

Student Learning Results - A.A.S. Degree in Office Administration and Technology

Performance Measure: For each assessment, identify the following - 1. Academic Program, 2. Student Learning Outcome, 3. Measurable Goal	What is your measurement instrument or process? Do not use grades. Indicate type of instrument (e.g. direct, formative, internal, comparative)	Current Results: What are your current results?	Analysis of Results: What did you learn from your results?	Action Taken or Improvement Made: What did you improve or what is your next step?	Provide a graph or table of resulting trends (3-5 data points preferred)												
Academic Program: Office Administration and Technology (BS-AAS) SLO: Students will produce professional quality business documents using Word, Excel, Access and PowerPoint applications. Goal: Students will get a B or better (i.e. 80 or better).	Direct and Internal - Students are assessed through tests and projects.	13 students completed the course, of which 12 achieved a score of 80 or better. 92% of the students met the objective.	Students underestimate the time required to work independently in this course. This is a problem if the course is offered online or partially online.	The subject matter in this course is comprehensive and complex. This class should not be taught either partially or fully online because of the difficulty of the content. Also if enrollment permits, a third course with CIS 101 and BU 906 as prerequisites will be beneficial.	<p align="center">BU 906 - Advanced Microsoft Office</p> <table border="1"> <caption>BU 906 - Advanced Microsoft Office Score Trends</caption> <thead> <tr> <th>Year</th> <th>Score</th> <th>n</th> </tr> </thead> <tbody> <tr> <td>2011</td> <td>75</td> <td>10</td> </tr> <tr> <td>2014</td> <td>90</td> <td>11</td> </tr> <tr> <td>2017</td> <td>90</td> <td>13</td> </tr> </tbody> </table>	Year	Score	n	2011	75	10	2014	90	11	2017	90	13
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Academic Program: Office Administration and Technology (BS-AAS) SLO: Students will demonstrate critical thinking and office skills needed for entry level office positions. Goal: 80% of the students will achieve the objective i.e. get a score of 80 or better.	Direct and Internal - Knowledge of business office procedures are assessed through tests, methods of handling human relations are assessed through writing assignments and communication skills are assessed by using the Communications Skills segment of the Keyboarding Pro Deluxe software.	Current results indicate that 85% of the students achieve the objective of the course. All of the students who regularly attended class and completed all of the assignments, projects, and communication exercises satisfactorily completed the course.	The text book adequately covers the topics needed for administrative assistant to succeed. The Microsoft Outlook Web Access software adequately prepares students for handling and organizing email, calendar/scheduling and tasks in the office environment. The Keyboarding Pro Deluxe Communications Skills software adequately covers topics of punctuation, English usage, grammar, commonly misspelled words etc.	Microsoft Word will continue to be used to format documents Being able to prioritize work assignments, multitasking, develop good organizational skills, and the importance of meeting deadlines will also continue to be an important component of this course. Proofreading documents to detect formatting, typing, spelling, and English usage errors will continue to be stressed. Proofreading skills are necessary for success on the job, in the academic world, and for personal use. Proper document formatting, proofreading, and English language skills will continue to be emphasized in this course. Communication and professional skills are practiced. Emphasis is placed on recognizing and developing student's soft skills, which are needed in the workplace. These skills are needed to survive in corporate, professional, government, and academic environments.	<div style="text-align: center;"> <h3>BU 804 - Administrative Office Procedures</h3> <table border="1"> <caption>BU 804 - Administrative Office Procedures Score Trends</caption> <thead> <tr> <th>Year</th> <th>Score</th> <th>n</th> </tr> </thead> <tbody> <tr> <td>2012</td> <td>82</td> <td>18</td> </tr> <tr> <td>2015</td> <td>85</td> <td>19</td> </tr> <tr> <td>2018</td> <td>85</td> <td>18</td> </tr> </tbody> </table> </div>	Year	Score	n	2012	82	18	2015	85	19	2018	85	18
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