



LEARNING COMES TO LIFE IN PURSUIT OF EXCELLENCE

Program Outcomes Tables

/Core Course Assessments

Office of the Institutional Effectiveness - 2010

Halifax Community College

Instructional Programs: 2010-2011 Outcomes Table

Program: Accounting

Department: Business

Name: Monica M. Simmons

Purpose: The accounting curriculum is designed to provide students with the knowledge and the skills necessary for employment and growth in the accounting field.

Goal	<u>Intended Student-Learning Outcome</u>	Criteria for Success	Assessment Tools	Assessment Results	Use of Results
ACC 120 Principles of Financial Accounting	<ol style="list-style-type: none"> 1. Students will apply skills learned to build financial statements and managerial reports for business and governmental entities both manually and electronically. Student will gain the necessary skills to complete various individual tax forms. 	80% of ACC 120 students will score at least 80% on payroll project	Comprehensive Problem from the course	83% of ACC 120 students scored 80% on the comprehensive problem	
OST 149 Introduction to Accounting Spreadsheets	<ol style="list-style-type: none"> 1. Work with Excel files entering information and using formulas and functions to solve accounting problems.(General Education Objective) 2. Prepare financial statements using Excel. (Psychomotor skill) 3. Perform financial statement analysis using Excel. 	80% of ACC 149 students will score at least 80% or better on accounting case problems using Excel	Case problem will be given	88% of the students will score 80% or above on the accounting case problems in Excel	
ACC 150 Accounting Software Applications	<ul style="list-style-type: none"> • Write an email to the owner of the company with your recommendation for purchasing or not purchasing the Point of Sale Products that go with QuickBooks. (General Education Objective) • Display an interest in learning QuickBooks software. (Affective, 	80% of students will score at least 80% on the company project using QuickBooks to start and complete transactions for a fiscal period of time	Case problem from textbook will be given	88% of the students scored 80% or better	

Instructional Programs: 2010-2011 Outcomes Table

	<p>behavior)</p> <ul style="list-style-type: none"> • Demonstrate an understanding of a computerized accounting environment for service and merchandising businesses. • Set up company files on a computerized accounting system.(Psychomotor skills) • Create a general ledger and enter journal transactions. 	for a new company			
ACC 129 Individual Income Taxes	<ul style="list-style-type: none"> • Compute tax on various levels of taxable income and determine tax owed or refund. • Write the individual income tax formula. • Prepare 1040EZ form. • Follow instructions to complete a 1040 form. • Determine the proper forms and schedules needed to prepare an income tax return. 	80% of students will score at least 80% on a comprehensive tax problem.	Comprehensive tax problem from chapter 3	55% of the students scored at least 80% on the comprehensive tax problem.	80% of ACC 129 students who submit a problem will score at least 80% on the comprehensive tax problem
COE 111 World of Work		100% of Accounting graduates will receive a grade of "B" or better		80% of the students received a grade of "B" or better	
COE 110 Cooperative Education	Graduates will demonstrate professional behavior in the workplace	100% of Accounting graduates will receive a grade of "B" or better		80% of the students received a grade of "B" or better	

Instructional Programs: 2010-2011 Outcomes Table

*Students who earn a C or higher in the course.

Program: Automotive Systems Technology
Div/Dep: School of Vocational and Industrial Technology Programs
Name: Hunter S. Taylor

Course	Intended Student-Learning Outcome	Criteria for Success	Assessment Tools	Assessment Results/Outcomes	Use of Results
AUT 163	<ul style="list-style-type: none"> Student will diagnose and repair automotive electrical problems, including lighting systems, gauges, driver information systems, hybrid vehicle repair, and wiper and washer systems. 	<ul style="list-style-type: none"> The cumulative task list average for all students who successfully complete this course* will be 75% or higher. 	<ul style="list-style-type: none"> Task checklist 	<ul style="list-style-type: none"> Task sheet average of 88.99%. 	<ul style="list-style-type: none"> Students are completing required tasks. Some adjustment will be made to tabulation of results to incorporate a practical final exam.
	<ul style="list-style-type: none"> Student will explain the functions of solid-state 	<ul style="list-style-type: none"> The cumulative final exam average for all students who successfully complete 	<ul style="list-style-type: none"> Final Exam 	<ul style="list-style-type: none"> Exam score average of 62.5%. 	<ul style="list-style-type: none"> Exam review will be held in Fall 2010 one week prior to

Instructional Programs: 2010-2011 Outcomes Table

	electronic devices including transistors, diodes, zener diodes, and light-emitting diodes.	this course* will be 75% or higher.			the exam. Study guides will also be posted for the students to use to review.
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*Students who earn a C or higher in the course.

