



Assessment Record

Program: Office Administration

Assessment period: 2021-2022

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

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>OAD Career/Technical Employment Survey 2022</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="1098 321 1570 430">Career and Technical Employment Survey Summer 2021 through Spring 2022</td> </tr> <tr> <td data-bbox="1098 430 1375 539">Number of students that returned survey</td> <td data-bbox="1375 430 1570 539">3/3 (100%)</td> </tr> <tr> <td data-bbox="1098 539 1375 680">Number of students Satisfied or Very Satisfied with OAD Program</td> <td data-bbox="1375 539 1570 680">2/3 (66.7%)</td> </tr> <tr> <td data-bbox="1098 680 1375 789">Number of students that accomplished their goals</td> <td data-bbox="1375 680 1570 789">2/3 (66.7%)</td> </tr> <tr> <td colspan="2" data-bbox="1098 789 1570 829">Based on IE data received</td> </tr> </table>	Career and Technical Employment Survey Summer 2021 through Spring 2022		Number of students that returned survey	3/3 (100%)	Number of students Satisfied or Very Satisfied with OAD Program	2/3 (66.7%)	Number of students that accomplished their goals	2/3 (66.7%)	Based on IE data received		<p>Faculty will continue to track student data to improve OAD program results.</p> <p>Career surveys will be used to obtain employment information.</p>		
Career and Technical Employment Survey Summer 2021 through Spring 2022																
Number of students that returned survey	3/3 (100%)															
Number of students Satisfied or Very Satisfied with OAD Program	2/3 (66.7%)															
Number of students that accomplished their goals	2/3 (66.7%)															
Based on IE data received																
<p>Office Administration students will graduate at a 70% completion rate</p>	<p>Degrees awarded Summer 2020 through Spring 2021</p> <p>OAD Program Graduates Su 2021</p> <p>OAD Program Graduates Spring-2022</p>	<p>Students will maintain a GPA of 2.0 or higher and graduate</p>	<table border="1"> <tr> <td colspan="2" data-bbox="1098 930 1570 1011">Number of Degrees Awarded Summer 2021 through Spring 2022</td> </tr> <tr> <td data-bbox="1098 1011 1375 1060">Accounting Support</td> <td data-bbox="1375 1011 1570 1060">1/1 (100%)</td> </tr> <tr> <td data-bbox="1098 1060 1375 1133">Admin. Office Support</td> <td data-bbox="1375 1060 1570 1133">1/1 (100%)</td> </tr> <tr> <td data-bbox="1098 1133 1375 1182">Medical Support</td> <td data-bbox="1375 1133 1570 1182">9/9 (100%)</td> </tr> <tr> <td data-bbox="1098 1182 1375 1222">Total</td> <td data-bbox="1375 1182 1570 1222">11</td> </tr> <tr> <td colspan="2" data-bbox="1098 1222 1570 1263">Based on IE data received</td> </tr> </table>	Number of Degrees Awarded Summer 2021 through Spring 2022		Accounting Support	1/1 (100%)	Admin. Office Support	1/1 (100%)	Medical Support	9/9 (100%)	Total	11	Based on IE data received		<p>Faculty will continue to track graduation outcomes and encourage OAD students to complete graduation requirements.</p>
Number of Degrees Awarded Summer 2021 through Spring 2022																
Accounting Support	1/1 (100%)															
Admin. Office Support	1/1 (100%)															
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Total	11															
Based on IE data received																

			Students who received an employer evaluation of “Excellent” or “Good” in their Internship class	
			Summer 2021	8/8 (100%)
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.	Fall 2021	6/6 (100%)
			Spring 2022	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 2021—Spring 2022	
			OAD 232	17 Returned surveys 82% were satisfied with course
			OAD 230	3 returned surveys 100% were satisfied with course
			OAD 246	13 returned surveys 92% were satisfied with course
				Faculty will continue to encourage students to complete course evaluations(Class Climates). 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.
Plan submission date: September 2022			Submitted by: DeNedra Mitchell Peasant	



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 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 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 44 students (68%) successfully achieved the speed goal on a 5-minute test.	The average success rate for OAD 103 Intermediate Keyboarding was low this year. 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 138: Demonstrate knowledge of alphabetic filing rules	70% of students will complete alphabetic filing program with 80% accuracy	21 students out of 30 (70%) successfully completed the alphabetic filing rules project with 80% accuracy.	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%.
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	34 students out of 44 (77%) successfully completed spreadsheet project with 80% accuracy.	Program outcomes have been achieved but any deficiencies will be addressed by the OAD faculty. Faculty will continue to monitor student success using Microsoft Office applications by incorporating Microsoft Office Specialist Certifications
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.	159 students out of 175 students (91%) successfully completed written terminology project with 80% accuracy.	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>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="1102 168 1484 354"> <p>Students who received an employer evaluation of “Excellent” or “Good” in their Internship class</p> </td> </tr> <tr> <td data-bbox="1102 354 1262 428"> <p>Summer 2021</p> </td> <td data-bbox="1262 354 1484 428"> <p>8/8 (100%)</p> </td> </tr> <tr> <td data-bbox="1102 428 1262 522"> <p>Fall 2021</p> </td> <td data-bbox="1262 428 1484 522"> <p>10/10 (100%)</p> </td> </tr> <tr> <td data-bbox="1102 522 1262 613"> <p>Spring 202</p> </td> <td data-bbox="1262 522 1484 613"> <p>5/5 (100%)</p> </td> </tr> </table>	<p>Students who received an employer evaluation of “Excellent” or “Good” in their Internship class</p>		<p>Summer 2021</p>	<p>8/8 (100%)</p>	<p>Fall 2021</p>	<p>10/10 (100%)</p>	<p>Spring 202</p>	<p>5/5 (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 evaluation forms from supervisors.</p>
<p>Students who received an employer evaluation of “Excellent” or “Good” in their Internship class</p>												
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