisor reports completed online. Mean rating for all associate level students = 4.07 for "Communicates effectively in face-to-face interactions." (5-point scale where 1=Needs further development, 3=Meets expectations, and 5=Exceeds expectations.)	These satisfy the criteria and we will continue to monitor. No other action needed.
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 students in career focused AOS/AAS programs will receive and average score of "2" or higher on the communication outcomes assessment rubric. *	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 fall (20101) and during 20102 (Winter Quarter) in the Employment Seminar Course. n=36 of which 83% (n=30) satisfied the criteria.	This was the second year implementing the revised approach to collecting data. this seemed to work well and we will continue in this manner.
3. Students will demonstrate competency in making a formal presentation.	a. Students will choose the appropriate communication medium and level for audience.	Communication outcomes assessment rubric.	80% of students in career focused AOS/AAS programs will receive and average score	AY 2004-2005, 2005-2006	Pilot beginning AY 2007-2008. Data collection to begin	The revised procedure for assessment of presentation skills was administered during Fall	This was the fourth year collecting data. We are satisfied and will continue with this

	b. Students will demonstrate the ability to clearly structure a message and express ideas. c. Students will utilize strategies to monitor comprehension.		of “2” or higher on the communication outcomes assessment rubric. *		2008-09.	(20101) and Winter (20102) Quarters in the Capstone Course. n=49, 44 of 49 satisfied the criteria (90%).	approach.
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Comments:

* This assessment of performance was revised to reflect the fact that with this approach we are assessing only students in career focused programs (AOS and AAS). These students take the same course together.

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 Rev: 08/31/2011

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