



Assessment Record

Program: Office Administration

Assessment period: 2016-2017

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

1. Graduates returning surveys will report satisfaction with the educational preparation provided in the Office Administration Program.
2. Office Administration students will graduate at a 70% completion rate
3. Employer satisfaction with preparation of students will be based on office internship evaluations
4. Positive satisfaction with courses/program will be based on course completion data
5. Knowledge of basic computer concepts and information management will be demonstrated
6. Students will demonstrate desktop solutions using Microsoft Office applications in the Medical, Legal, Accounting and Administrative fields
7. Students will apply knowledge of medical or legal terminology in office documents and applications
8. Students will demonstrate program proficiency and knowledge in office skills via Office Internship

--	--	--	--	--

Intended Outcomes	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results								
<p>Graduates returning surveys will report satisfaction with the educational preparation provided in the Office Administration Program.</p>	<p>Career/Technical employment status surveys sent periodically throughout the year</p>	<p>70% of students returning surveys will report satisfaction with instruction and the OAD program</p>	<p>35 Graduates in Fall/Spring 2016-2017 22 students returned survey 17 reported "Satisfied" or "Very Satisfied" with OAD program and 95% of students who returned surveys reported that they accomplished their goals in the program.</p> <p>Based on IE data received.</p>	<p>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.</p>								
<p>Office Administration students will graduate at a 70% completion rate</p>	<p>Degrees awarded fall 2016 through Summer 2017</p> <p>Based on IE Completion data</p>	<p>Students will maintain a GPA of 2.0 or higher and graduate</p>	<table border="1" data-bbox="1100 683 1596 938"> <thead> <tr> <th colspan="2">Number of Degrees/Certificates Awarded Fall 2016 through Summer 2017</th> </tr> </thead> <tbody> <tr> <td>Certificates</td> <td>30 (48%)</td> </tr> <tr> <td>AAS Degrees</td> <td>32 (52%)</td> </tr> <tr> <td>Total</td> <td>62</td> </tr> </tbody> </table> <p>Based on IE data received.</p>	Number of Degrees/Certificates Awarded Fall 2016 through Summer 2017		Certificates	30 (48%)	AAS Degrees	32 (52%)	Total	62	<p>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.</p>
Number of Degrees/Certificates Awarded Fall 2016 through Summer 2017												
Certificates	30 (48%)											
AAS Degrees	32 (52%)											
Total	62											
<p>Employer satisfaction with preparation of students will be based on office internship evaluations.</p>	<p>Office Internship evaluations submitted by employers</p>	<p>70% of graduates evaluated through employer surveys will receive an evaluation score of "Good" or higher on all questions.</p>	<table border="1" data-bbox="1100 1047 1541 1409"> <thead> <tr> <th colspan="2">Students who received an employer evaluation of "Excellent" or "Good" in their Internship class</th> </tr> </thead> <tbody> <tr> <td>Fall 2016</td> <td>7/8 Shelby (88%) 2/2 Jefferson (100%)</td> </tr> <tr> <td>Spring 2017</td> <td>7/7 Shelby (100%) 4/4 Jefferson 100%)</td> </tr> <tr> <td>Summer 2017</td> <td>7/7 Shelby (100%) 3/3 Jefferson(100%)</td> </tr> </tbody> </table>	Students who received an employer evaluation of "Excellent" or "Good" in their Internship class		Fall 2016	7/8 Shelby (88%) 2/2 Jefferson (100%)	Spring 2017	7/7 Shelby (100%) 4/4 Jefferson 100%)	Summer 2017	7/7 Shelby (100%) 3/3 Jefferson(100%)	<p>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.</p>
Students who received an employer evaluation of "Excellent" or "Good" in their Internship class												
Fall 2016	7/8 Shelby (88%) 2/2 Jefferson (100%)											
Spring 2017	7/7 Shelby (100%) 4/4 Jefferson 100%)											
Summer 2017	7/7 Shelby (100%) 3/3 Jefferson(100%)											