Instructional Programs: 2010-2011 Outcomes Table

Program: Basic Law Enforcement Training (BLET) Program
C55120

Department: Dept. Criminal Justice Technology & Training

Division: Div. of Public Services Technology

Name:

Program Outcome	Intended Student learning Outcome	Criteria for success	Assessment Tools	Assessment Results/Outcomes	Use of Results
<i>Thirty-Five (35) instructional program topics</i>	<p>. The cadet will demonstrate knowledge of all thirty-five instructional topics within the program as demonstrated on individual topic tests and the comprehensive state exam qualifying the student for state certification. (Knowledge)</p> <p>The cadet will integrate composite knowledge to successfully perform and demonstrate all prescribed practical program exercises. (Skill)</p> <p>The cadet will value the ethics, code of conduct, character goals, and cultural diversity of the</p>	<p>85% of Basic Law Enforcement Training (BLET) graduates will achieve an overall passing score on the state BLET exam.</p> <p>100% of graduates will complete all 35 topic test with a grade of 70% or better.</p> <p>Success criteria demonstrated by 85% of BLET graduates achieving</p>	<p>Weekly assessment exams will be administered which covers all 35 topical instructions for the previous period of instruction.</p> <p>Individual grading, and record retention of each block grade for each student thereby meeting state mandate that each student must score a minimum of 70% on each of</p>	<p>Overall P/F of state exam is 92%; however, students passing state exam on 1st. attempt is 73% which must be increased at a minimum of 10%.</p> <p>100% of students meeting state requirements to sit for state exam have completed all 35 block topic tests with a score of at least 70%</p>	<p>Results have been impetus to raise block test grades to 75 pass rate; institute revised entry level reading test to 10th. grade minimum as entry criteria; extend classroom instruction to prepare for state exam.</p> <p>Beginning Fall, 2010, minimum pass rate for each of the block tests will be raised to 75% in order to enhance overall program quality</p>

Instructional Programs: 2010-2011 Outcomes Table

	<p>profession.(Attitude) The cadet will utilize ethical guidelines and prescribed professional standards in order to formulate the proper interactions relating to the general public and as well as other professional members.(Behavior)</p> <p>The program will provide quality student employment to public safety agencies with BLET graduates.</p>	<p>an overall passing score on the state BLET exam.</p> <p>85% of BLET graduates will achieve an overall passing score on the state BLET exam.</p> <p>90% of criminal justice employers will report satisfaction on HCC employer satisfaction survey.</p>	<p>the 35 block tests</p> <p>Employment satisfaction survey with sheriffs & chiefs of police</p>	<p>Refer to above assessment results</p> <p>Refer to above assessment results</p> <p>93% of those agency administrators surveyed responded with affirmative administrative satisfaction with employees who were graduates of BLET program</p>	<p>Refer to above ‘use of results’.</p> <p>Refer to above ‘use of results’</p> <p>Maintain data to identify positive and negative aspects of employment survey in order to improve employability of program graduates</p>
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Instructional Programs: 2010-2011 Outcomes Table

Program: Criminal Justice Curriculum
Department: Dept. of Criminal Justice Technology & Training
Division: Div. of Public Services Technology
Name:

Program Outcome	Intended Student learning Outcome	Criteria for Success	Assessment Tools	Assessment Results/Outcomes	Use of Results
<ul style="list-style-type: none"> • <i>CJC 111</i> • <i>CJC 141</i> • <i>CJC 212</i> • <i>CJC 121</i> 	<p>Students will recognize the legal elements of criminal law, constitutional law, and court procedure.</p> <p>Students will utilize knowledge gained to design, outline, define, and evaluate an effective public safety organizational structure chart.</p> <p>Students will value the diverse, complex, social structures, and heritages of a multi-cultured service society</p> <p>Students will use the prescribed professional standards of conduct and ethics to make legal and informed decisions when relating to various members of the service community.</p>	<p>85% of graduates will achieve a mean score average of “C” or better on the Criminal Justice Associate Degree Graduation Checklist .</p> <p>85% of graduates will achieve a mean score average of “C” or better on the Criminal Justice Associate Degree Graduation Checklist .</p>	<p>Exit Interview</p> <p>Capstone courses (CJC 111, 141, 212, 121)</p> <p>CJD Checklist</p>	<p>100% of all CJC students who completed graduation requirements at the conclusion of the Spring 2010 semester met all Criteria Success standards.</p>	<p>Documented and archived for continued learning outcome comparisons for Fall 2010 and Spring 2011 Program effectiveness analysis.</p>

