

Option 1  
Program Level Outcomes Assessment Plan

Program Name/College: Administrative Support Technology/NTID College Contact for Program Assessment: Mary Lou Basile, Chairperson

Program Goals	Student Learning Outcomes	Academic Program Profile	Data Source/Measure Curriculum Mapping	Benchmark	Timeline	Data Analysis Key Findings	Use of Results Action Items and Dissemination
Please list program-level goals	Students will be able to: (task, capability, knowledge, skills, and dispositions) Use measurable verbs.	Alignment to the five RIT essential outcomes - check all that apply <input checked="" type="checkbox"/> Double click on the check box and find the <b>Default Value</b> and click <b>Checked</b> to check the box. To uncheck, the box, double click and then click <b>Not Checked</b> .	Assessment opportunity (course/experience) method/measures, assignment/rubric)	Standard, target, or achievement level (usually a %) Statement of student Success	Identify when and how data are collected, aggregated, and analyzed	Identify who is responsible and list key findings	Identify how results are used and shared. List any recommendations or action items
Develop a high degree of technical competence in order to gain entry-level employment in an administrative support position.	Demonstrate speed and accuracy in keyboarding skills.	<input type="checkbox"/> Critical Thinking <input type="checkbox"/> Ethical Reasoning <input checked="" type="checkbox"/> Integrative Literacies <input type="checkbox"/> Global Interconnectedness <input type="checkbox"/> Creative/Innovative Thinking	Ten 5-minute timed writings in <i>Integrated Document Production</i> (NAST-215)	95% of students will type with speed/accuracy at a net speed of 50+ words per minute with 5 errors or less.	At the end of each semester when Integrated Document Production is offered.	Department Program Coordinator	Shared with program faculty at a meeting, annual college summary report, NTID Annual Report, and RIT requested reports.
	Choose and apply appropriate computer software to effectively and accurately produce business documents.	<input checked="" type="checkbox"/> Critical Thinking <input checked="" type="checkbox"/> Ethical Reasoning <input checked="" type="checkbox"/> Integrative Literacies <input checked="" type="checkbox"/> Global Interconnectedness <input checked="" type="checkbox"/> Creative/Innovative Thinking	e-Portfolio review in <i>Desktop Publishing for Business Applications</i> (NAST-230)	90% of students will earn an acceptable rating score averaging 80% or higher on e-Portfolio rubric.	At the end of each semester when Desktop Publishing is offered.	Department Program Coordinator	Shared with program faculty at a meeting, annual college summary report, NTID Annual Report, and RIT requested reports.
Develop core interpersonal business skills for teamwork.	Demonstrate appropriate interpersonal business skills and teamwork in a professional environment.	<input checked="" type="checkbox"/> Critical Thinking <input checked="" type="checkbox"/> Ethical Reasoning <input checked="" type="checkbox"/> Integrative Literacies <input type="checkbox"/> Global Interconnectedness <input type="checkbox"/> Creative/Innovative Thinking	Interpersonal and team work review in <i>Administrative Support Technology Seminar</i> (NAST-240)	90% of students will earn an acceptable rating score averaging 80% or higher on interpersonal skills and teamwork rubric.	At the end of each semester when Administrative Support Technology Seminar is offered.	Department Program Coordinator	Shared with program faculty at a meeting, annual college summary report, NTID Annual Report, and RIT requested reports.

Acquire the knowledge and skills necessary to function in a global society.	Describe the interrelatedness of social, cultural and business factors that shape and impact the global business environment.	<input checked="" type="checkbox"/> Critical Thinking <input checked="" type="checkbox"/> Ethical Reasoning <input checked="" type="checkbox"/> Integrative Literacies <input checked="" type="checkbox"/> Global Interconnectedness <input type="checkbox"/> Creative/Innovative Thinking	<i>Fundamentals of Marketing</i> (NBUS-223)	70% of students will earn an average rating of 80% or better on the Marketing project rubric.	At the end of each semester when Marketing is offered.	Department Program Coordinator	Shared with program faculty at a meeting, annual college summary report, NTID Annual Report, and RIT requested reports.
Acquire entry into the workforce in an office setting in the AST field.	Gain entry-level employment	<input checked="" type="checkbox"/> Critical Thinking <input checked="" type="checkbox"/> Ethical Reasoning <input checked="" type="checkbox"/> Integrative Literacies <input checked="" type="checkbox"/> Global Interconnectedness <input checked="" type="checkbox"/> Creative/Innovative Thinking	NTID Center on Employment (NCE) Placement Analysis Data  Alumni Survey	<p>80% of graduates seeking employment will be employed in the AST field.</p> <p>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).</p> <p>80% of alumni sampled will be satisfied with technical preparation for their first job in the AST field.</p>	<p>At the end of each semester when co-op experiences occurred.</p> <p>Minimum 80% of students sampled will be rated satisfactory or above.</p> <p>Survey of graduates</p>	NCE & Alumni Survey Personnel	Shared with program faculty at a meeting, annual college summary report, NTID Annual Report, and RIT requested reports.
Acquire independent learning skills necessary to participate in personal and professional growth.	<p>Tech Skill 1: Demonstrate aptitude/ability to learn quickly and apply technical knowledge and</p> <p>Tech Skill 4: Demonstrate ability to transfer theory to employment situations.</p>	<input checked="" type="checkbox"/> Critical Thinking <input checked="" type="checkbox"/> Ethical Reasoning <input checked="" type="checkbox"/> Integrative Literacies <input type="checkbox"/> Global Interconnectedness <input type="checkbox"/> Creative/Innovative Thinking	Co-op Supervisor Evaluation of Student Job Performance on Tech Skill 1 & 4	80% of students will be rated at 3 or greater on Tech Skill 1 & 4.	At the end of each semester when co-op experiences occurred.	Department Co-op Coordinator	Shared with program faculty at a meeting, annual college summary report, NTID Annual Report, and RIT requested reports.