

Marshall Community & Technical College

Institutional Effectiveness & Outcome Assessment

IE/OA Tool Kit

Program-Degree or Certificate

Administrative Assistant Technology – Legal Option

Steps

Date Completed

1.	Program Mission Statement	4-21-04
2.	Statements of Intended Outcome	5-5-04
3.	Curriculum Audit	5-5-04
4.	Assessment Measures	5-5-04
5.	Assessment Timetable	5-5-04
6.	Outcomes Assessment Tool (Feedback Loop)	1-31-05
7.	Resources Requested for Program Improvement (use space provided below) <div style="border: 1px solid black; padding: 5px; margin-top: 5px;">Funds for marketing, MOS certification updates for instructors, attending conferences, and developing/administering survey instruments</div>	2-17-05
8.	New Directions Recommended for Program (IE Program Expansion, New Workforce Focus, etc.) (use space provided below) <div style="border: 1px solid black; padding: 5px; margin-top: 5px;">Collect data on student and employer satisfaction and student employment; implement improvements based on assessment of learning outcomes</div>	2-17-05

Marshall Community & Technical College

Institutional Effectiveness & Outcomes Assessment

IE/OA 1. PROGRAM MISSION STATEMENT

Program-Degree or Certificate Administrative Assistant Technology - Legal

Program or Department Name

Administrative Assistant Technology

Team Members

Marjorie Keatley, Wylma Skean

Date

August 21, August 27, September 3, April 21, 2004

Current Institutional Mission Statement

Marshall Community and Technical College is a comprehensive student-centered college focused on teaching and learning, and responsive to changing and diverse needs.

Program Mission Statement

The Administrative Assistant Technology program, Legal Option, maintains student learning as its main priority and is committed to excellence in a learning environment that emphasizes procedures in a legal office, problem solving, and skilled use of computer business software applications to provide for workforce development, career preparation, and lifelong learning.

Marshall Community & Technical College

Institutional Effectiveness & Outcomes Assessment

IE/OA 2. STATEMENTS OF INTENDED OUTCOMES

Program-Degree or Certificate

Administrative Assistant Technology – Legal Option

Team Members

Marjorie Keatley, Wylma Skean

Date

August 21, August 27, September 3, October 23, October 27, November 19, November 21, April 21, May 5, 2004;
February 21, 2005

Program Mission Statement

The Administrative Assistant Technology program, Legal Option, maintains student learning as its main priority and is committed to excellence in a learning environment that emphasizes procedures in a legal office, problem solving, and skilled use of computer business software applications to provide for workforce development, career preparation, and lifelong learning.

STATEMENT OF INTENDED OUTCOME 1

Graduates of the Administrative Assistant Technology program–Legal Option will implement appropriate office procedures.

STATEMENT OF INTENDED OUTCOME 2

Graduates of the Administrative Assistant Technology program–Legal Option will implement appropriate problem solving strategies.

STATEMENT OF INTENDED OUTCOME 3

Graduates of the Administrative Assistant Technology program–Legal Option will utilize appropriate business software applications.

STATEMENT OF INTENDED OUTCOME 4

General Education Outcomes

- Communicate effectively using written and oral skills.
- Apply mathematics and basic scientific concepts for problem solving activities.
- Utilize technology competently.
- Use critical thinking skills.
- Develop an awareness of ethical behavior.
- Recognize the richness of diversity.