<p>Positive satisfaction with courses/program will be based on course completion data</p>	<p>Individual course evaluations from selected OAD classes</p>	<p>70% of students who complete course evaluations will indicate satisfaction with OAD courses</p>	<table border="1"> <tr> <td colspan="3" data-bbox="1102 207 1591 313">Students who were “Satisfied” with OAD courses –Fall 2016—Summer 2017 data</td> </tr> <tr> <td data-bbox="1102 313 1266 456">OAD 125W</td> <td data-bbox="1266 313 1430 456">11/20 returned surveys</td> <td data-bbox="1430 313 1591 456">90% were satisfied with course</td> </tr> <tr> <td data-bbox="1102 456 1266 638">OAD 211</td> <td data-bbox="1266 456 1430 638">20/30 Returned Surveys</td> <td data-bbox="1430 456 1591 638">90% were satisfied with course</td> </tr> <tr> <td data-bbox="1102 638 1266 781">OAD 232</td> <td data-bbox="1266 638 1430 781">8/8 returned surveys</td> <td data-bbox="1430 638 1591 781">100% were satisfied with course</td> </tr> <tr> <td data-bbox="1102 781 1266 927">OAD 242</td> <td data-bbox="1266 781 1430 927">7/7 returned surveys</td> <td data-bbox="1430 781 1591 927">100% were satisfied with course</td> </tr> </table>	Students who were “Satisfied” with OAD courses –Fall 2016—Summer 2017 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	<p>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.</p>
Students who were “Satisfied” with OAD courses –Fall 2016—Summer 2017 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																	
<p>Plan submission date: October 2017</p>			<p>Submitted by: Sandi Logan</p>																



Assessment Record

Program: Office Administration

Assessment period: 2016-2017

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 Student Learning Outcomes & Assessment Plan

Intended Outcomes	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
Students will 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	43 students out of 48 students (90%) 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 90% and 100%. 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.	36 students out of 36 students (100%) successfully achieved the speed goal on a 5-minute test.	

Students will 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.	54 students out of 54 (100%) 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	39 students out of 42 (93%) successfully completed the alphabetic filing rules project with 80% accuracy.	
Students will 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	44 students out of 52 (85%) 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	40 students out of 47 (85%) successfully completed spreadsheet project with 80% accuracy.	

<p>Students will 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>41 out of 43 students (95%) 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>Students will 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>22 students out of 24 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 materials 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 80% accuracy</p>	<p>33 students out of 34 (97%) successfully completed the coding project with 80% accuracy.</p>	

<p>Students will 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="1155 168 1528 277"> <p>Students who received an employer evaluation of “Excellent” or “Good”.</p> </td> </tr> <tr> <td data-bbox="1155 277 1325 420"> <p>Fall 2016</p> </td> <td data-bbox="1325 277 1528 420"> <p>9/10 Shelby (90%) 10/11 (90%) Jefferson</p> </td> </tr> <tr> <td data-bbox="1155 420 1325 563"> <p>Spring 2017</p> </td> <td data-bbox="1325 420 1528 563"> <p>10/11 Shelby (90%) 7/7 Jefferson (100%)</p> </td> </tr> <tr> <td data-bbox="1155 563 1325 706"> <p>Summer 2017</p> </td> <td data-bbox="1325 563 1528 706"> <p>7/7 Shelby (100%) 3/3 Jefferson (100%)</p> </td> </tr> </table>	<p>Students who received an employer evaluation of “Excellent” or “Good”.</p>		<p>Fall 2016</p>	<p>9/10 Shelby (90%) 10/11 (90%) Jefferson</p>	<p>Spring 2017</p>	<p>10/11 Shelby (90%) 7/7 Jefferson (100%)</p>	<p>Summer 2017</p>	<p>7/7 Shelby (100%) 3/3 Jefferson (100%)</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>
<p>Students who received an employer evaluation of “Excellent” or “Good”.</p>												
<p>Fall 2016</p>	<p>9/10 Shelby (90%) 10/11 (90%) Jefferson</p>											
<p>Spring 2017</p>	<p>10/11 Shelby (90%) 7/7 Jefferson (100%)</p>											
<p>Summer 2017</p>	<p>7/7 Shelby (100%) 3/3 Jefferson (100%)</p>											
<p>Plan submission date: October 2016</p>			<p>Submitted by: Sandi Logan</p>									