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
SLO 1 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 time with 5 or fewer errors	70% of students enrolled in 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 Keyboarding II was low this year. Faculty will continue use videos and give more practice timings to monitor and enhance beginning classes so students will be
SLO 1 Students will demonstrate knowledge of basic computer	**OAD 103:** Achieve a minimum of 40 words per minute on a five-minute time with 5 or fewer errors	70% of students enrolled in 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.	

concepts and information management.	**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%) completed the search feature project.	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 90%. Faculty will continue to monitor and enhance beginning classes so students will be successful in the program.
	OAD 138: Demonstrate knowledge of alphabetic filing rules	70% of students will complete the alphabetic filing program with 80% accuracy	45 students out of 49 (92%) completed the alphabetic filing rules project with 80% accuracy.	
SLO 2 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%) completed the tabs assignment with 80% accuracy.	Students enrolled in Office applications courses are meeting and exceeding the criteria set for these courses. The faculty will continue to monitor the results. Program outcomes have been achieved but any deficiencies will be addressed by the OAD faculty.
	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%) completed the spreadsheet project with 80% accuracy.	

SLO 2 Students will demonstrate desktop solutions using MS Office applications in the Medical, Accounting, and Administrative fields.	**OAD 246** Create a basic PowerPoint presentation including pictures and media	70% of students will complete the project	17 out of 17 students (100%) completed the PowerPoint presentation project.	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.
SLO3 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 demonstrate proficiency in medical terminology.	207 students out of 217 students (95%) completed the 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 succeed with medical terminology and concepts.
	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%) completed the coding project with 80% accuracy.	