2009-2010

Instructional Programs: 2010-2011 Outcomes Table

Program: School of Legal/Public Service
Div/Dep: Cosmetology
Name: _____

Program Outcome	Intended Student learning Outcome	Criteria for success	Assessment Tools	Assessment Results/Outcomes	Use of Results
<i>COS 118 is the last section in the Cosmetology program before the student graduates.</i>	Students will be professional when communicating with the public throughout services rendered.	80% of students will demonstrate the communication skills necessary including professional behavior in the salon environment.	Students will be able to complete a client consultation sheet to distinguish the client's salon service needs. Applying professional telephone skills. Managing the front desk (signing clients in/out).	Customer survey results show 80% of clients are satisfied with the level of professionalism and communication skills displayed by the students. Consultation forms are completed by patrons as a part of student evaluation assessment.	Re-evaluation of the customer survey sheets. Questions will be presented in a yes-or-no format in order to make client participation as simple and efficient as possible. During Theory classes, we will have mock student/client situations in pairs, with one student acting as the client, then switch roles. Later, students will be tested on situational problems

2009-2010

Instructional Programs: 2010-2011 Outcomes Table

Program: General Education

Department: English/Developmental English/Communications

Name: Charles Wilkinson—Department Head

Purpose: General Education Program Outcome – Writing, Oral Communication, Reading, Technology, Mathematic, and Critical Thinking

Course	Goal	<u>Intended Student-Learning Outcome</u>	Criteria for Success	Assessment Tools	Assessment Results	Use of Results
Writing-ENG 111 Expository Writing	To provide students with a knowledge of common grammar and usage errors.	Students will be able to write prose according to the conventions of standard, academic English, and will acquire an understanding of editing and revising skills.	70% of students will demonstrate improvement and 90% of students will score 84 or better on final Grammar/Usage Diagnostic Test.	Grammar/Usage Diagnostic Test to be administered three times in all sections of English 111.	71% of students demonstrated improvement and 28% scored 84 or better on the final test.	Instructors of Eng. 095 need to focus on grammar, specifically run-ons, possessives, plurals, & past participle forms. Instructors of 111 need to increase focus on grammar and count the diagnostic as a grade.
Writing-ENG 102 Applied Communications II	To provide students with basic skills of grammatical and mechanical revision.	Students will be able to write letters, memos, and short reports using Standard American English.	70% of students will demonstrate improvement and 85% of students will average a “C” or better at completion.	3 consecutive final grades on letters/reports as recorded by instructor, using the common rubric.	54% of students demonstrated improvement and 63% averaged a “C” or better at completion.	Instructors of Eng. 102 need to increase feedback and review of letter conventions. Also increase practice-letter exercises.

Instructional Programs: 2010-2011 Outcomes Table

Developmental- ENG 075 Reading and Language Essentials	To improve student skills in basic reading and writing.	Students will be able to write grammatically and mechanically correct sentences.	70% of students will demonstrate improvement and 85% of students will average a “C” or better at completion	3 consecutive final grades on sentence tests or written papers as recorded by instructor, using the common rubric.	72% of students demonstrated improvement and 100% averaged a “C” or better at completion.	Encourage emulation of instructor’s teaching model, which focuses on feedback and rubric-sharing with students. Consider raising standard of assessment.

2009-2010

Instructional Programs: 2010-2011 Outcomes Table

Program: Developmental Studies
Department: Mathematics 2009-2010

Purpose: The purpose of developmental studies in mathematics is to provide students with the mathematical skills necessary to be successful in the curriculum mathematics course required for their program of study.

