

2016-2017 Assessment Cycle

Key Findings

Finding per Measure

▼ Business Technology AOS Program Outcome Set

AST CONCENTRATION ONLY: Develop a high degree of technical competence to gain entry-level employment in an administrative support position

Student Learning Outcome: Demonstrate speed and accuracy in keyboarding skills

- ▼ **Measure:** Integrated Document Production [NAST-215] - Ten 5-minute Timed Writings
Course level; Direct - Student Artifact

Details/Description:

Acceptable Benchmark: 95% of students will type with speed/accuracy at a net speed of 50+ words per minute with 5 errors or less.

Implementation Plan (timeline): At the end of each semester when Integrated Document Production is offered.

Key/Responsible Personnel: Department Program Coordinator

Findings for Integrated Document Production [NAST-215] - Ten 5-minute Timed Writings

Summary of Findings: 100% of students typed with speed and accuracy at a net speed of 40+ net words per minute with 5 errors or less.

N=17

Results: Acceptable Benchmark Achievement:
Exceeded

Recommendations : The data did not inform any changes as the assessment tool used is met with

validity. All timed writings are supervised by faculty members teaching this course. Students are able to practice at speed labs. The timings are conducted during class times to ascertain the validity of this assessment.

Reflections/Notes :

Student Learning Outcome: Choose and apply appropriate computer software to effectively and accurately produce business documents

▼ **Measure:** Business Graphics [NAST-225] - e-Portfolio Review
Course level; Direct - Portfolio

Details/Description:

Acceptable Benchmark: 90% of students will earn an acceptable rating score averaging 80% or higher on e-Portfolio rubric.

Implementation Plan (timeline): At the end of each semester when Desktop Publishing for Business Applications is offered.

Key/Responsible Personnel: Department Program Coordinator

Findings for Business Graphics [NAST-225] - e-Portfolio Review

Summary of Findings: 100% of students earned an acceptable rating score averaging 80% or higher on the e-Portfolio Rubric.

N=7

Results:	Acceptable Benchmark Achievement: Exceeded
Recommendations :	We will continue to monitor this assessment.
Reflections/Notes :	

AT CONCENTRATION Only: Develop a high degree of technical competence to gain entry-level employment in an administrative support position
Perform the functions of the accounting cycle for service, merchandising, and manufacturing businesses.

Student Learning Outcome: Perform the functions of the accounting cycle for service, merchandising, and manufacturing businesses

▼ **Measure:** Accounting Capstone [NACC-204] - Student Learning Assessment Test
Course level; Direct - Exam

Details/Description:

Acceptable Benchmark: 90% of students will earn an acceptable rating score averaging 70% or higher on Learning Assessment Test.

Implementation Plan (timeline): At the end of each semester when Accounting Capstone is offered.

Key/Responsible Personnel: Department Program Coordinator

Findings for Accounting Capstone [NACC-204] - Student Learning Assessment Test

Summary of Findings: N = 7. The overall average score was 84%.
 Out of these 7 students who took the test

-four were identified as AAS Accounting students and three were identified as an AOS Accounting student.

AAS Student's average score was 81%
AOS Student's average score was 88%

Results:

Acceptable Benchmark Achievement:
Met

Recommendations :

The last progress report indicated that this was the first time the accounting program used the Assessment to include problem solving based questions rather than multiple choice questions. The change was initiated so it is similar to the problems used in class assignments. This year's Assessment was offered in the same format. It produced solid results as students were able to articulate their answers by showing their work.

Reflections/Notes :

AST CONCENTRATION Only: Develop core interpersonal business skills for teamwork

Student Learning Outcome: Demonstrate appropriate interpersonal business skills and teamwork in a professional environment

▼ **Measure:** Administrative Support Technology Seminar [NAST-240] - Interpersonal and Team Work Review

Details/Description:

Acceptable Benchmark:	90% of students will earn an acceptable rating score averaging 80% or higher on interpersonal skills and teamwork rubric.
Implementation Plan (timeline):	AST Concentration: At the end of each semester when Administrative Support Technology Seminar is offered.
Key/Responsible Personnel:	Department Program Coordinator

Findings for Administrative Support Technology Seminar [NAST-240] - Interpersonal and Team Work Review

Summary of Findings:	<p>89% (statistically insignificant) of students (8/9) earned an acceptable score averaging 80% or higher on the interpersonal skills rubric.</p> <p>78% of students (7/9 students) earned an acceptable rating score averaging 80% or higher on the teamwork rubric.</p> <p>One student earned a rating of 79% (statistically insignificant) and the other student earned a grade of 77% for teamwork.</p> <p>N=9</p>
Results:	Acceptable Benchmark Achievement: Not Met
Recommendations :	We will continue to monitor this. We have no attempt to make any significant changes with our assessment tools. We will be developing a uniformed rubric to be applied for our programs.
Reflections/Notes :	

Student Learning Outcome: Describe the interrelatedness of social, cultural and business factors that shape and impact the global business environment

▼ **Measure:** Fundamentals of Marketing [NBUS-223] - Marketing Project
Course level; Direct - Student Artifact

Details/Description:

Acceptable Benchmark: 70% of students will earn an average rating of 80% or better on the Marketing project rubric.

