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| jscc logo | **Assessment Record** |

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| **Program:** | **Office Administration** | **Assessment period:** | **2018-2019** |

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| |  | | --- | | **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. | |

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| **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** |
| Graduates returning surveys will report satisfaction with the educational preparation provided in the Office Administration Program. | Career/Technical  employment status surveys sent periodically throughout the year and given out by OAD faculty | 70% of students returning surveys will report satisfaction with instruction and the OAD program | 74 Graduates in Summer 2018-Spring 2019  17 students returned surveys  12 reported “Satisfied” or  “Very Satisfied” with OAD program  and 100% of students who returned surveys reported that they accomplished their goals or were in progress.  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 70% completion rate | Degrees awarded Summer 2018 through Spring 2019  Based on IE Completion data | Students will maintain a GPA of 2.0 or higher and graduate | |  |  | | --- | --- | | Number of Degrees/Certificates Awarded  Summer 2018 through Spring 2019 | | | Accounting Support | 4 | | Admin. Office Support | 20 | | Medical Support | 50 | | Total | 74 |   Based on IE data received | 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. |
| Employer satisfaction with preparation of students will be based on office internship evaluations. | Office Internship evaluations submitted by employers | 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 2018 | 6/6 Shelby (100%) | | Spring 2019 | 7/8 Shelby (88%)  5/6 Jefferson (83%) | | Summer 2019 | 10/10 Shelby (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 2018—Spring 2019 | | | | OAD 125W | 14 returned  surveys | 100% were satisfied with course | | OAD 211 | 47  returned  Surveys | 100% were satisfied with course | | OAD 232 | 17  returned surveys | 100% were satisfied with course | | OAD 242 | 19  returned surveys | 100% were satisfied with course | | 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. |
| **Plan submission date: September 2019** | | | **Submitted by: Sandi Logan** | |

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| |  | | --- | | **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. |

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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** |
| Students will demonstrate knowledge of basic computer concepts and information management  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 | 20 students out of 32 students (63%) successfully completed the business letter project. | The results for OAD 101 course outcomes were below projections. The average success rate for Keyboarding I and II classes was between 63% and 74%. Faculty will use videos and continue to monitor and enhance beginning classes so students will be more successful in the program.  The goals for all beginning course outcomes were met and exceeded. The average success rate for basic computer and information management classes was above 85%. 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. | 32 students out of 43 students (74%) successfully achieved the speed goal on a 5-minute test. |
| **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. | 40 students out of 40 (100%) successfully completed the search feature project. |
| **OAD 138:**  Demonstrate knowledge of alphabetic filing rules | 70% of students will complete alphabetic filing program with 80% accuracy | 37 students out of42 (88%) successfully completed the alphabetic filing rules project with 80% accuracy. |
| Students will demonstrate desktop solutions using MS Office applications in the Medical, Accounting and Administrative fields  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 | 37 students out of 47 (79%) 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.  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 232**  Demonstrate knowledge of formulas and functions on a spreadsheet | 70% of students will create formulas on an Excel spreadsheet with 80% accuracy | 33 students out of 35 (94%) successfully completed spreadsheet project with 80% accuracy. |
| **OAD 246**  Create a basic PowerPoint presentation including pictures and media | 70% of students will successfully complete project | 19 out of 21 students (90%) successfully completed the Powerpoint presentation project. |
| Students will apply knowledge of medical terminology in office documents and applications | **OAD 212**  Demonstrate proficiency in the use of transcription system used in a medical office | 70% of students will properly transcribe and format a medical document with 80% accuracy | 10 students out of 10 students (100%) successfully completed transcription 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 | 35 students out of 36 (97%) successfully completed the coding project with 80% accuracy. |

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| 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”. | | | Fall 2018 | 6/6 Shelby (100%)  No class at Jefferson | | Spring 2019 | 7/8 Shelby  (88%)  5/6 Jefferson  (83%) | | Summer 2019 | 10/10 Shelby (100%)  No class at Jefferson | | 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. |
| **Plan submission date: September 2019** | | | **Submitted by: Sandi Logan** | |