

NTID
Communication Outcomes Assessment
Plan and Report for AY 2011-2012

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 supervisor's evaluation form.	80% of AOS and AAS students will receive an average score of "4" or higher on the face-to-face communication rating on the supervisor's co-op evaluation form.	AY 2004-2005, 2005-2006	Pilot beginning AY 2007-2008. Data collection to begin 2008-09.	For the quarters: 20104, 20111, 20112, 20113 N=68 Co-op supervisor reports completed online. 53 of the 68 received a 4 or above from their co-op supervisor or 78%. This falls below the criteria of 80%. (5-point scale where 1=Needs further development, 3=Meets expectations, and 5=Exceeds expectations.)	These results require monitoring. However, they are reported differently as compared to years past where a mean rating for the entire group or "n" was presented. This information will be shared with the Chairs of the Academic Departments.
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 an 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 (second year of implementation) used by CSS faculty and staff this year. Data was collected fall (2011), Winter Quarter(2012) and Spring Quarter (2013) in the Employment Seminar Course. n=59 of which 88% (n=52) satisfied the criteria.	This procedure is working well and will be continued during AY 2012-13.
3. Students will demonstrate competency in making a formal presentation.	a. Students will choose the appropriate communication medium and level for	Communication outcomes assessment rubric.	80% of students in career-focused AOS/AAS programs will receive an	AY 2004-2005, 2005-2006	Pilot beginning AY 2007-2008. Data collection	This was the third year that CSS implemented the current procedure.	Our plan is continue next year as we have recently.

	<p>audience. b. Students will demonstrate the ability to clearly structure a message and express ideas. c. Students will utilize strategies to monitor comprehension.</p>		<p>average score of “2” or higher on the communication outcomes assessment rubric.*</p>		<p>to begin 2008-09.</p>	<p>Assessments were completed during all three academic quarters. 74 presentations were observed by faculty from CSS and ASLIE. 65 of the 74 satisfied the criteria (88%)</p>	
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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 courses together.

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