**Executive Summary**

This review process has allowed us insight of areas that need attention within our instructional program. By linking all the required objectives (CLO, PLO, ILO) at the various levels, it has provided a direction for us to pursue to strengthen and refine our outcomes. Creating the CLOs, PLOs, and ILOs over several years and in several stages inadvertently caused gaps and in so doing created a lack of systematic connections in the process. The continuation of a 5-year cycle will enable ongoing revisions in a more consistent and predictable manner.

Due to the timing of this cycle, not all our courses were assessed, so we are missing CLO data that could possibly alter our PLO success rates. Also, we discovered that courses outside our program area such as business and computer graphics were not included in our CLO/PLO data sets, but the courses are required within our degrees and/or certificates. Now that the process has been codified, we will be able to identify necessary elements such as these and anticipate problem areas.

With a skills-based program such as ours and the short-term and long-term certificate and degree offerings we provide, overlap of skill set requirements is going to occur. After review of our PLOs, we found that we had extensive overlap in our PLOs and that we need to rewrite them to better identify the specific outcomes we consider most critical to our certificates and degrees. Initial PLO development occurred with a mindset of being broad-based and all-inclusive. We identified several PLOs that could be refined to better reflect the skill set required upon completion of the certificate and/or degree. Revisions of our PLOs will be a focal point over the next several semesters.

We will continue to request the restoration of the Instructional Assistant I position within the Office Administration Center due to the immense assistance provide to students within the open-entry/open-exit setting. Additional one-on-one assistance is essential to student success within that environment.

**Faculty Included in the Preparation and Sharing of this Report:**

Kevin Alavezos

Nancy Backlund

Ann Flesuras

Jimme Sevick

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**Please provide a brief and cogent narrative in response to each of the following questions.**

1. Provide a quantitative analysis for each PLO your CLOs inform. Provide the total number of students who passed/total number of students assessed in each PLO column *and* the corresponding PLO passing rate as an aggregated percentage*.*

**AWARD (and corresponding PLO) Students Passed/Assessed TOTAL RATE**

Certificate of Achievement: Word Processing

1. *Productively work as a team member with people of diverse experiences and N/A N/A*

*backgrounds in a workplace environment.*

1. *Demonstrate the ability to competently use a wide variety of office equipment, 225/252 89%*

 *including computers, peripherals, and non-computerized office machines.*

Certificate of Achievement: Office Support

1. *Actively assist in implementing general office procedures, including records 438/491 89%*

*management.*

1. *Demonstrate the ability to competently use a wide variety of office equipment, 438/502 87%*

 *including computers, peripherals, and non-computerized office machines.*

Certificate of Achievement: Office Administration

1. *Productively work as a team member with people of diverse experiences and 12/12 100%*

*backgrounds in a workplace environment.*

1. *Competently communicate in support of a business office, including production 262/278 94%*

*and design of complex electronic and paper based correspondence and documents.*

1. *Actively assist in implementing general office procedures, including records 207/223 93%*

*management.*

1. *Use the Internet, a wide variety of computer applications and standard business* 231/245 94%

*procedures to compute, analyze business performance and solve problems*.

1. *Efficiently perform office-related duties utilizing prioritization and necessary* 178/192 93%

*communication skills.*

Certificate of Achievement: Records Management

1. *Actively assist in implementing general office procedures, including records 70/73 96%*

*management.*

1. *Efficiently perform office-related duties utilizing prioritization and necessary 303/344 88%*

*communication skills.*

*3. Utilize computer software to manage data effectively. 335/376 89%*

Certificate of Achievement: Office Computer Applications

1. *Use the Internet, a wide variety of computer applications and standard business 445/504 88%*

*procedures to compute, analyze business performance and solve problems.*

1. *Demonstrate the ability to competently use a wide variety of office equipment, 494/559 88%*

 *including computers, peripherals, and non-computerized office machines.*

Certificate of Achievement: Clerical

1. *Productively work as a team member with people of diverse experiences and 70/73 96%*

*backgrounds in a workplace environment.*

1. *Demonstrate the ability to competently use a wide variety of office equipment, 431/461 93%*

 *including computers, peripherals, and non-computerized office machines.*

1. *Actively assist in implementing general office procedures, including records 240/257 93%*

*management.*

A.S. Degree: Office Administration

1. *Productively work as a team member with people of diverse experiences and 12/12 100%*

