



Assessment Record

Program: Office Administration

Assessment period: 2015-2016

Program or Department Mission:

The mission of the Department of Office Administration at Jefferson State Community College is to prepare students for a variety of office careers involving the use of technology enabling students to gain professional skills that will enhance their careers and provide entry-level employment. The department offers an educational environment that is accessible to and meets the needs of all students including traditional and distance education classes. The program also serves members of the community desiring computer skills for personal enrichment or job advancement.

Instructional Program Outcomes & Assessment Plan

Intended Outcomes	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
Graduates returning surveys will report satisfaction with the educational preparation provided in the Office Administration Program.	Career/Technical employment status surveys sent at the end of each semester	70% of students returning surveys will report satisfaction with instruction and the OAD program	24 Graduates in Fall/Spring 2015-2016 9 students returned survey 6 reported "Satisfied" or "Very Satisfied" with OAD program and 89% of students who returned surveys reported that they accomplished their goals in the program. Based on IE data received.	Faculty will continue to track student data to improve OAD program results. Faculty will follow up and call graduates to get employment information. Career surveys will be used to obtain information.

Office Administration students will graduate at a 75% completion rate	Degrees awarded fall 2015 through Summer 2016 Based on IE Completion data	Students will maintain a GPA of 2.0 or higher and graduate	<table border="1"> <tr> <th colspan="2">Number of Degrees/Certificates Awarded Fall 2015 through Summer 2016</th> </tr> <tr> <td>Certificates</td> <td>45</td> </tr> <tr> <td>AAS Degrees</td> <td>42</td> </tr> <tr> <td>Total</td> <td>87</td> </tr> </table> <p>Based on IE data received.</p>	Number of Degrees/Certificates Awarded Fall 2015 through Summer 2016		Certificates	45	AAS Degrees	42	Total	87	Faculty will continue to track graduation outcomes and encourage OAD students to complete graduation requirements. OAD faculty will meet with and advise students to keep them on track.	
Number of Degrees/Certificates Awarded Fall 2015 through Summer 2016													
Certificates	45												
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Employer satisfaction with preparation of students based on office internship evaluations.	Office Internship evaluations	90% of graduates evaluated through employer surveys will receive an evaluation score of "Good" or higher on all questions.	<table border="1"> <tr> <th colspan="2">Students who received an employer evaluation of "Excellent" or "Good" in their Internship class</th> </tr> <tr> <td>Fall 2015</td> <td>9/10 Shelby 10/11 Jefferson</td> </tr> <tr> <td>Spring 2016</td> <td>10/11 Shelby 9/9 Jefferson</td> </tr> <tr> <td>Summer 2016</td> <td>7/7 Shelby 3/3 Jefferson</td> </tr> </table>	Students who received an employer evaluation of "Excellent" or "Good" in their Internship class		Fall 2015	9/10 Shelby 10/11 Jefferson	Spring 2016	10/11 Shelby 9/9 Jefferson	Summer 2016	7/7 Shelby 3/3 Jefferson	Faculty will continue to prepare students to meet demands of office work and perform satisfactorily in office internships. Faculty will follow up with employers at internship sites.	
Students who received an employer evaluation of "Excellent" or "Good" in their Internship class													
Fall 2015	9/10 Shelby 10/11 Jefferson												
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Summer 2016	7/7 Shelby 3/3 Jefferson												
Positive satisfaction with courses/program based on course completion data	Individual course evaluations from selected OAD classes	80% of students who complete course evaluations will indicate satisfaction with OAD courses	<table border="1"> <tr> <th colspan="3">Students who were "Satisfied" with OAD courses –Fall 2015—Summer 2016 data</th> </tr> <tr> <td>OAD 125W</td> <td>11/20 returned surveys</td> <td>90% were satisfied with course</td> </tr> <tr> <td>OAD 211</td> <td>20/30 Returned Surveys</td> <td>90% were satisfied with course</td> </tr> </table>	Students who were "Satisfied" with OAD courses –Fall 2015—Summer 2016 data			OAD 125W	11/20 returned surveys	90% were satisfied with course	OAD 211	20/30 Returned Surveys	90% were satisfied with course	Most students who completed course evaluations were satisfied with training. Faculty will monitor evaluations for any improvements that need to be made. Student comments will be noted. Faculty will continue to encourage students to complete course evaluations.
Students who were "Satisfied" with OAD courses –Fall 2015—Summer 2016 data													
OAD 125W	11/20 returned surveys	90% were satisfied with course											
OAD 211	20/30 Returned Surveys	90% were satisfied with course											

			OAD 232	8/8 returned surveys	100% were satisfied with course	
			OAD 242	7/7 returned surveys	100% were satisfied with course	
Plan submission date: September 2016			Submitted by: Sandi Logan			



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Instructional Program Student Learning Outcomes & Assessment Plan

Intended Outcomes	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
Demonstrate knowledge of basic computer concepts and information management	OAD 101: Demonstrate proficiency in formatting a business letter	70% of students enrolled in OAD 101 will successfully demonstrate the ability to create a business letter in Word	39 students out of 46 students (85%) successfully completed the business letter project.	The results for all beginning course outcomes were good. The average success rate for Keyboarding I and II classes was between 85% and 94%. Faculty will continue to monitor and enhance beginning classes so students will be successful in the program.
	OAD 103: Achieve a minimum of 35 words per minute on a five-minute timing with 5 or fewer errors	70% of students enrolled on OAD 103 will complete a minimum of 5 five-minute timings to achieve the speed goal.	30 students out of 32 students (94%) successfully achieved the speed goal on a 5-minute test.	