Marshall Community & Technical College

Institutional Effectiveness & Outcomes Assessment

IE/OA 3. CURRICULUM AUDIT

Curriculum Audit Grid*																					
Program Degree or Title		Administrative Assistant Technology – Legal Option									Courses										
Intended Outcomes		AAT 104	AAT 114	AAT 136	AAT 237	AAT 242	AAT 255	AAT 261	AAT 265	AAT 290	AC 108	COM 111	COM 112	COM 231	IT 101	LAS 101	LAS 102	LAS 213	MAT 115	MG 101	
1.	Graduates of the Administrative Assistant Technology program–Legal Option will implement appropriate office procedures.	I	E	E	E	E	I	R	E	R											
2.	Graduates of the Administrative Assistant Technology program–Legal Option will implement appropriate problem solving strategies.	E	E	E	E	E	E	R	R	R											
3.	Graduates of the Administrative Assistant Technology program–Legal Option will utilize appropriate business software applications.	I	E	E	E	R	I	R	R	R											
4.	General Education Outcomes:																				
	Communicate effectively using written and oral skills.	E	E	E	E	E	E	R	R	R											
	Apply mathematics and basic scientific concepts for problem solving activities.	E	E	E	E	E	E	E	R	R											
	Utilize technology competently.	I	E	E	E	E	I	R	R	R											
	Use critical thinking skills.	E	E	E	E	E	E	R	E	R											
	Develop an awareness of ethical behavior.	E	E	E	E	E	E	E	E	R											
	Recognize the richness of diversity.	E	E	E	E	E	E	E	E	R											
		I = Introduced										E = Emphasized					R = Reinforced				
<p>Introduces-Student is not familiar with content/skill, behavioral, or affective disposition. Instruction concentrates on introducing students to the content area/skill and bring them to some predetermined level of competence.</p>		<p>Emphasizes-Student should have brought basic content/skill to the component area. Instruction concentrates on enhancing content/strengthening skill and adding new content material/building more complex skills based on entrance competency.</p>									<p>Reinforces – Student bring reasonable knowledge/content/skill/competency to the situation as a result of content/skill being taught and/or emphasized at some previous point in their educational career. Instructional activity continues to build upon previous competency and reinforces content/skill competency.</p>										

Marshall Community & Technical College

Institutional Effectiveness & Outcomes Assessment

IE/OA 4. ASSESSMENT MEASURES

Program – Degree or Certificate

Administrative Assistant Technology – Legal Option

Team Members

Marjorie Keatley, Wylma Skean

Date

November 19, November 21, April 21, April 26, May 5, May 7, 2004; February 21, 2005

* For each Outcome assessment measure, designate the assessment result/level that indicates

- Student learning has exceeded standards
- Student learning has met standards

Statement of Intended Outcome 1

Graduates of the Administrative Assistant Technology program–Legal Option will implement appropriate office procedures.

Assessment Measure #1

Student learning has exceeded standards when more than 50 percent of the responding internship supervisors of the Administrative Assistant Technology program–Legal Option report that graduates implement appropriate office procedures.

Assessment Measure #2

Student learning has met standards when 50 percent of the responding internship supervisors of the Administrative Assistant Technology program–Legal Option report that graduates implement appropriate office procedures.

Assessment Measure #3

Student learning has failed to meet standards when less than 50 percent of the responding internship supervisors of the Administrative Assistant Technology program–Legal Option report that graduates implement appropriate office procedures.

Statement of Intended Outcome 2

Graduates of the Administrative Assistant Technology program–Legal Option will implement appropriate problem solving strategies.

Assessment Measure #1

Student learning has exceeded standards when more than 50 percent of the internship supervisors of the Administrative Assistant Technology program–Legal Option report that graduates implement appropriate problem solving strategies.

Assessment Measure #2

Student learning has met standards when 50 percent of the responding internship supervisors of the Administrative Assistant Technology program–Legal Option report that graduates implement appropriate problem solving strategies.

Assessment Measure #3

Student learning has failed to meet standards when less than 50 percent of the responding internship supervisors of the Administrative Assistant Technology program–Legal Option report that graduates implement appropriate problem solving strategies.

Statement of Intended Outcome 3

Graduates of the Administrative Assistant Technology program–Legal Option will utilize appropriate business software applications.

Assessment Measure #1

Student learning has exceeded standards when more than 50 percent of the responding internship supervisors of the Administrative Assistant Technology program–Legal Option report that graduates utilize appropriate business software applications.

Assessment Measure #2

Student learning has met standards when than 50 percent of the responding internship supervisors of the Administrative Assistant Technology program–Legal Option report that graduates utilize appropriate business software applications.

Assessment Measure #3

Student learning has failed to meet standards when less than 50 percent of the responding internship supervisors of the Administrative Assistant Technology program–Legal Option report that graduates utilize appropriate business software applications.

Statement of Intended Outcome 4	<p>General Education Outcomes:</p> <ul style="list-style-type: none">• Communicate effectively using written and oral skills.• Apply mathematics and basic scientific concepts for problem solving activities.• Utilize technology competently.• Use critical thinking skills.• Develop an awareness of ethical behavior.• Recognize the richness of diversity.
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Assessment Measure #1

Students will complete a General Education Outcomes E-Portfolio.

