

NTID

Communication Outcomes Assessment

Plan and Report for AY 2012-2013

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

Critical Outcomes for all Students		Performance Criteria/Benchmarks		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 20114, 20121, 20122, 20123; n=69. Co-op supervisor reports completed online: 51 of the 67 received a 4 or 5 indicating 76% met criteria. This falls below the criteria of 80%. The 5-point scale where 1=needs further development, 3=meets expectations, and 5=exceeds expectation was utilized.	Continuation of data collection. More emphasis will be placed on face-to-face soft skills in communication courses.
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.	For the quarters 20121, and 20123; n=72, 90% of students satisfied criteria (n=65).	Continuation of data collection.
3. Students will demonstrate competency in making a formal	a. Students will choose the appropriate communication medium and level for audience.	Communication outcomes assessment rubric.	80% of students in career-focused AOS/AAS	AY 2004-2005, 2005-2006	Pilot beginning AY 2007-2008.	For the quarters 20121, and 20123; n=35, 86% of students	Conitnation of data collection.

presentation.	b. Students will demonstrate the ability to clearly structure a message and express ideas. c. Students will utilize strategies to monitor comprehension.		programs will receive an average score of "2" or higher on the communication outcomes assessment rubric.*		Data collection to begin 2008-09.	satisfied criteria (n=30).	
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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.**