Demonstrate knowledge of basic computer concepts and information management.	OAD 110: Demonstrate knowledge in working with Windows features	70% of students in OAD 110 will successfully use the search feature to find files on the computer.	62 students out of 65 (95%) successfully completed the search feature project.	The goals for all beginning course outcomes were met and exceeded. The average success rate for basic computer and information management classes was above 90%. Faculty will continue to monitor and enhance beginning classes so students will be successful in the program.
	OAD 138: Demonstrate knowledge of alphabetic filing rules	70% of students will complete alphabetic filing program with 80% accuracy	54 students out of 57 (95%) successfully completed the alphabetic filing rules project with 80% accuracy.	
Demonstrate desktop solutions using MS Office applications in the Medical, Legal, Accounting and Administrative fields	OAD 125 Demonstrate knowledge of setting and manipulating tabs in a Word document	70% of students will complete a project setting various types of tabs with 80% accuracy	78 students out of 84 (93%) successfully completed the tabs assignment with 80% accuracy.	Students enrolled in Office applications courses are meeting the criteria set for these courses. Faculty will continue to monitor results. Program outcomes have been achieved but any deficiencies will be addressed by the OAD faculty.
	OAD 232 Demonstrate knowledge of formulas and functions on a spreadsheet	70% of students will create formulas on an Excel spreadsheet with 80% accuracy	51 students out of 56 (91%) successfully completed spreadsheet project with 80% accuracy.	

<p>Demonstrate desktop solutions using MS Office applications in the Medical, Legal, Accounting and Administrative fields.</p>	<p>OAD 246 Create a basic PowerPoint presentation including pictures and media</p>	<p>70% of students will successfully complete project</p>	<p>53 out of 57 students (93%) successfully completed the Powerpoint presentation project.</p>	<p>Using current MS Office software, students have been successful in creating various office documents. Faculty will continue to monitor student success using Microsoft Office applications.</p>
<p>Apply knowledge of medical or legal terminology in office documents and applications</p>	<p>OAD 202/212 Demonstrate proficiency in the use of transcription system used in a medical or legal office</p>	<p>70% of students will properly transcribe and format a medical/legal document with 80% accuracy</p>	<p>23 students out of 25 students (92%) successfully completed transcription project with 80% accuracy.</p>	<p>Students in the medical/legal track courses are meeting the criteria set for these courses. Faculty will continue to monitor and assess success in these courses and make any adjustments needed. Medical and legal resource documents will be made available to help students when needed.</p>
	<p>OAD 215/216 Students will demonstrate an understanding of medical coding guidelines and principles</p>	<p>Students will submit indexing and coding activities with 90% accuracy</p>	<p>39 students out of 42 (93%) successfully completed the coding project with 90% accuracy.</p>	

<p>Demonstrate program proficiency and knowledge in office skills via Office internship</p>	<p>Satisfactory completion of OAD 242—Internship by demonstrating skills learned in OAD courses</p>	<p>70% of Internship students evaluated will receive a score of “Good” or higher on a 5-point scale.</p>	<table border="1"> <tr> <td colspan="2" data-bbox="1138 168 1499 277"> <p>Students who received an employer evaluation of “Excellent” or “Good”.</p> </td> </tr> <tr> <td data-bbox="1138 277 1310 386"> <p>Fall 2015</p> </td> <td data-bbox="1310 277 1499 386"> <p>9/10 Shelby 10/11 Jefferson</p> </td> </tr> <tr> <td data-bbox="1138 386 1310 459"> <p>Spring 2016</p> </td> <td data-bbox="1310 386 1499 459"> <p>10/11 Shelby 7/7 Jefferson</p> </td> </tr> <tr> <td data-bbox="1138 459 1310 532"> <p>Summer 2016</p> </td> <td data-bbox="1310 459 1499 532"> <p>7/7 Shelby 3/3 Jefferson</p> </td> </tr> </table>	<p>Students who received an employer evaluation of “Excellent” or “Good”.</p>		<p>Fall 2015</p>	<p>9/10 Shelby 10/11 Jefferson</p>	<p>Spring 2016</p>	<p>10/11 Shelby 7/7 Jefferson</p>	<p>Summer 2016</p>	<p>7/7 Shelby 3/3 Jefferson</p>	<p>Faculty will continue to prepare students to apply knowledge of office skills to meet demands of office work. Faculty will stress importance of skills and professionalism in the office to all intern students. Students will be monitored through on-site visits and evaluation forms from supervisors.</p>
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