**NTID**

Administrative Support Technology Program Outcomes Assessment
Plan and Report for AY 2008-2009

**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>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>e-Portfolio Review in Business Graphics</td>
<td>Grade average of at least C (meets/exceeds expected competency level) on Portfolio Review Rating Form.</td>
</tr>
<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>
</tr>
<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 • Select and apply software to process text, graphics, and other images. • Prepare documents and presentations using appropriate medium. • Apply</td>
<td>Software skills achievement as demonstrated through Advanced Applications for Word Processing and Applied Business Techniques integrated assignments</td>
<td>Grade of at least C (meets or exceeds expected competency level) on software skills achievement integrated assessments.</td>
</tr>
<tr>
<td>Demonstrate speed and accuracy in keyboarding skills.</td>
<td>90% of students will demonstrate speed and accuracy in keyboarding skills</td>
<td>Course embedded assessment – 5-minute timed writings</td>
<td>Score of at least 50 net words per minute on five 5-minute timed writing in Applied Business Techniques.</td>
</tr>
<tr>
<td>------------------------------------------------------</td>
<td>---------------------------------------------------------------------------</td>
<td>---------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Employment</td>
<td>90% of graduates seeking employment will be employed in the field within one year.</td>
<td>NCE Placement Analysis Data</td>
<td>Self-reported data.</td>
</tr>
<tr>
<td>Student Satisfaction</td>
<td>80% of graduating students will indicate overall satisfaction with the program and its courses.</td>
<td>Program Student Rating Survey</td>
<td>Rating indicating &quot;strongly agree&quot; or &quot;agree&quot; on 2 survey questions: one related to overall program satisfaction and one related to overall satisfaction with courses on survey administered in AST Seminar.</td>
</tr>
</tbody>
</table>
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

For students in the Business Studies Department the mean rating by co-op supervisors who completed the evaluation online was 4.35 (N=17) during the four quarters 20074-20083.

Benchmark achieved. No action needed.

Alumni Satisfaction

80% of Alumni will indicate satisfaction with the instruction they received at NTID/RIT

Alumni Survey

Alumni will rate their NTID/RIT experience as Good or Excellent (5-point scale) for the instruction they received.

AY 2007-2008

Surveys are typically conducted every 3 to 5 years

N/A

N/A

Comments:
(Summary/Reflections on progress made since AY 2006-2007 Middle States Report)

Portfolio: Have developed and established a format and rubric for electronic portfolios. Currently field testing this work and collecting data.

Interpersonal & Human Relations Skills: Have developed a workshop and a special topics course in Business Ethics. The workshop has been offered three times and the special topics course will be offered 20083 but is dependent on faculty resources and student interest. Have involved student in a video conference which addressed such issues as interpersonal skills on the job through a tech course. Will seek additional opportunities to continue this form of education.

Student Satisfaction: Met with AOS students who were dissatisfied with their career-focused degrees. Students are now aware of our recent articulation agreement with CAST to provide transferability from the AAS in AST to the BS in Human Resource Development or Computer Graphics. This new opportunity has motivated several of our AOS students to achieve at the AAS level in order to continue their education.

Placement: Have begun including AOS AST students in the employment data along with AAS AST students. Are reviewing lists of Business Studies students who are eligible for co-op and identifying AOS AST degree students for purposes of outcomes assessment.

/ssl
Rev: 08/20/2009

TOP