



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 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 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%.
SLO 2 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
SLO 3 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>SLO 4 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="1096 134 1486 321"> <p>Students who received an employer evaluation of “Excellent” or “Good” in their Internship class</p> </td> </tr> <tr> <td data-bbox="1096 321 1262 394"> <p>Summer 2021</p> </td> <td data-bbox="1262 321 1486 394"> <p>8/8 (100%)</p> </td> </tr> <tr> <td data-bbox="1096 394 1262 483"> <p>Fall 2021</p> </td> <td data-bbox="1262 394 1486 483"> <p>10/10 (100%)</p> </td> </tr> <tr> <td data-bbox="1096 483 1262 573"> <p>Spring 202</p> </td> <td data-bbox="1262 483 1486 573"> <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 by reviewing the intership performance appraisal instrument with students. Students will be monitored through evaluation forms from supervisors.</p>
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<p>Plan submission date: September 2022</p>			<p>Submitted by: DeNedra Mitchell Peasant</p>									

OAD 242 OFFICE ADMINISTRATION INTERNSHIP WORK EXPERIENCE
PERFORMANCE APPRAISAL

This evaluation form is to be completed by the internship student's immediate supervisor. It is to be discussed with the student either before the coordinator's site visitation or during the site visitation. If discussed with the student prior to the site visitation, it will also be reviewed during the visitation.

This appraisal will provide a check on the student's overall performance on the job. In addition, this performance appraisal will be used as 50 percent of the student's final grade for the Office Administration internship course.

1. QUALITY OF WORK

Consider the completeness, neatness, and acceptability of work performed

- (4) Above average work performance
- (3) Good work performance
- (2) Average work performance
- (1) Below average work performance

2. QUANTITY OF WORK

Consider amount of work completed within a given time and how it compares with expected amount

- (4) Above average productivity
- (3) Good work productivity
- (2) Average work productivity
- (1) Below average work productivity

3. ABILITY TO LEARN AND FOLLOW INSTRUCTIONS

- (4) Exceptional capacity to understand and retain
- (3) Readily understands and retains but needed additional instruction one or two times
- (2) Learns and retains reasonably well but needed additional instruction three or times
- (1) Requires repeated instructions frequently

4. COOPERATION

Consider willingness to work with others and attitude towards work, associates, and supervision

- (4) Goes out of way to cooperate; excellent attitude and team worker
- (3) Cooperative; good attitude and team worker
- (2) Average attitude and team worker
- (1) Shows lack of cooperation; below average attitude and team worker

5. INITIATIVE AND APPLICATION

Consider the attention and effort applied to tasks and the degree to which the employee is a "self-starter"

- (4) Exceptionally motivated, industrious and resourceful
- (3) Generally energetic; occasionally seeks out more work
- (2) Steady and willing worker but seldom works beyond assigned duties
- (1) Inclined to take things easy; requires occasional prodding

6. DEPENDABILITY

Consider the manner in which the employee applies himself/herself to work and the amount of supervision required

- (4) Justifies utmost confidence; carries out work in detail without requiring supervision
- (3) Can be trusted to do the job; requires only an occasional check
- (2) Conscientious but needs more checkins than others on some work

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