Assessment Measure #2

Student learning has met General Education Outcomes when E-Portfolio has been successfully completed.

Assessment Measure #3

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Marshall Community & Technical College

IE/OA 6. OUTCOMES ASSESSMENT TOOLS (FEEDBACK LOOP)

Administrative Assistant Technology–Legal Option

An Outcomes Assessment Plan should be in accord with the College's Mission Statement, the Division's Mission Statement, and the Program's intended outcomes. Ongoing Assessment Techniques should assess the effects of the program and its services upon campus students and the workforce:

Marshall Community and Technical College Mission Statement

Marshall Community and Technical College is a comprehensive student-centered college focused on teaching and learning, and responsive to changing and diverse needs.

Operational Vision Statement

Marshall Community and Technical College will be learning centered, community-connected, & future focused. Marshall Community and Technical College strives to provide high-quality and relevant learning opportunities to meet the workforce, transfer, basic skills, and lifelong learning needs of the communities it serves.

Operational Values

In support of our vision and mission, Marshall Community and Technical College affirms the following values:

- Learner-based education
- Broad-based and community-based partnerships
- Excellence and accountability
- Continuous program improvement
- Results-oriented decision-making.

Program/Option/Unit Mission Statement

The Administrative Assistant Technology program–Legal Option maintains student learning as its main priority and is committed to excellence in a learning environment that emphasizes procedures in a legal office, problem solving, and skilled use of computer business software applications to provide for workforce development, career preparation, and lifelong learning.

Program Outcomes Upon completion of the program, What must students know?	Assessment Methods Used for Each Program Outcome	What standards or benchmarks (such as %) did you use?	How did you use the assessment results in program planning?	What dates were the assessment data reviewed and program/curriculum revised?
Graduates of the Administrative Assistant Technology program–Legal Option will implement appropriate office procedures.	Student learning has met standards when 50% of the responding internship supervisors of the Administrative Assistant Technology program report that graduates implement appropriate office procedures.	90% of program majors will successfully complete an internship.	Based on tabulated data (see attached), the internship evaluation instrument was changed to better assess course outcomes. The updated internship evaluation instrument was administered.	May 2004 May 2005
Graduates of the Administrative Assistant Technology program–Legal Option will implement appropriate problem solving strategies.	Student learning has met standards when 50% of the responding internship supervisors of the Administrative Assistant Technology program report that graduates implement appropriate problem solving strategies.	90% of program majors will successfully complete an internship.	Based on tabulated data (see attached), the internship evaluation instrument was changed to better assess course outcomes. The updated internship evaluation instrument was administered.	May 2004 May 2005
Graduates of the Administrative Assistant Technology program–Legal Option will utilize appropriate business software applications.	Student learning has met standards when 50% of the responding internship supervisors of the Administrative Assistant Technology program report that graduates implement appropriate business software applications.	90% of program majors will successfully complete an internship.	Based on tabulated data (see attached), the internship evaluation instrument was changed to better assess course outcomes. The updated internship evaluation instrument was administered.	May 2004 May 2005
Current General Education Outcomes: <ul style="list-style-type: none"> • Communication Skills <ul style="list-style-type: none"> Oral Written • Quantitative Skills/Science • Technological Skills • Critical Thinking Skills • Ethical Behavior Awareness • Diversity Awareness 	Students will complete a General Education Outcomes E-Portfolio.	Student learning has met General Education Outcomes when E-Portfolio has been successfully completed.	In progress	In progress

**Table 1
Internship Survey Analysis**

Spring 2004

	Superior	Good	Average	Fair	Poor	N/A
Office Procedures:						
Punctuality	4	1	1			
Dependability	5		1			
Thoroughness of work	3	3				
Personal appearance	3	3				
Cooperation with workers	5	1				
Work speed	3	3				
Responsibility	4	1	1			
Acceptance by supervisors	3	3				
Acceptance by others	3	3				
<i>Percentage of Total Responses, Area</i>	61%	33%	6%	0%	0%	0%
<i>Program Learning Outcome #1: Student learning has exceeded standards</i>						100%

Problem Solving						
Willingness to learn	5	1				
Acceptance of constructive criticism	3	2	1			
Ability to work under pressure	4		2			
Ability to follow instructions	4	1	1			
Initiative	4	1	1			
<i>Percentage of Total Responses, Area</i>	67%	17%	17%	0%	0%	0%
<i>Program Learning Outcome #2: Student learning has exceeded standards</i>						100%