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<td>SLO 4 Students will demonstrate program proficiency and knowledge in office skills via an Office internship</td>
<td>Satisfactory completion of OAD 242—Internship by demonstrating skills learned in OAD courses</td>
<td>70% of Internship students evaluated will receive a score of “Good” or higher on a 5-point scale.</td>
<td>
Students who received an employer evaluation of “Excellent” or “Good” in their Internship class
<table>
<tr><td>Fall 2020</td><td>8/8 (100%)</td></tr>
<tr><td>Spring 2021</td><td>10/10 (100%)</td></tr>
<tr><td>Summer 2021</td><td>5/5 (100%)</td></tr>
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<td>Faculty will continue to prepare students to apply knowledge of office skills to meet the demands of office work. Faculty will stress the 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.</td>
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<td colspan="3">Plan submission date: September 2021</td>
<td colspan="2">Submitted by: DeNedra Mitchell Peasant</td>
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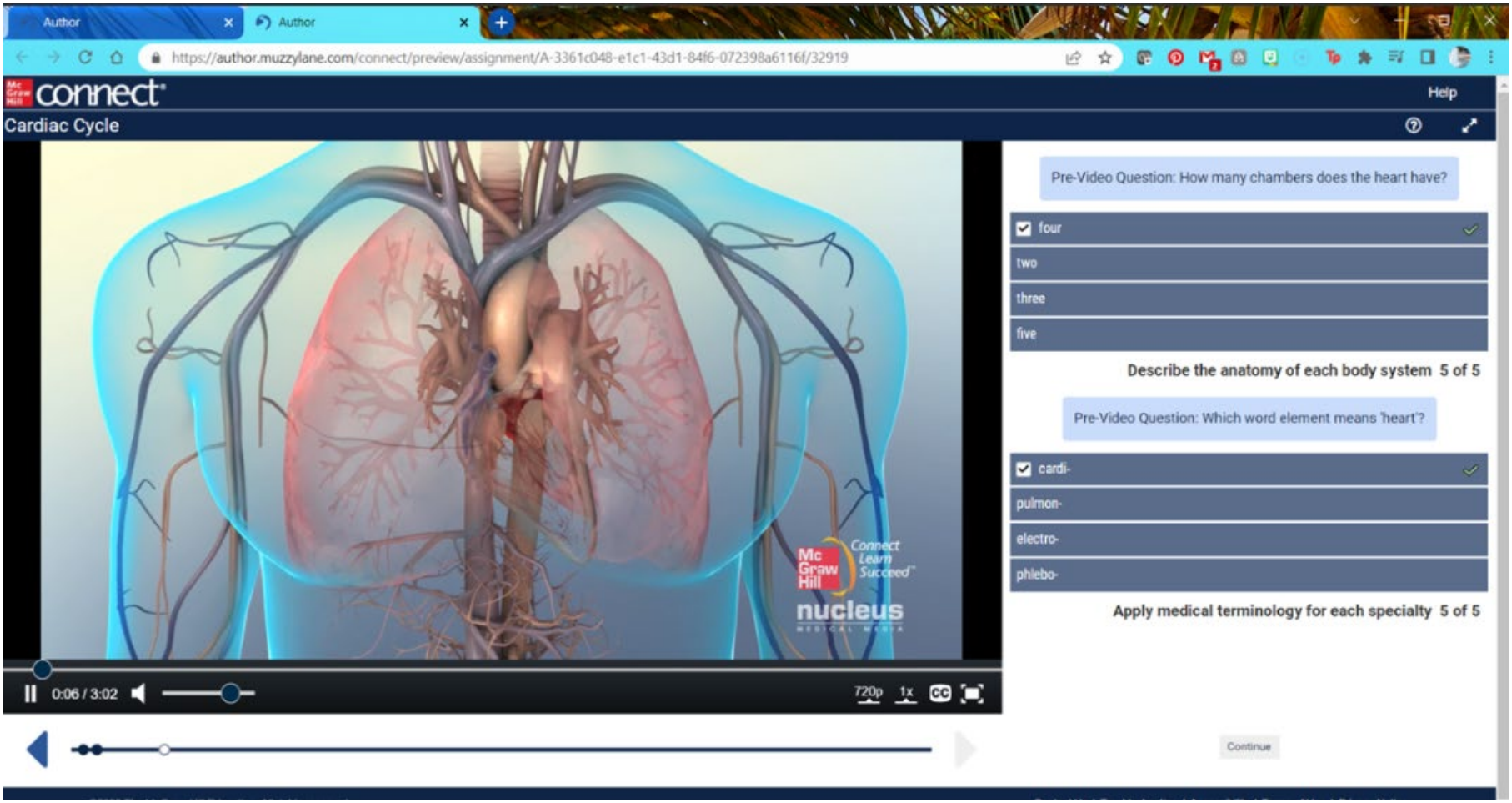
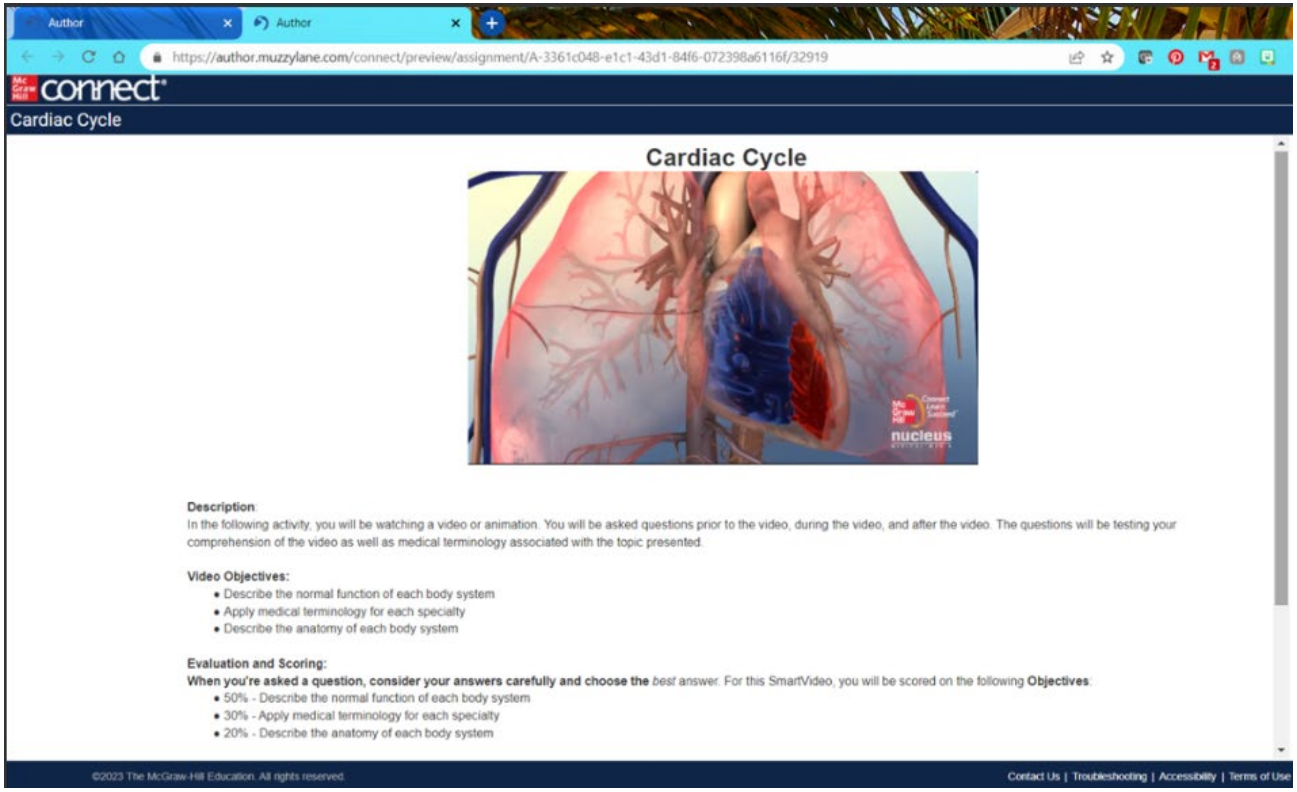
Evidence in support of SLO 3

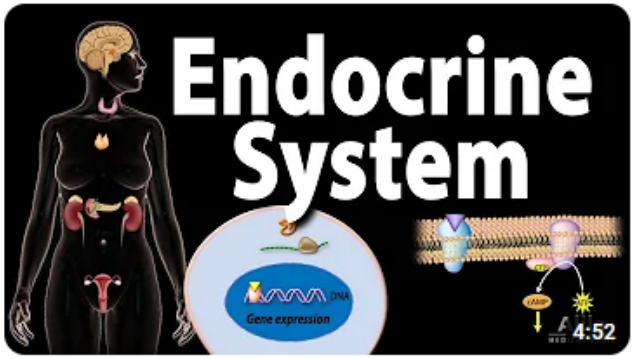
Return to SLO 3



February 7, 2023

Return to SLO 3





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