



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	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	29 students out of 39 students (74%) successfully completed the business letter project.	The results for OAD 101 course outcomes were good this year
	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.	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. Instructors will supplement with an instructor created video on keyboarding and document processing.
	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.	41 students out of 44 (93%) successfully completed the search feature project.	<p>Also, Faculty will use demonstration videos and give more practice timings to monitor beginning classes so students will be more successful in the program.</p> <p>OAD 103 Demonstration Video: Lesson 61 Guide for Document Processing</p> <p>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%.</p> <p>Faculty will continue to monitor beginning classes so students will be successful in the program.</p>
	OAD 138: 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.	
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 44 (84%) successfully completed the tabs assignment with 80% accuracy.	<p>Students enrolled in Office applications courses are meeting and exceeding the criteria set for these courses.</p> <p>Faculty will continue to monitor results. Program outcomes have been achieved but any deficiencies will be addressed by the OAD faculty.</p>
	OAD 232 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>OAD 246 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>OAD 212 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>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>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="1155 100 1528 207"> <p>Students who received an employer evaluation of “Excellent” or “Good”.</p> </td> </tr> <tr> <td data-bbox="1155 207 1327 350"> <p>Fall 2019</p> </td> <td data-bbox="1327 207 1528 350"> <p>3/3 Shelby (100%) 1/1 Jefferson (100%)</p> </td> </tr> <tr> <td data-bbox="1155 350 1327 493"> <p>Spring 2020</p> </td> <td data-bbox="1327 350 1528 493"> <p>6/6 Shelby (100%) 3/3 Jefferson (100%)</p> </td> </tr> <tr> <td data-bbox="1155 493 1327 571"> <p>Summer 2019</p> </td> <td data-bbox="1327 493 1528 571"> <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>
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<p>Summer 2019</p>	<p>Class was cancelled</p>											
<p>Plan submission date: September 2020</p>			<p>Submitted by: Sandi Logan</p>									

Student Portfolio Date: 10/16/2019
Course Grade: N/A

Filter by lesson or title... Adv. Filters Expand Top 5 Collapse All

Date	Lesson	Title	Total Time	Goal	Score	Grade																												
10/15/2019 3:43 PM	R 25	Correspondence 25-1: E-Mail Message Grading Category: Document Processing	2:17:20:44		Keystroking: 95	95%																												
<table border="1" style="width: 100%;"> <thead> <tr> <th>Attempt</th> <th>Keystroking Error</th> <th>Formatting Alert</th> <th>Attempt Origin</th> <th>Time Spent</th> <th>Last Modified</th> <th></th> </tr> </thead> <tbody> <tr> <td>Attempt #11</td> <td>184</td> <td>4</td> <td>Started</td> <td>00:42</td> <td>10/15/2019 3:43:50 PM</td> <td>Details</td> </tr> <tr> <td>Attempt #10</td> <td>259</td> <td>1</td> <td>Started</td> <td>01:41</td> <td>10/11/2019 9:51:57 AM</td> <td>Details</td> </tr> <tr> <td>Average</td> <td>42</td> <td>1</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>							Attempt	Keystroking Error	Formatting Alert	Attempt Origin	Time Spent	Last Modified		Attempt #11	184	4	Started	00:42	10/15/2019 3:43:50 PM	Details	Attempt #10	259	1	Started	01:41	10/11/2019 9:51:57 AM	Details	Average	42	1				
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Average	42	1																																
10/15/2019 3:42 PM		25G Word Processing: E-Mail a Document and GDP Reference Manual	0:15																															
10/15/2019 3:42 PM		25F E-Mail Messages	0:23																															
10/09/2019 10:05 AM	R	OAD 101 Midterm Timed Writing Test 3 Supplementary 3 Fall '19 Grading Category: Timed Writing Test	6:00	35 wpm/3/5e		50%																												
10/09/2019 9:54 AM	R	OAD 101 Midterm Timed Writing Test 2 Supplementary 2 Fall '19 Grading Category: Timed Writing Test	6:00	35 wpm/3/5e		50%																												
10/09/2019 9:48 AM	R	OAD 101 Midterm Timed Writing Test 1 Supplementary 1 Fall '19 Grading Category: Timed Writing Test	6:00	35 wpm/3/5e		50%																												
09/27/2019 9:34 AM		25E Basic Parts of an E-Mail Message	0:12																															
09/25/2019 7:31 PM	RC	22D Word Processing: Orientation to Word Processing—B Grading Category: Skillbuilding	0:11			95%																												

Total Time: 2:18:25:29

A Annotation R Required ? Grade Pending C Completion Graded
O Overridden/Locked Grade ✓ Used in Grading

The screenshot shows a web browser window titled "GDP11e - Google Chrome" with the URL "https://jeffstateonline.gdp11.com/Students/Client/GDP11.aspx". The page header includes the "GDP" logo and the text "GREGG College Keyboarding & Document Processing". A navigation bar contains icons for "Lessons", "Skillbuilding", "MAP+", "Timed Writings", "Language Arts", "Reference Manual", and "My GDP".

The main content area is titled "Correspondence 61-55: Business Letter in Block Style" and is divided into three numbered steps:

- 1 Download File to Begin Work**: Instructs the user to click a button to work on their document in Microsoft Word. It offers two options: "Start Work" (Opens the starting file for this document) and "Edit Work" (Opens the last file you have uploaded to GDP for this job, so that you may edit it).
- 2 Upload/Save File to GDP**: Instructs the user to click the "Browse" button to upload their work. It notes that clicking "Browse" will replace any existing file.
- 3 Score Your Work**: Instructs the user to click the "Submit Work" button to submit the project for grading.

A left-hand navigation menu lists "Advanced Formatting" and "Unit 13 Skill Refinement", with "Lesson 61 Skillbuilding and Letter Review" expanded to show sub-lessons 61A through 61E. "Correspondence 61-55: Business Letter in Block Style" is highlighted in blue. Below this, lessons 62 through 65 are listed.

The bottom of the page features a navigation bar with "Previous" and "Next" buttons, and a status bar showing "Part 4 | Unit 13 | Lesson 61 | Page 237". The Windows taskbar at the very bottom shows the time as 00:08 / 29:44 and the date as 12:03 PM 7/24/2017.