Goal	Intended Student-Learning Outcome	Criteria for Success	Assessment Tools	Assessment Results	Use of Results
<p>To provide students with the mathematical knowledge and skills necessary for their program of study.</p>	<p>Students in developmental math courses will demonstrate they have mastered the mathematical competencies needed to be successful in the next math course</p> <p style="text-align: center;">Math 050 Math 060 Math 070 Math 080</p>	<p>At least 75% of students successfully completing a developmental math course will make at least a 70 on the exit test.</p>	<p>Exit test</p>	<p>Math 050 32%</p> <p>Math 060 77% (Met goal)</p> <p>Math 070 63%</p> <p>Math 080 70%</p>	<p>Math 050 will no longer be self-paced.</p> <p>Each instructor will spend at least two hours per week tutoring.</p> <p>Review sessions will be held before exit test.</p> <p>The math instructors will implement some retesting guidelines for all developmental classes.</p> <p>Data received from the item analysis of the exit test will be reviewed by the math department to determine how to improve the test and instruction in the classroom.</p>

Instructional Programs: 2010-2011 Outcomes Table

Math Developmental Stats Fall 09

Math 050

Instructor	Enrolled	Completed	Retention	Passed	Failed	% Passed	% Failed	No. students failed exit test but passed class
Jones	26	17	65%	6	11	35%	65%	5

Math 050 is self-paced, so the IP's are students that have not completed the work.

Math 060

Instructor	Enrolled	Completed	Retention	Passed	Failed	% Passed	% Failed	No. of students failed exit test but passed class
Jones	106	91	86%	54	37	59%	41%	13
Stansbury	81	60	74%	42	18	70%	30%	4
Beck	26	14	54%	13	1	93%	7%	5
Argo	23	16	70%	11	5	69%	31%	1
Total	236	181	77%	120	61	66%	34%	23

Math 070

Instructor	Enrolled	Completed	Retention	Passed	Failed	% Passed	% Failed	No. of students failed exit test but passed class
Argo	27	22	81%	15	7	68%	32%	6
Beck	52	33	63%	21	12	64%	36%	13
Hairston	52	31	60%	19	12	61%	39%	5
Stansbury	27	21	78%	12	9	57%	43%	2
Swink	26	13	50%	10	3	77%	23%	0
Total	184	120	65%	77	43	64%	36%	26

Math 080

No. of students failed

Instructional Programs: 2010-2011 Outcomes Table

Instructor	Enrolled	Completed	Retention	Passed	Failed	% Passed	% Failed	exit test but passed class
Swink	23	14	61%	11	3	79%	21%	4
Argo	34	26	76%	12	14	46%	54%	2
Total	57	40	70%	23	17	58%	43%	6

63%

Total percent passing is 63%.

Math Developmental Stats Spring 10

Math 050

Instructor	Enrolled	Completed	Retention	Passed	Failed	% Passed	% Failed	No. students failed exit test but passed class
Jones	25	17	68%	13	4	76%	24%	8

Math 050 is self-paced, so the IP's are students that have not completed the work.

Math 060

Instructor	Enrolled	Completed	Retention	Passed	Failed	% Passed	% Failed	No. of students failed exit test but passed class
Jones	93	74	80%	24	50	32%	68%	8
Stansbury	41	31	76%	21	10	68%	32%	5
Beck	68	50	74%	38	12	76%	24%	11
Garner	13	11	85%	6	5	55%	45%	2
Total	215	166	77%	89	77	54%	46%	26

Math 070

Instructor	Enrolled	Completed	Retention	Passed	Failed	% Passed	% Failed	No. of students failed exit test but passed class
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Instructional Programs: 2010-2011 Outcomes Table

Argo	34	20	59%	13	7	65%	35%	6
Beck	19	11	58%	6	5	55%	45%	4
Hairston	38	24	63%	14	10	58%	42%	4
Stansbury	29	21	72%	12	9	57%	43%	7
Swink	39	26	67%	16	10	62%	38%	4
Total	159	102	64%	61	41	60%	40%	25

Math 080								No. of students failed exit test but passed class
Instructor	Enrolled	Completed	Retention	Passed	Failed	% Passed	% Failed	
Argo	44	31	70%	21	10	68%	32%	7

Total percent passing is 58%.

Instructional Programs: 2010-2011 Outcomes Table

Program: Medical Office Administration
Department: Business
Name: Deborah Boone
Purpose: The purpose of the Medical Office Administration AAS degree program is to prepare graduates for entry-level office positions in medical and allied health facilities.

