2014-2015 Assessment Cycle

Key Findings

Finding per Measure

Communication Studies Outcome Set

To prepare students to communicate effectively in their professional, personal and civic lives

1. Students will demonstrate competency in face-to-face communication
   a. Students will choose the appropriate communication medium and level for situation.
   b. Students will demonstrate the ability to clearly structure a message and express ideas.
   c. Students will utilize strategies to monitor comprehension.

   **Measure:** Co-op Supervisor’s Evaluation Form

   **Acceptable Benchmark:** 80% of AOS and AAS students will receive an average score of “4” or higher on the face-to-face communication rating on the supervisor’s co-op evaluation form.
   **Implementation Plan (timeline):** Annually
   **Key/Responsible Personnel:** Department Chair

   **Findings for Co-op Supervisor’s Evaluation Form**

   **Summary of Findings:** We continue to use co-op supervisors' ratings for assessment reporting; criterion was met for students demonstrating competency in face-to-face communication during cooperative work experiences.

   All NTID Associate degree co-ops: N=50, Median 4.0 and 5.0, Mean 3.98. Communication 1 responses N=50, 4 or 5 rating = 40, Percentage – 80%

   **Results:** Acceptable Benchmark Achievement: Met
   **Recommendations:** Continue to gather this data.
   **Reflections/Notes:** The concern has been that these scores may decrease since the elimination of the Communication Studies course requirement three years ago. This is the second year collecting this data using the co-op supervisors' reports. We will continue to follow.

2. Students will demonstrate competency when initiating and replying to email
   a. Students will choose the appropriate communication medium and level for situation.
   b. Students will demonstrate the ability to clearly structure a message and express ideas.
   c. Students will utilize strategies to monitor comprehension.

   **Measure:** Communication Outcomes Assessment Rubric

   **Acceptable Benchmark:** 80% of AOS and AAS students will receive an average score of “4” or higher on e-mail communication rating on the supervisor's co-op evaluation form.
   **Implementation Plan (timeline):** Annually beginning in AY2014-2015
   **Key/Responsible Personnel:** Department Chair

   **Findings for Communication Outcomes Assessment Rubric**

   **Summary of Findings:** We continue to use co-op supervisors' ratings for assessment reporting; criterion was not met for students demonstrating competency
in email communication during cooperative work experiences.

For e-mail, a total of 33 students received a rating of 4 or 5 which is equals 63%, which falls below the criteria.

Results: Acceptable Benchmark Achievement: Not Met

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Recommendations: Continue to collect data.

Reflections/Notes: The concern has been that these scores may decrease since the elimination of the Communication Studies course requirement three years ago. This is the second year collecting this data using the co-op supervisors' reports. We will continue to follow. This year does show a significant drop in competency of over 20%.