



# Assessment Record

Program: Office Administration

Assessment period: 2019-2020

**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 office skills that will enhance their careers and provide employment opportunities. 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, Accounting and Administrative fields
7. Students will apply knowledge of medical terminology in office documents and applications
8. Students will demonstrate program proficiency and knowledge in office skills via Office Internship

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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 through email to students.</p> <p><a href="#">OAD Career/Technical Employment Survey 2019</a></p>	<p>70% of students returning surveys will report satisfaction with instruction and the OAD program</p>	<table border="1"> <tr> <td colspan="2" data-bbox="1096 321 1568 431">Career and Technical Employment Survey Summer 2019 through Spring 2020</td> </tr> <tr> <td data-bbox="1096 431 1373 542">Number of students that returned survey</td> <td data-bbox="1373 431 1568 542">17/17 (100%)</td> </tr> <tr> <td data-bbox="1096 542 1373 683">Number of students Satisfied or Very Satisfied with OAD Program</td> <td data-bbox="1373 542 1568 683">17/17 (100%)</td> </tr> <tr> <td data-bbox="1096 683 1373 794">Number of students that accomplished their goals</td> <td data-bbox="1373 683 1568 794">17/17 (100%)</td> </tr> <tr> <td colspan="2" data-bbox="1096 794 1568 829">Based on IE data received</td> </tr> </table>	Career and Technical Employment Survey Summer 2019 through Spring 2020		Number of students that returned survey	17/17 (100%)	Number of students Satisfied or Very Satisfied with OAD Program	17/17 (100%)	Number of students that accomplished their goals	17/17 (100%)	Based on IE data received		<p>Faculty will continue to track student data to improve OAD program results. Faculty will follow up with graduates to get employment information. Career surveys will be used to obtain information.</p>		
Career and Technical Employment Survey Summer 2019 through Spring 2020																
Number of students that returned survey	17/17 (100%)															
Number of students Satisfied or Very Satisfied with OAD Program	17/17 (100%)															
Number of students that accomplished their goals	17/17 (100%)															
Based on IE data received																
<p>Office Administration students will graduate at a 70% completion rate.</p>	<p>Degrees awarded Summer 2019 through Spring 2020</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"> <tr> <td colspan="2" data-bbox="1096 932 1568 1042">Number of Degrees Awarded Summer 2019 through Spring 2020</td> </tr> <tr> <td data-bbox="1096 1042 1415 1078">Accounting Support</td> <td data-bbox="1415 1042 1568 1078">1/1(100%)</td> </tr> <tr> <td data-bbox="1096 1078 1415 1114">Admin. Office Support</td> <td data-bbox="1415 1078 1568 1114">7/7(100%)</td> </tr> <tr> <td data-bbox="1096 1114 1415 1149">Medical Support</td> <td data-bbox="1415 1114 1568 1149">11/11(100%)</td> </tr> <tr> <td data-bbox="1096 1149 1415 1185">Total</td> <td data-bbox="1415 1149 1568 1185">19</td> </tr> <tr> <td colspan="2" data-bbox="1096 1185 1568 1221">Based on IE data received</td> </tr> </table>	Number of Degrees Awarded Summer 2019 through Spring 2020		Accounting Support	1/1(100%)	Admin. Office Support	7/7(100%)	Medical Support	11/11(100%)	Total	19	Based on IE data received		<p>Faculty will continue to track graduation outcomes and encourage OAD students to complete graduation requirements.</p> <p>OAD faculty will advise students to keep them on track.</p>
Number of Degrees Awarded Summer 2019 through Spring 2020																
Accounting Support	1/1(100%)															
Admin. Office Support	7/7(100%)															
Medical Support	11/11(100%)															
Total	19															
Based on IE data received																
<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</p>	<table border="1"> <tr> <td colspan="2" data-bbox="1096 1300 1568 1411">Students who received an employer evaluation of "Excellent" or "Good" in their Internship class</td> </tr> <tr> <td data-bbox="1096 1411 1268 1446">Fall 2019</td> <td data-bbox="1268 1411 1568 1446">4/4 Shelby (100%)</td> </tr> </table>	Students who received an employer evaluation of "Excellent" or "Good" in their Internship class		Fall 2019	4/4 Shelby (100%)	<p>Faculty will continue to prepare students to meet demands of office work and perform</p>								
Students who received an employer evaluation of "Excellent" or "Good" in their Internship class																
Fall 2019	4/4 Shelby (100%)															