Implementation Plan (timeline): At the end of each semester when Fundamentals of Marketing is offered.

Key/Responsible Personnel: Department Program Coordinator

Findings for Fundamentals of Marketing [NBUS-223] - Marketing Project

Summary of Findings: 70% of students earned an average rating of 80% or better on the Marketing Project rubric. These results met the success rate expected for this outcome.

However, three students were unable to meet the OCA benchmark for this course requirement. Two students earned grades of "F" and one other earned a grade of "C".

N=10

Results: Acceptable Benchmark Achievement:
Met

Recommendations :

Reflections/Notes :

Student Learning Outcome: Gain entry-level employment

▼ **Measure:** Alumni Survey
Program level; Indirect - Survey

Details/Description:

Acceptable Benchmark: 80% of alumni sampled will be satisfied with technical preparation for their first job in the AST or AT field.

Implementation Plan (timeline): Survey of graduates

Key/Responsible Personnel: NCE & Alumni Survey Personnel

Findings for Alumni Survey

No Findings Added

▼ **Measure:** NTID Center on Employment (NCE) Placement Analysis Data

Details/Description:

Acceptable Benchmark: 80% of graduates seeking employment will be employed in the AST or AT field.

Implementation Plan (timeline): At the end of each semester when co-op experiences occurred.

Key/Responsible Personnel: NCE & Alumni Survey Personnel

Findings for NTID Center on Employment (NCE) Placement Analysis Data

Summary of Findings: N = 6. 100% of graduates were employed in the AST and/or AT field.

Results: Acceptable Benchmark Achievement:
Exceeded

Recommendations :

Reflections/Notes :

▼ **Measure:** NTID Center on Employment (NCE) Placement Analysis Data - Overall Performance

Details/Description:	Co-op Employer's Evaluation question #29 (students overall performance).
Acceptable Benchmark:	80% of students will receive a score of "3" or higher (5-point scale) on the Co-op Employer's Evaluation question #29 (students overall performance).
Implementation Plan (timeline):	Minimum 80% of students sampled will be rated satisfactory or above.
Key/Responsible Personnel:	NCE & Alumni Survey Personnel

Findings for NTID Center on Employment (NCE) Placement Analysis Data - Overall Performance

Summary of Findings:	N = 12. 100% of students scored a three or higher on the co-op employer's evaluation question #29.
Results:	Acceptable Benchmark Achievement: Exceeded
Recommendations :	We will continue to review the coop reports and evaluations for validity purposes.
Reflections/Notes :	

Student Learning Outcome: Tech Skill 1: Demonstrate aptitude/ability to learn quickly and apply technical knowledge

▼ **Measure:** Co-op Supervisor Evaluation of Student Job Performance on Tech Skill 1

Details/Description:	Co-op Supervisor Evaluation of Student Job Performance on Tech Skill 1
Acceptable Benchmark:	80% of students will be rated at 3 or greater on Tech Skill 1
Implementation Plan (timeline):	At the end of each semester when co-op experiences occurred.
Key/Responsible Personnel:	Department Co-op Coordinator

Findings for Co-op Supervisor Evaluation of Student Job Performance on Tech Skill 1

Summary of Findings:	N = 12. 91.7% of students earned a three or higher for tech skill 1.
Results:	Acceptable Benchmark Achievement: Exceeded
Recommendations :	We will continue to review the coop reports and evaluations for validity purposes.
Reflections/Notes :	

Student Learning Outcome: Tech Skill 4: Demonstrate ability to transfer theory to employment situations

▼ **Measure:** Co-op Supervisor Evaluation of Student Job Performance on Tech Skill 4

Details/Description:

Acceptable Benchmark: 80% of students will be rated at 3 or greater on Tech Skill 4.

Implementation Plan (timeline): At the end of each semester when co-op experiences occurred.

Key/Responsible Personnel: Department Co-op Coordinator

Findings for Co-op Supervisor Evaluation of Student Job Performance on Tech Skill 4

Summary of Findings: N = 12. 75% of students earned rated 3 or greater for tech skill 4.

Results: Acceptable Benchmark Achievement: Not Met

Recommendations : We will continue to review the coop reports and evaluations for validity purposes.

Reflections/Notes :

Overall Recommendations

No text specified

Overall Reflection

No text specified

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