Assessment Record

Program: Office Administration   **Assessment period:** 2020-2021

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
Graduates returning surveys will report satisfaction with the educational preparation provided in the Office Administration Program.	Career/Technical employment status surveys sent periodically through email to students. OAD Career/Technical Employment Survey 2020	70% of students returning surveys will report satisfaction with instruction and the OAD program	**Career and Technical Employment Survey Summer 2020 through Spring 2021** Number of students that returned survey — 6/6 (100%) Number of students Satisfied or Very Satisfied with OAD Program — 6/6 (100%) Number of students that accomplished their goals — 6/6 (100%) Based on IE data received .	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.
Office Administration students will graduate at a 70% completion rate	Degrees awarded Summer 2020 through Spring 2021 OAD Program Graduates 2020-2021 Based on IE Completion data	Students will maintain a GPA of 2.0 or higher and graduate	**Number of Degrees Awarded Summer 2020 through Spring 2021** Accounting Support — 2/2 (100%) Admin. Office Support — 11/11 (100%) Medical Support — 9/9 (100%) Total — 22 Based on IE data received	Faculty will continue to track graduation outcomes and encourage OAD students to complete graduation requirements. OAD faculty will advise students to keep them on track.

| Employer satisfaction with preparation of students will be based on office internship evaluations. | Office Internship evaluations submitted by employers.

OAD 242 Internship Evaluation Form | 70% of graduates evaluated through employer surveys will receive an evaluation score of "Good" or "Excellent" on all questions. | Students who received an employer evaluation of "Excellent" or "Good" in their Internship class

| Fall 2020 | 8/8 (100%) |
| Spring 2021 | 10/10 (100%) |
Summer 2021	5/5 (100%)		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 to get feedback on intern students.
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	Students who were "Satisfied" with OAD courses –Summer 2020—Spring 2021 | OAD 103	20 Returned surveys	85% were satisfied with course
OAD 110	16 returned Surveys	63% were satisfied with course
OAD 230	2 returned surveys	100% were satisfied with course
OAD 246	6 returned surveys	83% were satisfied with course		Students who completed course evaluations(Class Climates) 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(Class Climates).

Plan submission date: September 2020	**Submitted by: DeNedra Mitchell Peasant**

September 24, 2021

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Program: Office Administration

Assessment period: 2020-2021

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:** Achieve a minimum of 35 words per minute on a three-minute timing with 5 or fewer errors	70% of students enrolled on OAD 101 will complete a minimum of 3 three-minute timings to achieve the speed goal.	20 students out of 23 students (87%) successfully achieved the speed goal on a 3-minute test.	The results for OAD 101 course outcomes were good this year. The average success rate for

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				Keyboarding II was low this year.
	OAD 103: Achieve a minimum of 40 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 3 five-minute timings to achieve the speed goal.	30 students out of 42 students (71%) successfully achieved the speed goal on a 5-minute test.	Faculty will use videos and give more practice timings to monitor and enhance beginning classes so students will be more successful in the program.
	OAD 110: Demonstrate knowledge of the Search feature to find files on the computer	70% of students in OAD 110 will successfully use the search feature to find files on the computer.	59 students out of 59 (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%.
	OAD 138: Demonstrate knowledge of alphabetic filing rules	70% of students will complete alphabetic filing program with 80% accuracy	45 students out of 49 (92%) successfully completed the alphabetic filing rules project with 80% accuracy.	Faculty will continue to monitor and enhance 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	**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	41 students out of 49 (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.

Students will demonstrate desktop solutions using MS Office applications in the Medical, Accounting and Administrative fields.	**OAD 232** Demonstrate proficiency in creating formulas and functions on a spreadsheet.	70% of students will create formulas on an Excel spreadsheet with 80% accuracy	25 students out of 29 (86%) successfully completed spreadsheet project with 80% accuracy.	Program outcomes have been achieved but any deficiencies will be addressed by the OAD faculty. 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.
	OAD 246 Create a basic PowerPoint presentation including pictures and media.	70% of students will successfully complete project	17 out of 17 students (100%) successfully completed the PowerPoint presentation project.	
Students will apply knowledge of medical terminology in office documents and applications	**OAD 211** Demonstrate an understanding of prefixes and root words.	70% of students will complete written assignments to demonstration proficiency in medical terminology.	207 students out of 217 students (95%) successfully completed written terminology project with 80% accuracy.	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.
	OAD 215/216 Students will demonstrate an understanding of medical coding guidelines and principles	Students will submit indexing and coding activities with 80% accuracy	31 students out of 28 (90%) successfully completed the coding project with 80% accuracy.	

Students will demonstrate program proficiency and knowledge in office skills via Office internship.	Satisfactory completion of **OAD 242—Internship** by demonstrating skills learned in OAD courses	70% of Internship students evaluated will receive a score of "Good" or higher on a 5-point scale.	Students who received an employer evaluation of "Excellent" or "Good" in their Internship class	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 evaluation forms from supervisors.
			Fall 2020 — 8/8 (100%) Spring 2021 — 10/10 (100%) Summer 2021 — 5/5 (100%)	
Plan submission date: September 2020			**Submitted by: DeNedra Mitchell Peasant**	

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