*backgrounds in a workplace environment.*

1. *Competently communicate in support of a business office, including production 238/251 95%*

*and design of complex electronic and paper based correspondence and documents.*

1. *Demonstrate the ability to competently use a wide variety of office equipment, 298/316 94%*

*Including computers, peripherals, and non-computerized office machines.*

1. *Actively assist in implementing general office procedures, including records 152/161 94%*

*management..*

1. *Use the Internet, a wide variety of computer applications and standard business 228/240 95%*

*procedures to compute, analyze business performance and solve problems.*

1. *Efficiently perform office-related duties utilizing prioritization and necessary 16/16 100%*

*communication skills.*

A.S. Degree: Clerical

1. *Productively work as a team member with people of diverse experiences and 82/85 96%*

 *backgrounds in a workplace environment.*

1. *Demonstrate the ability to competently use a wide variety of office equipment, 444/472 94%*

 *including computers, peripherals, and non-computerized office machines.*

1. *Actively assist in implementing general office procedures, including records 393/421 93%*

*management.*

1. Reflect on, consider and analyze the data you have. ***What does your CLO data tell you about how your students are achieving PLOs?*** *Be detailed, descriptive and analytical* in this qualitative assessment of each PLO in relation to your CLO data. **Are your results satisfactory?**

Certificate of Achievement: Word Processing

* *Productively work as a team member with people of diverse experiences and N/A N/A*

*backgrounds in a workplace environment.*

Upon review, we discovered that this PLO should have data for evaluation. It was not properly identified in cross referencing of courses to the PLO. Upon the next cycle of review, OFADM 231, OFADM 314, and BUSAD 210 will be included in the data collection and analysis.

* *Demonstrate the ability to competently use a wide variety of office equipment, 225/252 89%*

 *including computers, peripherals, and non-computerized office machines.*

The Word Processing Certificate of Achievement contains intermediate to advanced coursework that requires a strong foundation for successful certificate completion. The total rate is a reflection of success in those intermediate and advanced courses. Due to the mix of required courses, we feel that 89 percent total rate is a satisfactory indicator.

Certificate of Achievement: Office Support

* *Actively assist in implementing general office procedures, including records 438/491 89%*

*management.*

A major function of office employment is the ability to enter data in a variety of formats, specifically keyboarding. A majority of students within our program do not have the necessary skill level required in keyboarding and must take the Beginning Keyboarding course as well the next level course to acquire the necessary skill set. This PLO is affected majors as well as non-majors who take some of the coursework for personal growth and to acquire a skill that complements skills necessary for college success and lifelong employment. We feel that an 89 percent total rate is a satisfactory indicator.

* *Demonstrate the ability to competently use a wide variety of office equipment, 438/502 87%*

 *including computers, peripherals, and non-computerized office machines.*

The majors as well as non-majors that take our courses must be proficient in the use of computers and other equipment found in an office environment. Due to technological advances, students must be trained and/or updated to use the equipment both effectively and efficiently. Although this indicator at 87 percent is an acceptable rate, it could be slightly reduced due to the number of second language learners who enroll in our courses.

Certificate of Achievement: Office Administration

* *Productively work as a team member with people of diverse experiences and 12/12 100%*

*backgrounds in a workplace environment.*

This PLO was exclusively measured by our capstone simulated office course, OFADM 315. The students are placed within local offices as interns and experience actual daily work requirements and relationships. The students measured were all successful in achieving the PLO. In future cycles of assessment, we will include data collected from OFADM 314, OFADM 231, and BUSAD 210.

* *Competently communicate in support of a business office, including production 262/278 94%*

*and design of complex electronic and paper based correspondence and documents.*

A total rate of 94 percent is satisfactory for this PLO. Several courses within the certificate affect this rate due to the fact that verbal, written, and visual communication is included in the PLO. The courses help the students refine visual representation of written documentation. We feel that our students are successful in achieving this PLO.

* *Actively assist in implementing general office procedures, including records 207/223 93%*

*management.*

Most courses in this certificate involve some sort of office procedures and/or records management that enable the students to practice these for later employment. A total rate of 93 percent indicates a large majority of the students are successful at achieving this PLO.

* *Use the Internet, a wide variety of computer applications and standard business* 231/245 94%

*procedures to compute, analyze business performance and solve problems*.

