**Assessment**

**Administrative Office Systems 2003-2004**

<table>
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<tr>
<th>GOAL</th>
<th>ASSESSMENT METHOD</th>
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<th>FINDINGS</th>
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<td>I.  Provide instruction in the use of current office technologies of the AOS program, technologies of partnering programs, and associated writing skills.</td>
<td>I.1. Capstone Course Performance by Program (only programs/departments with capstone courses): GPA of program-coded students for specific advanced/capstone course(s) by program or department</td>
<td>I.1.A. 95% of students completing AOS 212 Integrated Projects will achieve a 2.0 or better in the class.</td>
<td>I.1.A.1. The employer respondent suggested adding a competency in interpersonal problem resolution</td>
<td>I.1.A.1.a. Keep technology up to date and integrated into the capstone experience.</td>
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<td>II. Simulate workplace behaviors of realistic business environment.</td>
<td>II.1. Graduate Surveys Employer Surveys</td>
<td>II.1.A. Graduate and Employer response will be in the majority positive</td>
<td>II.1.A.1. Graduate Survey Results:</td>
<td>II.1.A.1.a. Graduate survey questions will be changed to better assess the program goals.</td>
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<td>One out of four respondents are employed in the field</td>
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<td>All were satisfied or very satisfied with the program</td>
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<td>All responses were yes regarding the AOS program preparing them in various competencies</td>
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<td>Two of the four respondents do not plan to continue their education</td>
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<td>All respondents indicated that they would recommend the AOS program to others</td>
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<td>Employer Survey:</td>
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<td>All put one AOS 212 student achieved a 2.0 or better.</td>
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III. Provide opportunities for group and individual creative problem solving.

- III.1. Engagement (pages 4-6 of CCSEQ)
  - 1. Career/Occupational Skills (page 6)- 9 items
  - 3. Course Activities (page 4)- 10 items for learning skills and critical thinking
  - 2. Writing Activities (page 5)- 8 items for written communication skills.
  - Computer Technology (page 6)- 8 items for information literacy (item #2) and computer use skills

Gains (page 6 of CCSEQ)
- Items 1-3: occupational and career awareness skills

2. General abilities:

- Communications: Items 7, 8, and 10
- Information literacy: Item 9
- Interpersonal skills, cultural awareness, and ethics: 11, 12, 23, and 25
- Critical thinking: Item 16
- Learning skills: Item 17

Gains (page 6 of CCSEQ)
- Items 1-3: occupational and career awareness skills

IV. Provide alternative opportunities for students to access and complete course information.

- IV.1. Investigate growth in online enrollments and viability of increasing online learning environments.

  IV.1.A. Significant growth in online class enrollments.
  - IV.1.A.1. Online Enrollments
    - 2002-03 68 FTE
    - 2003-04 114 FTE

  IV.1.A.1.a. Began increasing class offerings in an online environment. Track changes in student enrollment.

V. Establish alternative career tracks that partner with other programs.

- V.1. New specializations will be added as requested by the Advisory Committee, community or college program requests

  V.1.A. All viable specializations will be added.
  - V.1.A.1. None were suggested this year.

  V.1.A.1.a. Since the AOS is preparing students in competencies the program will continue its current curriculum and add specializations.
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| VI. To provide programmatic oversight that facilitates a quality learning experience for students, a supportive instructional environment for faculty, and program outcomes that respond to community needs. | VI.1. Annual FTE by program-coded students (Program CIP) | VI.1.A. FTE and Headcount will maintain levels or increase | VI.1.A.1. Enrollments 2000-03  
219      185      145  
Annual FTE 2000-03  
17.6      15.4      12.5  
Annual FTE by Program Code 2000-03  
37.7      65.5      59.8  
Completions  
AAS 7 4 7  
Cert 48 49 16  
Employment Rate  
75% 88% 83% | VI.1.A.1.a. Enrollments, completions, and certificates are erroneous. Work with Institutional Research to get valid counts |