Goal	<u>Intended Student-Learning Outcome</u>	Criteria for Success	Assessment Tools	Assessment Results	Use of Results
OST-243 Medical Office Administration	Students will have a working knowledge of up-to-date technology required for the successful completion of the program. Students will validate their working knowledge of the subject matter and proficiency in the use of medical software.	80% of students will complete the capstone course, OST-243, Medical Office Simulation, with a grade of C or better.	<p>Using medical office simulation software, students will develop skills required to perform appropriately in a simulated medical office.</p> <p>Using simulation software, student will duplicate all facets of technology necessary in the administration of medical offices.</p> <p>Students will develop skills necessary to detect errors, analyze data and determine error resolutions.</p> <p>Methods: Projects, Tests, and Quizzes.</p>	<p>NOT MET Only 56% of students completed OST-243 with a grade of C or better.</p> <p>Software used in Spring/Fall was not fully compatible with VISTA operating system. Several students discontinued submitting complete assignments, thus receiving a lower grade. No update was available to patch software.</p>	<p>Change to software for FALL 2010 that is compatible with Windows XP, Windows 7 and VISTA operating systems.</p> <p>New adopted software is being used in actual medical offices and will allow students to be up-to-date on their interaction with electronic medical software.</p> <p>New textbook is much more user friendly and provides more interaction with students and instructor.</p>

Instructional Programs: 2010-2011 Outcomes Table

<p>MED-122 Medical Terminology II</p>	<p>Students will demonstrate knowledge of medical terminology and how correct usage is vital in the medical office.</p>	<p><u>80%</u> of all graduates will complete course MED-122, Medical Terminology II, with a grade of C or better.</p>	<p>Students will display ability to break down and define medical terms by their individual components.</p> <p>Methods: Quizzes, Tests, Projects, and Research Projects.</p>	<p>MET 89% of students completed MED-122 with a grade of C or better.</p>	<p>To enhance the level of internet research capabilities of medical terms, include additional research projects into course.</p>
<p>OST-148 MEDICAL CODING BILLING & INSURANCE</p>	<p>Students will have a working knowledge of up-to-date technology required for the successful completion information processed in the medical office. Students will validate their working knowledge of the subject matter and proficiency in the use of medical insurance claims and medical coding..</p>	<p><u>80%</u> of all students will complete the OST-148, Medical Coding Billing & Insurance, with a grade of C or better.</p>	<p>Using various sources of books, forms, research and discussion topics, students will develop skills required to process claim forms, medical coding for these claim forms and continue apply skill learned.</p> <p>Students will develop skills necessary to detect errors, analyze data and determine error resolutions.</p> <p>Methods:</p>	<p>MET 100% of students completed OST-148 with a grade of C or better.</p>	<p>Continue to have additional hands on with both manual and computerized claim forms by students.</p>

Instructional Programs: 2010-2011 Outcomes Table

			Projects, Research, Current Events, Tests, and Quizzes.		
OST-149 MEDICAL LEGAL ISSUES	Students will demonstrate knowledge of the types of legal laws/issues that are associated with the medical office and the appropriate applications for these situations.	<u>80% of all students will complete course OST-149, Medical Legal Issues, with a grade of C or better.</u>	Students will display ability to analyze and define medical legal issues and the appropriate method of resolution. Methods: Quizzes, Tests, Projects, and Research Projects.	NOT MET Only 75% of students completed OST-149 with a grade of C or better.	Include additional research as an way for students to see how normal everyday items are affected by Medical Legal Issues. Include more interaction between students in course.
OST-242 MEDICAL TRANSCRIPTION II	Degree students will demonstrate their knowledge of medical terminology with proficiency in medical transcription.	<u>80% of degree students will complete course OST-242, Medical Transcription II, with a grade of C or better.</u>	Students will transcribe medical dictation, involving various dialects, using the appropriate medical report formats, terminology, grammar, and punctuation. Students will develop the process for researching terms and procedures Methods: Evaluate Transcription Progress, Quizzes,	MET 88% of degree students completed OST-242 with a grade of C or better.	Add more guidelines for grammar and punctuation of medical documents into course prior to beginning the transcription files. Not offer OST-241 as a 100% online course. Return to hybrid for increase contact between students and instructor.

