

2008 PROGRAM OUTCOMES ASSESSMENT SUMMARY REPORT

PROGRAM: **SVI—ADMINISTRATIVE OFFICE PROFESSIONAL - CERTIFICATE**

DATE: 14 JANUARY 2008

DEMONSTRATION OF LEARNING: *What assignments or projects demonstrate student learning outcomes are achieved?*
[Note: evidence of learning contained in Assessment methods and Findings sections.]

Learning Outcomes	Assessment methods
<p>Perform tasks and possess skills needed to secure and maintain employment in Administrative Office Positions.</p>	<p>Student takes skills/knowledge assessment tests throughout the program. Tests are evaluated by faculty and feedback is given to the student.</p> <p>Student performs office tasks while completing projects. Projects are evaluated by faculty and feedback is given to the student.</p> <p>Student performs simulated office tasks while completing comprehensive capstone projects. Project is evaluated by faculty and feedback is given to the student.</p> <p>Student is interviewed for employment as an office clerk in a mock interview by an outside interviewer. Student is evaluated and given feedback.</p>
<p>Use computer, telephone, office machine, and business software skills at industry standards to perform all business tasks.</p>	<p>Student is observed and evaluated by faculty and given feedback in courses. Student performs office tasks while completing projects. Projects are evaluated by faculty and feedback is given to the student.</p>
<p>Demonstrate professional work habits and behavior: Confidentiality Business ethics Team work Diversity</p>	<p>Student is observed and evaluated by faculty and given feedback in courses. Student performs office tasks while completing projects. Projects are evaluated by faculty and feedback is given to the student.</p>

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<p>Research and communicate orally and in written forms to complete business tasks.</p>	<p>Student is observed and evaluated by faculty and given feedback in courses. Student performs office tasks while completing projects. Projects are evaluated by faculty and feedback is given to the student.</p>
<p>EXTERNAL EVIDENCE? <i>Alumni, employer, Curriculum Review, Technical Advisory Committee feedback?</i></p>	
<p>The DACUM process we used to update our Administrative Office Professional program ensured our outcomes match national, state and regional standards.</p> <p>The Technical Advisory Committee meets each quarter. Members include professionals from small, medium and large businesses throughout the Seattle area. They provide advice on curriculum, software, desired skills and professional knowledge.</p> <p>Externship site supervisors provide invaluable feedback on knowledge our students have and skills our students demonstrate.</p>	
<p>FINDINGS: <i>What have you learned from your outcomes assessment activities?</i></p>	
<p>Many students need improved writing and communication skills</p>	
<p>ACTIONS TAKEN: <i>What program changes have you made in the last three years? -- WHAT WAS THE IMPETUS FOR CHANGE?</i></p>	
<p>The Administrative Office Professional program went through a DACUM process in the summer of 2007 and the resulting changes were implemented beginning in the Fall of 2007. The DACUM process involved local business professionals who informed us of the skills entry-level administrative office personnel would need to be hired and successful. This information was combined with national standards, organized into courses and a program and approved by our Technical Advisory Committee.</p> <p>Changes included increased emphasis on professional behaviors, life skills, and technical skills. Major new courses: Life Skills For Business Professionals, Digital Imaging Fundamentals and Web Revision Skills.</p>	

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ACTIONS PLANNED: *What program changes or new assessment activities are you planning for next year?*

Although no changes have been made yet, our Technical Advisory Committee is considering changes to be implemented in the 2008-2009 academic year. These changes are listed below and are based on feedback from externship partners, students and faculty members.

- Revise the number of hours for the Employment Skills course
Integrate course projects

