**NTID**  
Administrative Support Technology Program Outcomes Assessment  
Plan and Report for AY 2006-2007 Middle States

**Program Goal:** Prepare graduates with a high degree of technical competence to gain entry-level employment in a variety of administrative support positions.

<table>
<thead>
<tr>
<th>Critical Outcomes for all Students</th>
<th>Assessment of Outcomes</th>
<th>Timeline</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domain/Task/Capability</td>
<td>Performance Criteria/ Benchmarks</td>
<td>Instrument/Opportunity</td>
<td>Assessment of Performance</td>
</tr>
<tr>
<td>Read, understand and prepare standard types of business communications.</td>
<td>80% of students will format appropriately and produce acceptable business letters, reports, e-mail and newsletters</td>
<td>Portfolio Review in Database Applications for Business</td>
<td>Grade average of at least C <em>(meets/exceeds expected competency level)</em> on Portfolio Review Rating Form.</td>
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<tr>
<td>Demonstrate appropriate interpersonal, human relations skills.</td>
<td>80% of students will • Establish productive work habits and attitudes • Prioritize work and meet deadlines</td>
<td>AST Seminar/Mentoring</td>
<td>Grade of at least B or meets or exceeds expected competency on Student Goals Form as assessed by mentor</td>
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<tr>
<td>Area</td>
<td>Percentage of Students</td>
<td>Description</td>
<td>Benchmark</td>
</tr>
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<td>----------------------------------------------------------------------</td>
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<tr>
<td>Possess appropriate skills in integrating office applications using word processing, spreadsheet, database, presentation and page layout software.</td>
<td>80% of student will</td>
<td>Select and apply software to process text, graphics, and other images.</td>
<td>Pilot 2002-2003; 2004-2005; 2005-2006</td>
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<tr>
<td>Course embedded assessment – 5-minute timed writings</td>
<td>90% of students</td>
<td>Demonstrate speed and accuracy in keyboarding skills</td>
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<tr>
<td>Employment</td>
<td>90% of graduates</td>
<td>Employment will be employed in the field within one year.</td>
<td>Beginning 2003-2004</td>
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</table>
### Student Satisfaction
- **80% of graduating students will indicate overall satisfaction with the program and its courses.**
- **Program Student Rating Survey:**
  - Rating indicating "strongly agree" or "agree" on 2 survey questions: one related to overall program satisfaction and one related to overall satisfaction with courses on survey administered in AST Seminar.
- **AY 2002-2003 Pilot**
- **Spring 2004**
- **Spring 2005**
- **Spring 2006**
- **92% of students reported being very satisfied or satisfied with course offerings (3.42 on 4.0 scale). 87% of students reported being very satisfied or satisfied with overall program (3.58 on 4.0 scale). N=10. Analysis of results for past 3 years indicate that AOS degree level students report increasingly less satisfaction with overall program. N=33.**
- **Met with career counselors in Business Studies to discuss their perceptions of AOS degree level students' satisfaction. Will use focus groups with AOS students to discuss their perceptions and present findings to faculty for their consideration.**

### Co-op Supervisor Evaluation
- **80% of students will demonstrate technical competency on the job.**
- **Co-op Supervisor Evaluation of Student Job Performance:**
  - Rating of "3 or above" on coop feedback related to "overall student performance."
  - Positive response ("yes") from supervisor to question: "Would student be competitive for permanent employment."
- **AY 2003-2004**
- **Quarterly beginning AY 2003-2004**
- **AY 2004-2005**
- **AY 2005-2006**
- **AY 2006-2007**
- ***For all NTID associate degree co-op students for 2004 to 2005: Total n=65; 94% of students met criterion* **

### Comments:
*The total n reflects only those co-op evaluations that were completed online. An online co-op evaluation form was implemented summer 2004. As of summer 2005 there were still additional hard-copy co-op evaluations that could not be included in this report. It is anticipated that 90% of the co-op evaluations will be completed online by summer 2006. At that time it may be possible to calculate performance of students for each program of study.*

*See comment below

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