2014-2015 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

Demonstrate speed and accuracy in keyboarding skills

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


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= 13
Results: Acceptable Benchmark Achievement: Met
Recommendations: It may be advisable to lower the errors to 3 versus 5.
Reflections/Notes: This is a good achievement for the AOS level student as their language skills have an effect on typing.

Choose and apply appropriate computer software to effectively and accurately produce business documents

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


Summary of Findings: 100% of students earned an acceptable rating score averaging 80% or higher on the e-Portfolio Rubric. The student ratings were between 83-95 percent.
N= 10
Results: Acceptable Benchmark Achievement: Met
Recommendations: Look at the requirements for the Portfolio and perhaps had more sections.

Reflections/Notes: This is a good achievement for students at the AOS level.

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.

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: 5 students were evaluated by their instructor during AY 2014/2015 during Accounting 3 (NACC-203) and Accounting Capstone (NACC-204) during the Spring 2015 Semester. The accounting team developed a revised version of the outcomes assessment test that change the format from a multiple-choice type response to problem-based questions where they could apply their knowledge. Overall Average score was 85% - a considerable improvement over the multiple-choice type assessment tool. Out of these 5 students who took the test – three were identified as AAS Accounting students and two were identified as AOS Accounting students.

AAS Students average score was 83.7%
AOS Students average score was 87%

Results: Acceptable Benchmark Achievement: Met

Recommendations: Look at the instrument to be sure it is measuring the intended results.

Reflections/Notes: This was an acceptable rating for this instrument.

AST CONCENTRATION Only: Develop core interpersonal business skills for teamwork

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

Printed on: 11/03/2015 03:48:15 PM (EST)
Summary of Findings: 100% of students earned an acceptable score of 80% or higher on the interpersonal skills rubric.

100% of students earned an acceptable score of 80% or higher on the team work rubric.

N=7

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations: Both rubrics should be reviewed to see if other assessments should be added.

Reflections/Notes: This is a strong showing for these students, much better than last year.

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

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: 100% of students achieved an average of 80% or higher on the Marketing Project Rubric.

Results: Acceptable Benchmark Achievement: Exceeded

Recommendations: Look at this rubric and perhaps raise the expectation to 80% of the students.

Reflections/Notes: This is a strong result for students at this academic level.

Gain entry-level employment

Acquire entry into the workforce in an office setting for either AST or AT concentration

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=4 100% of students who were seeking employment found employment.

**Results:** Acceptable Benchmark Achievement: Exceeded

**Recommendations:** Ensure that the job skills necessary for employment are reinforced.

**Reflections/Notes:** This is an excellent result for the AOS level!

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**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:** Students on co-op received a mean score of 4.35 on the Overall Performance outcome.

**Results:** Acceptable Benchmark Achievement: Exceeded

**Recommendations:** Ensure that the AOS program is preparing students for the job skills and knowledge necessary to achieve this outcome.

**Reflections/Notes:** This is a strong showing for the AOS students.

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**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:** The mean rating for students on this measure was 4.3
**Results:** Acceptable Benchmark Achievement: Exceeded

**Recommendations:** Ensure that students are able to demonstrate and apply technical knowledge.

**Reflections/Notes:** The AOS programs is preparing these students well.

### Tech Skill 4: Demonstrate ability to transfer theory to employment situations

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<thead>
<tr>
<th>Measure: Co-op Supervisor Evaluation of Student Job Performance on Tech Skill 4</th>
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<td>Details/Description:</td>
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<tr>
<td>Acceptable Benchmark: 80% of students will be rated at 3 or greater on Tech Skill 4.</td>
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<tr>
<td>Implementation Plan (timeline): At the end of each semester when co-op experiences occurred.</td>
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<tr>
<td>Key/Responsible Personnel: Department Co-op Coordinator</td>
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**Findings for Co-op Supervisor Evaluation of Student Job Performance on Tech Skill 4**

**Summary of Findings:** The mean rating for students on this measure was 4.9

**Results:** Acceptable Benchmark Achievement: Exceeded

**Recommendations:** Ensure that students in this program are able to transfer the theory and skills they have learned to work situations.

**Reflections/Notes:** This is an excellent result. From the employer comments we can see that students are very well prepared for a variety of work settings.

### Overall Recommendations

*No text specified*

### Overall Reflection

*No text specified*

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