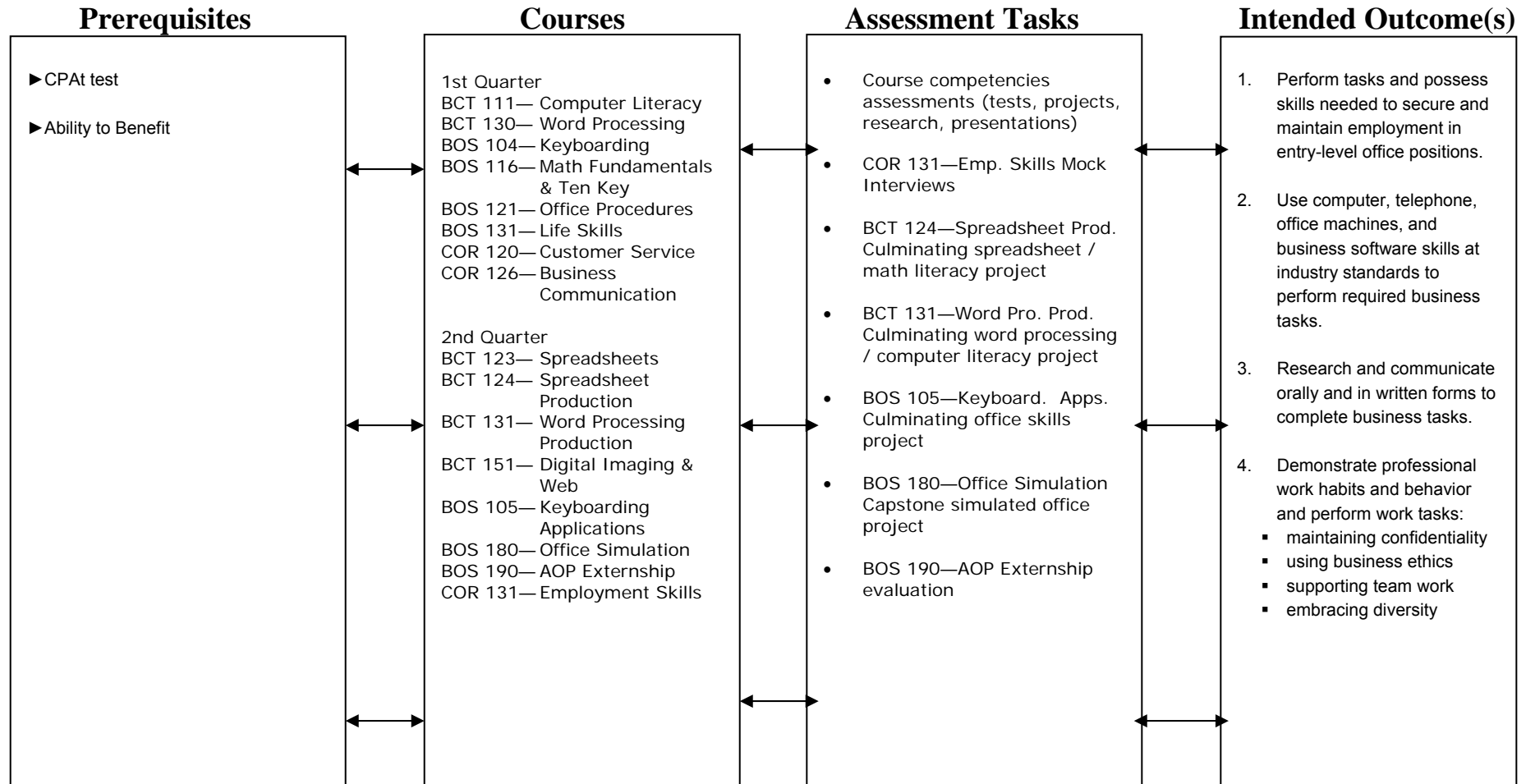
Program Name:

SVI Administrative Office Professional Certificate

Revised 14 January 2008

Theme(s): Professionalism, ethical behavior, customer service/communication, office technology

Program Role: The Administrative Office Professional Certificate Program prepares graduates to perform tasks in business offices as office clerks, office assistants, office managers and administrative assistants.



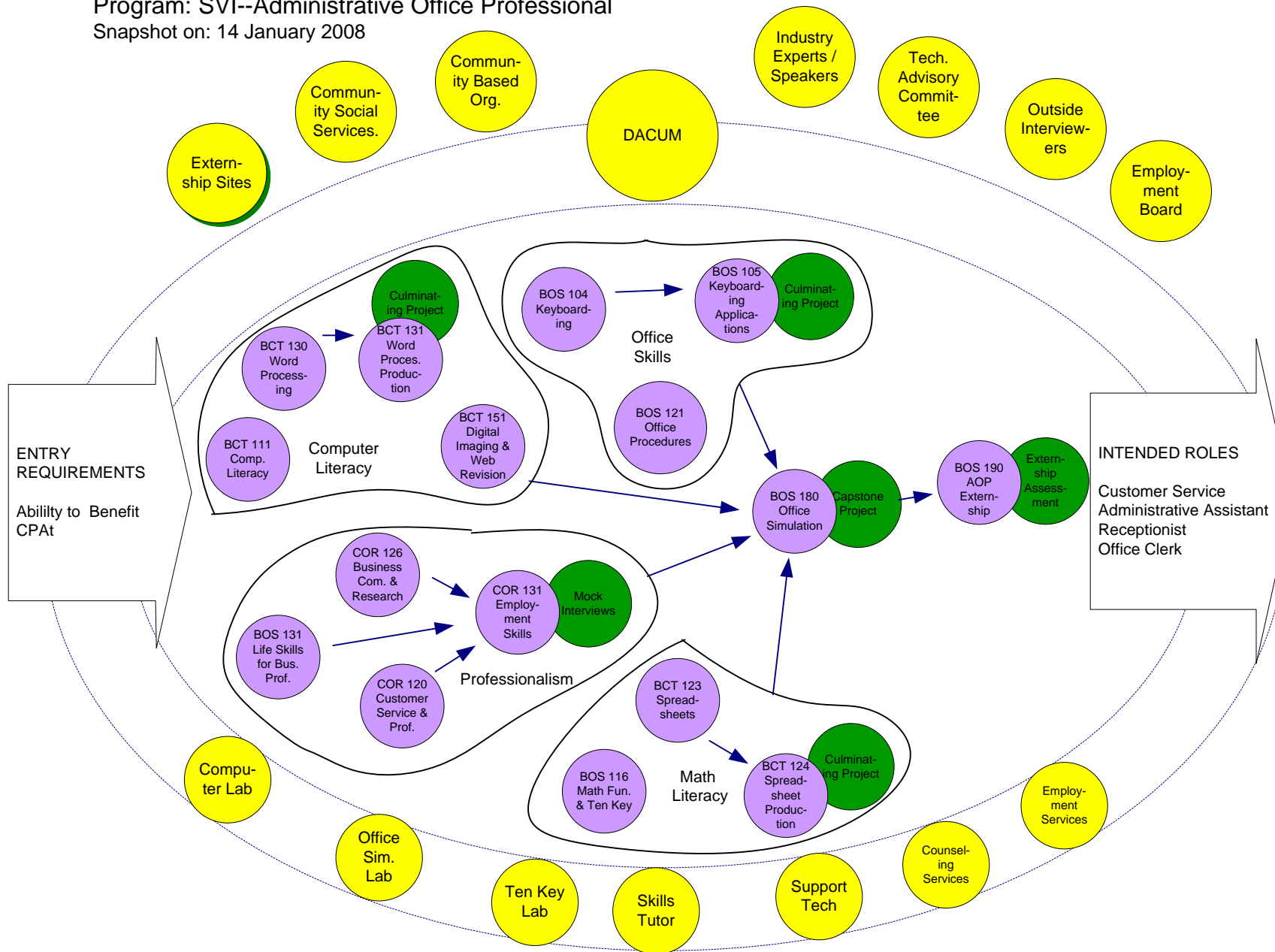
What must students understand to demonstrate the intended outcome?