The use of the Internet and the ability to wide variety of computer applications is paramount in today’s work environment. Several courses within this certificate are taught exclusively online and provide the foundation for effective use of the Internet and Microsoft Office applications. We are satisfied with a total rate of 94 percent for this PLO.

* *Efficiently perform office-related duties utilizing prioritization and necessary* 178/192 93%

*communication skills.*

This PLO addresses the intermediate to advanced level of courses within this certificate, so the number of students assessed is lower in quantity than other PLOs within this certificate. Prioritization is a difficult skill to measure and can be utilized in only certain Office Administration courses in this certificate. However, a 93 percent total rate is a satisfactory rate for this PLO.

Certificate of Achievement: Records Management

* *Actively assist in implementing general office procedures, including records 70/73 96%*

*management.*

The data pool for this PLO is rather narrow due to our not including all relevant courses that meet this objective. In future cycles of assessment, we will expand this PLO to include data collected from OFADM 301 and OFADM 302 to include other courses that relate to this PLO.

* *Efficiently perform office-related duties utilizing prioritization and necessary 303/344 88%*

*communication skills.*

Office-related duties can encompass a variety of skills such as keyboarding, sorting, filing, computer use, and prioritization of tasks. A majority of the courses within this certificate affect this PLO. An 88 percent total rate is satisfactory, and refinement of this PLO will occur within the next cycle of review.

* *3. Utilize computer software to manage data effectively. 335/376 89%*

All courses within this certificate require the use of computers/software and the proper steps of managing them effectively. We feel that the total rate of 89 percent is a good reflection of student success for this PLO.

Certificate of Achievement: Office Computer Applications

* *Use the Internet, a wide variety of computer applications and standard business 445/504 88%*

*procedures to compute, analyze business performance and solve problems.*

All courses within this certificate require the proper use of business software. Students are required to demonstrate satisfactory skill level starting with beginning level coursework and ending with high intermediate coursework. With that said, an 88 percent total rate is acceptable for this PLO.

* *Demonstrate the ability to competently use a wide variety of office equipment, 494/559 88%*

 *including computers, peripherals, and non-computerized office machines.*

All courses within this certificate require the proper use of office equipment, primarily computers. Students are required to demonstrate satisfactory skill level starting with beginning level coursework and ending with high intermediate coursework. With that said, an 88 percent total rate is acceptable for this PLO.

Certificate of Achievement: Clerical

* *Productively work as a team member with people of diverse experiences and 70/73 96%*

*backgrounds in a workplace environment.*

The sample size for this PLO is smaller due to not all required courses being assessed during this cycle of review. However, a 96 percent total rate reflects a strong success of teamwork being demonstrated within the courses.

* *Demonstrate the ability to competently use a wide variety of office equipment, 431/461 93%*

 *including computers, peripherals, and non-computerized office machines.*

Effective equipment use within this certificate is essential. The data sample shows that most students can utilize a wide variety of office equipment effectively. Equipment used would include computers, calculators, and filing systems. A 93 percent total rate reflects positive demonstration of this PLO.

* *Actively assist in implementing general office procedures, including records 240/257 93%*

*management.*

Procedures within the office must be handled efficiently and effectively, and records management is essential to any organization. The courses that affect this PLO deal with the skill set necessary to perform these general office tasks. A total rate of 93 percent indicates students have are developing strong skills in this area.

A.S. Degree: Office Administration

* *Productively work as a team member with people of diverse experiences and 12/12 100%*

*backgrounds in a workplace environment.*

This PLO was exclusively measured by our capstone simulated office course, OFADM 315. The students are placed within local offices as interns and experience actual daily work requirements and relationships. The students measured were all successful in achieving the PLO. In future cycles of assessment, we will include data collected from OFADM 314, OFADM 231, and OFADM 232.

* *Competently communicate in support of a business office, including production 238/251 95%*

*and design of complex electronic and paper based correspondence and documents.*

A total rate of 95 percent is satisfactory for this PLO. Several courses within the certificate affect this rate due to the fact that verbal, written, and visual communication is included in the PLO. The courses help the students refine visual representation of written documentation. We feel that our students are successful in achieving this PLO. More courses will be included in the next cycle of assessment to represent a larger sample.