	<a href="#">OAD 242 Office Internship Evaluation Form</a>	“Excellent” on all questions.	<table border="1"> <tr> <td>Spring 2020</td> <td>6/6 Shelby (100%) 3/3 Jefferson (100%)</td> </tr> <tr> <td>Summer 2020</td> <td>Class was cancelled due to low enrollment. .</td> </tr> </table>	Spring 2020	6/6 Shelby (100%) 3/3 Jefferson (100%)	Summer 2020	Class was cancelled due to low enrollment. .	<p>satisfactorily in office internships.</p> <p>Faculty will follow up with employers at internship sites to get feedback on intern students.</p>											
Spring 2020	6/6 Shelby (100%) 3/3 Jefferson (100%)																		
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Positive satisfaction with courses/program will be based on course completion data	Individual course evaluations from selected OAD classes through class climate.	70% of students who complete course evaluations will indicate satisfaction with OAD courses	<table border="1"> <tr> <td colspan="3">Students who were “Satisfied” with OAD courses –Summer 2019—Spring 2020</td> </tr> <tr> <td>OAD 125W</td> <td>17 Returned surveys</td> <td>95% were satisfied with course</td> </tr> <tr> <td>OAD 211</td> <td>63 returned Surveys</td> <td>95% were satisfied with course</td> </tr> <tr> <td>OAD 232</td> <td>21 returned surveys</td> <td>100% were satisfied with course</td> </tr> <tr> <td>OAD 242</td> <td>6 returned surveys</td> <td>100% were satisfied with course</td> </tr> </table>	Students who were “Satisfied” with OAD courses –Summer 2019—Spring 2020			OAD 125W	17 Returned surveys	95% were satisfied with course	OAD 211	63 returned Surveys	95% were satisfied with course	OAD 232	21 returned surveys	100% were satisfied with course	OAD 242	6 returned surveys	100% were satisfied with course	<p>Students who completed course evaluations were satisfied with training.</p> <p>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 –Summer 2019—Spring 2020																			
OAD 125W	17 Returned surveys	95% were satisfied with course																	
OAD 211	63 returned Surveys	95% were satisfied with course																	
OAD 232	21 returned surveys	100% were satisfied with course																	
OAD 242	6 returned surveys	100% were satisfied with course																	
Plan submission date: September 2020			Submitted by: Sandi Logan																



## Assessment Record

**Program:** Office Administration

**Assessment period:** 2019-2020

**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	<b>OAD 101:</b> 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	29 students out of 39 students (74%) successfully completed the business letter project.	The results for OAD 101 course outcomes were good this year <a href="#">Grade Improvement Video</a> <a href="#">OAD 101 Beginning Keyboarding</a>
	<b>OAD 103:</b> 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.	28 students out of 45 students (62%) successfully achieved the speed goal on a 5-minute test.	The average success rate for Keyboarding II was low this year.
	<b>OAD 110:</b> 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.	41 students out of 44 (93%) successfully completed the search feature project.	Faculty will use demonstration videos and give more practice timings to monitor beginning classes so students will be

	<b>OAD 138:</b> Demonstrate knowledge of alphabetic filing rules	70% of students will complete alphabetic filing program with 80% accuracy	43 students out of 47 (91%) successfully completed the alphabetic filing rules project with 80% accuracy.	more successful in the program. <a href="#">OAD 103 Demonstration Video: Lesson 61 Guide for Document Processing</a>  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 beginning classes so students will be successful in the program.
Students will demonstrate desktop solutions using MS Office applications in the Medical, Accounting and Administrative fields	<b>OAD 125</b> 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	37 students out of 44 (84%) successfully completed the tabs assignment with 80% accuracy.	Students enrolled in Office applications courses are meeting and exceeding 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.
	<b>OAD 232</b> Demonstrate knowledge of formulas and functions on a spreadsheet	70% of students will create formulas on an Excel spreadsheet with 80% accuracy	31 students out of 38 (81%) successfully completed spreadsheet project with 80% accuracy.	

<p>Students will demonstrate desktop solutions using MS Office applications in the Medical, Accounting and Administrative fields.</p>	<p><b>OAD 246</b> Create a basic PowerPoint presentation including pictures and media</p>	<p>70% of students will successfully complete project</p>	<p>24 out of 29 students (83%) 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 terminology in office documents and applications</p>	<p><b>OAD 212</b> Demonstrate proficiency in the use of transcription system used in a medical office</p>	<p>70% of students will properly transcribe and format a medical document with 80% accuracy</p>	<p>11 students out of 11 students (100%) successfully completed transcription project with 80% accuracy.</p>	<p>Students in the medical 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 resource materials will be made available to help students when needed.</p>
	<p><b>OAD 215/216</b> 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>25 students out of 25 (100%) 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="1144 167 1514 277"> <p>Students who received an employer evaluation of “Excellent” or “Good”.</p> </td> </tr> <tr> <td data-bbox="1144 277 1325 420"> <p>Fall 2019</p> </td> <td data-bbox="1325 277 1514 420"> <p>3/3 Shelby (100%) 1/1 Jefferson (100%)</p> </td> </tr> <tr> <td data-bbox="1144 420 1325 563"> <p>Spring 2020</p> </td> <td data-bbox="1325 420 1514 563"> <p>6/6 Shelby (100%) 3/3 Jefferson (100%)</p> </td> </tr> <tr> <td data-bbox="1144 563 1325 638"> <p>Summer 2019</p> </td> <td data-bbox="1325 563 1514 638"> <p>Class was cancelled</p> </td> </tr> </table>	<p>Students who received an employer evaluation of “Excellent” or “Good”.</p>		<p>Fall 2019</p>	<p>3/3 Shelby (100%) 1/1 Jefferson (100%)</p>	<p>Spring 2020</p>	<p>6/6 Shelby (100%) 3/3 Jefferson (100%)</p>	<p>Summer 2019</p>	<p>Class was cancelled</p>	<p>Faculty will continue to prepare students to apply knowledge of office skills to meet demands of office work.</p> <p>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>												
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