## Program Goal: To prepare students to communicate effectively in their professional, personal and civic lives.

<table>
<thead>
<tr>
<th>Critical Outcomes for all Students</th>
<th>Performance Criteria/Benchmarks</th>
<th>Timeline</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Domain/Task/Capability</strong></td>
<td><strong>Performance Criteria/Benchmarks</strong></td>
<td><strong>Instrument/Opportunity</strong></td>
<td><strong>Assessment of Performance</strong></td>
</tr>
<tr>
<td>1. Student satisfaction</td>
<td>Students will report a high level of satisfaction with the communication services</td>
<td>Communication Studies and Services (CSS) Department Evaluation of Services</td>
<td>80% of the student ratings will agree with the 20 statements indicating satisfaction</td>
</tr>
<tr>
<td>2. Self perceived benefit</td>
<td>Student will report self-perceived benefits from communication services</td>
<td>CSS Outcomes Assessment Post-Therapy form</td>
<td>80% of the students will agree their communication improved because of the communication instruction service</td>
</tr>
<tr>
<td>3. Progress toward goals</td>
<td>Students will demonstrate progress toward stated communication goals</td>
<td>CSS Outcomes Assessment Post-Therapy form</td>
<td>80% of the students will be rated by their instructor as showing progress</td>
</tr>
</tbody>
</table>
### 4. Pre-post improvement

**Students will demonstrate improvement on stated goals using formal measures**

**Goal specific pre-post testing**

80% of the students with a positive prognosis will show improvement on pre-post testing of stated goals

**Identify and develop goal specific test measures**

AY 05-06, and AY 06-07

**Speech-Language, quarterly beginning AY 06-07.**

**Audiology:** Not applicable for clinic.  **Aural Rehab:** n=4; 100% met the criteria.

**Speech-Language:**

- 81% improved on Clarke Sentences (n=69) and 91% improved on the Fisher-Logemann Test of Articulation (n=67). Further analysis based upon initial Clarke score: unintelligible, 100% improved on Clarke sentences (n=2); semi-intelligible (n=0); intelligible, 80% improved (n=65).
- Pronunciation focus, 77% improved on Clarke Sentences (n=39); 94% improved on the Fisher-Logemann Test of Articulation (n=36); 83% improved on pronunciation pre-post tests (n=35).
- Voice focus, 42% improved on NTID Qualitative Voice Evaluation (n = 12); Prosody focus, 60% improved (n=5).

**Aural Rehab:** We will continue to gather data and monitor with students registered for aural rehab.

**Speech-Language:** All areas met criteria, with the exception of pronunciation (Clarke Sentences), we will continue to monitor students pre- and post-testing with pronunciation related goals.

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**Comments:** *The NTID Student Rating System (SRS) is administered every Spring Quarter.*