What skills must students master to demonstrate the intended outcome?

What will students do in here to demonstrate evidence of the outcome?

What do students need to be able to DO “out there” that we’re responsible for “in here”??

Program: SVI--Administrative Office Professional
 Snapshot on: 14 January 2008



Intended Learning Outcomes:

- Perform tasks and possess skills needed to secure and maintain employment in Administrative Office Positions.
- Use computer, telephone, office machine, and business software skills at industry standards to perform all business tasks.
- Research and communicate orally and in written forms to complete business tasks.
- Demonstrate professional work habits and behavior.
 - Confidentiality
 - Business ethics
 - Team work
 - Diversity

Program Assessment Inventory

Program: SVI—Administrative Office Professional Certificate

Assessment methods used to determine that students are prepared to succeed and that they have achieved the program learning outcomes when they complete degrees or certificates.

	<i>Pre-/ early program</i>	<i>Mid program</i>	<i>End of program</i>
<i>Students are prepared to learn (prerequisites)</i>			
ASSET test scores			
COMPASS test scores			
SLEP test scores			
CPAt test scores	X		
CASAS			
H.S. Diploma/GED	X		
Other?	<i>ESL, admissions screening</i>		
<i>Students are assessed as they move through the program</i>			
Competencies assessment	<i>throughout program</i>		
Internship/Externship feedback			X
Pre-Mid-Post assessment			
Service Learning experience feedback			
Student course evaluations	<i>quarterly</i>		
Student focus groups			
Student grades	<i>quarterly</i>		
Student interviews			X
Student self assessment			
Student surveys			
<i>Students are assessed as they complete the program</i>			
Completion statistics			<i>by college</i>
Capstone projects			X
Graduation statistics			<i>by college</i>
Portfolios			X
Presentations		X	
<i>External assessment data is collected</i>			
Transfer rates			
Employer surveys			X
Technical Advisory Committee	<i>quarterly</i>		
License certification success rates			
Performance in 4 year programs			
Employment rates			
Salary statistics			
Survey of former students			
Other?	<i>Feedback from students, employers</i>		

Administrative Office Professional and Office Technician

(Certificate) – 2006 Learning Outcomes

1. Use application software such as Outlook, Windows, Microsoft Office 2003 utilizing Word, Excel, Access and PowerPoint to perform business-related tasks.
2. Use Internet search engines such as Google, MSN, and Yahoo to support information resource development in a general office setting.
3. Possess the necessary knowledge and skills to effectively communicate in written, including electronic, and oral methods using commonly accepted business practices.
4. Perform work in a “team” environment with emphasis on completion and quality of work.
5. Possess the necessary math skills including addition, subtraction, multiplication, division, percentages and fractions for entry-level job functions in the general office setting.
6. Utilize standard file management protocols for hard copy and electronic files in a general office setting.
7. Demonstrate typing and 10-key speed and accuracy skills necessary to secure entry-level employment in a general office setting—currently, 40 net words per minute in typing and 100 net keystrokes per minute.
8. Demonstrate knowledge of job readiness with a professional portfolio, resume, cover letters, interviewing skills, and complete competency in all Administrative Office Professional and Office Technician skills by successfully completing an externship.