* *Demonstrate the ability to competently use a wide variety of office equipment, 298/316 94%*

*Including computers, peripherals, and non-computerized office machines.*

The majors as well as non-majors that take our courses must be proficient in the use of computers and other equipment found in an office environment. Due to technological advances, students must be trained and/or updated to use the equipment both effectively and efficiently. Although this indicator at 87 percent is an acceptable rate, it could be slightly reduced due to the number of second language learners who enroll in our courses.

* *Actively assist in implementing general office procedures, including records 152/161 94%*

*management.*

Procedures within the office must be handled efficiently and effectively, and records management is essential to any organization. The courses that affect this PLO deal with the skill set necessary to perform these general office tasks. A total rate of 94 percent indicates students have are developing strong skills in this area.

* *Use the Internet, a wide variety of computer applications and standard business 228/240 95%*

*procedures to compute, analyze business performance and solve problems.*

All courses within this certificate require the proper use of business software. Students are required to demonstrate satisfactory skill level starting with beginning level coursework and ending with high intermediate coursework. With that said, an 88 percent total rate is acceptable for this PLO.

* *Efficiently perform office-related duties utilizing prioritization and necessary 16/16 100%*

*communication skills.*

Although 100 percent of the students assessed passed the objective, we discovered that several courses were not included in this PLO that should have been. This would have increased our sample size and potentially affected the total rate. Adjustments to include the omitted courses will be made during the next assessment cycle.

A.S. Degree: Clerical

* *Productively work as a team member with people of diverse experiences and 82/85 96%*

 *backgrounds in a workplace environment.*

Although a 96 percent total rate is extremely positive, we have discovered inconsistent data collection for this PLO. We are satisfied with the total rate, but know that the rate may change when analyzed further.

* *Demonstrate the ability to competently use a wide variety of office equipment, 444/472 94%*

 *including computers, peripherals, and non-computerized office machines.*

The majors as well as non-majors that take our courses must be proficient in the use of computers and other equipment found in an office environment. Due to technological advances, students must be trained and/or updated to use the equipment both effectively and efficiently. Although this indicator at 87 percent is an acceptable rate, it could be slightly reduced due to the number of second language learners who enroll in our courses.

* *Actively assist in implementing general office procedures, including records 393/421 93%*

*management.*

Procedures within the office must be handled efficiently and effectively, and records management is essential to any organization. The courses that affect this PLO deal with the skill set necessary to perform these general office tasks. A total rate of 94 percent indicates students have are developing strong skills in this area.

1. **Your department and the college should be making improvements based on student learning outcomes assessment, and we need to continue to document and share the improvements and progress you have already made. Did you make any changes in your CLO or PLO statements or analysis during the last cycle or recently? Did you receive funding for resources requests that were aimed to improve assessment results? Did you make any improvements in the areas of teaching and instruction processes, your courses, or your program? *Please explain your accomplishments and provide details about your efforts.***

Several CLO statements were refined to more clearly assess the desired outcomes of the course. Additionally, grammatical errors and wording were edited for clarity and correctness.

For that past four years, we have requested to restore an Instructional Assistant I position in the Office Administration Center (OAC). The position is a vital part of the OAC team that provides assistance and support to all of our students enrolled in the 20 sections offered in the open-entry/open-exit format. We have not had this position restored as of Summer 2014.

We recently updated our Program Review and have just completely updated all individual software application courses to reflect Microsoft Office 2013. Continual revision of all courses takes place each semester due to technology advances as well as content updates.

1. **Action Plan.** Based on the assessments and analysis you have provided, please consider what changes or improvements you would like to make, which might include updating your CLO statements, modifying course outlines, rethinking instruction efforts, using different assessment instruments, asking for additional resources to improve assessment results, etc. ***Based on the analysis, provide an action plan for improvement that draws on your assessment results and efforts.***

Through this process, we have identified several inconsistences among our data collection and data samples. We need to allow time to thoroughly review the connection between CLOs, PLOs, and ILOs as the process was completed over several years in a non-sequential pattern. Therefore, this process has been constructive and has provided us a path to pursue as we continue in the assessment cycle.

In small departments with numerous courses such as ours, teaching all the courses required for degree and/or certificate completion, in addition to the various administrative tasks, such as program review, CLO assessment, PLO assessment, ILO assessment, curriculum review, new course development, course revisions, program promotion, and institution professional responsibilities identified in Engaging All Voices, does not allow sufficient time to revisit and refine instructional components on a timely basis. We will continue to meet during non-instructional times to evaluate and complete necessary steps for program improvements.