Business Software						
Technical competence	3	3				
<i>Percentage of Total Responses, Area</i>	50%	50%	0%	0%	0%	0%
<i>Program Learning Outcome #3: Student learning has exceeded standards</i>						100%

<i>Percentage of Total Responses, Overall</i>	59%	33%	7%	0%	0%	0%
<i>Student learning has exceeded standards</i>						100%

*(six students in AAT 290 = 100% of population)

**Table 2
Internship Survey Analysis**

Spring 2005

	Superior	Good	Average	Fair	Poor	N/A
Office Procedures:						
Punctuality	3					
Thoroughness of work	1	2				
Work speed	2	1				
Professional appearance	2	1				
Cooperation	3					
<i>Percentage of Total Responses, Area</i>	73%	27%	0%	0%	0%	0%
<i>Program Learning Outcome #1: Student learning has exceeded standards</i>						100%

Problem Solving						
Willingness to learn	3					
Acceptance of criticism	1	2				
Ability to work under pressure	1	2				
Ability to follow instructions	1	2				
Initiative	2	1				
<i>Percentage of Total Responses, Area</i>	53%	47%	0%	0%	0%	0%
<i>Program Learning Outcome #2: Student learning has exceeded standards</i>						100%

Business Software						
Technical competence	1	2				
Ability to work with unfamiliar technology	1	1				1
Initiative in learning new technology	1	2				
Ability to use technology unsupervised	1	2				
Ability to apply technology to situation	1	1				1
<i>Percentage of Total Responses, Area</i>	33%	53%	0%	0%	0%	13%
<i>Program Learning Outcome #3: Student learning has exceeded standards</i>						100%

<i>Percentage of Total Responses, Overall</i>	53%	42%	0%	0%	0%	4%
<i>Student learning has exceeded standards</i>						100%

*(three students in AAT 290 = 100% of population)

PROGRAM ASSESSMENT METHODS	Would Like To Try This	Have Used This	Title of Course That Assessment Method Was Used In
PRE-ENTRY ASSESSMENT			
Application forms/Student Information		X	Transcription program
Placement Tests		X	Transcription program
Competencies			
<u>Other??</u>			
MID-PROGRAM ASSESSMENT			
Internship/Fieldwork Performance Review			
Skills Proficiency Tests			
Student Focus Groups			
<u>Other??</u>			
END OF MAJOR ASSESSMENT			
Summary Project, Paper		X	AAT 290, AAT 250
Student GPA			
Portfolios		X	AAT 237
Competency Exam			
Oral Presentation		X	AAT 160, AAT 265
Are students performing better/worse than predecessors on Capstone Experience? Basis for judgment?			
Exit Interview, Oral and/or Written			
Licensure/Certification Practice Tests			
Licensure/Certification Exam Pass Rates			
Alumni Satisfaction Survey	X		
Community Needs Assessment			
Advisory Committees and Employer Feedback		X	
Placement Effectiveness			
Employment and/or Employer Satisfaction Measures	X		
Dropout and Non-Completer Rates			
Program Demographics – # Students Beginning, # Halfway, # Completes; % Change in Completes Over Time		X	Transcription program
Program Review & Specialized Accreditation		X	
<u>Other??</u>			

CLASSROOM ASSESSMENT METHODS	Would Like to Try This X	Have Used This X	Title of Course that Assessment Method Was Used In:
Classroom Activities (handouts)		X	All courses
Daily Assignments		X	All courses
Evaluation Instruments From Other Sources			
Exam Evaluations			
Faculty Self-Assessment		X	
Notebooks			
Oral Presentation		X	AAT 160, AAT 265
Placement Tests		X	Transcription program
Portfolio		X	
Pre-Test, Post-Test		X	
Prompts (Journals/Index Cards)			
Quizzes		X	All courses
Student Evaluations using MCTC format		X	All courses
Student Focus Groups		X	AAT 265
Student-Generated Test Questions	X		
Student Information		X	
Student Self-Assessment		X	
Student Input – Free form oral and written		X	
Team Assessments by Students		X	
Weekly Questions Drop Box			
Writing (Para, Essays, Reports, etc.)		X	
Minute Paper (CAT)		X	
Muddiest Point (CAT)			
One-sentence Summary (CAT)			
Other CAT's			