Instructional Programs: 2010-2011 Outcomes Table

			And Proofreading Medical Reports.		
ACA-111 COLLEGE STUDENT SUCCESS	Students will be able to identify skills & technology required to be successful in their college environment and meet their educational objectives.	<u>80%</u> of all students will complete ACA-111, College Student Success, with a grade of C or better.	Using the various media provided at HCC, students will be introduced to campus resources and academic requirements needed to function effectively within the college environment. Methods: Assignments, Projects, Tests, and Quizzes.	MET 85% of students completed ACA-111 with a grade of C or better.	Changed ACA-111 from a 100% online to a 50/50 hybrid. Class met in the classroom the first eight weeks and was online the 2 nd eight weeks. Continue the same concept of eight weeks in the classroom and eight weeks online, but keep the lab open the 2 nd eight weeks for students to have a place to work on assignments. Many students do not have a computer in the home.

2009-2010

Instructional Programs: 2010-2011 Outcomes Table

Program: Computer Information Systems

Department: Business

Name: Monica M. Simmons

Purpose: The purpose of the Computer Information Systems program is to prepare graduates for employment with organizations that use computers to process, manage, and communicate information. The flexibility of the program directly relates to the college's mission statement by providing accessible educational opportunities at convenient times. The program also prepares adults for the workforce through diploma and associate degree offerings.

Goal	Intended Student-Learning Outcome	Criteria for Success	Assessment Tools	Assessment Results	Use of Results
NET 125 Networking Basics	<ol style="list-style-type: none"> 2. Demonstrate the ability to design and configure small WANs using PCs, hubs, switches, and routers. 3. Identify the layers of the OSI model and explain what functions occur at each layer and the interaction that occurs between the layers. 4. Install and configure Cisco switches and routers in multiprotocol internetworks using LAN and WAN interfaces. 5. Utilize network fundamentals and principles to provide Level I network troubleshooting service. 	90% of the students will receive a ratings of greater than or equal to 70% on the Networking Technology Performance Checklist	Performance Checklist Student Focus Groups Advisory Board Surveys	94% of the students received greater than or equal to 70% on the Networking Technology Performance Checklist	

Instructional Programs: 2010-2011 Outcomes Table

Program: School of Nursing and Allied Health
Div/Dep: Associate Degree Nursing
Name: Kelly Harvey

Program Outcome	Intended Student learning Outcome	Criteria for success	Assessment Tools	Assessment Results/Outcomes	Use of Results
<p>NUR 114 – Holistic Health Concepts</p> <p>To prepare graduates of the Associate Degree Nursing curriculum to enter the nursing workforce with the knowledge base and clinical skills necessary to perform at an entry level</p>	<p>Students will develop an understanding of the classroom, laboratory, and clinical skills necessary to provide competent care to clients.</p>	<p>70% of students will complete course with a “C” or better and “satisfactory” grade in clinical.</p>	<p>Final course grades</p> <p>Clinical evaluation tool</p>	<p>85.7% (18/21) of students who began course completed with a grade of C or better and a satisfactory grade in clinical</p> <p>2 students withdrew from course (9.5%)</p> <p>1 student received a grade below a C (4.8%) for the course</p>	<p>Continue classroom and clinical teaching and grading policies</p>
	<p>Graduates will report the acquisition of knowledge and skills necessary to perform at an entry level position as a registered nurse.</p>	<p>90% of students in course will indicate “Strongly Agree” or “Agree” to question #20 (Overall, I rate this as a very good course) on the Survey of Student Satisfaction for the course.</p>	<p>Survey of Student Satisfaction</p>	<p>Student Satisfaction survey results not currently available for Spring 2010</p>	<p>Will continue to evaluate all student surveys for necessary changes.</p>

Instructional Programs: 2010-2011 Outcomes Table

	Employers of graduates will report knowledge and skill levels adequate for entry level registered nurses.	Terminal outcome – unable to evaluate at this level	N/A	N/A	N/A
To prepare graduates of the Associate Degree Nursing curriculum to pass the NCLEX-RN examination.	Students will have access to study and review materials throughout the ADN program to prepare for the NCLEX-RN exam.	100% of students in the course will receive ATI review materials and participate in ATI testing and remediation.	ATI review materials ATI testing materials	All students in course received ATI review materials, participated in testing, and completed ATI remediation as assigned	Continue to use ATI materials for review and testing in this course
	Students will pass the NCLEX-RN exam on the first attempt.	Terminal outcome – unable to evaluate at this level	N/A	N/A	N/A
To provide student with current and relevant nursing information in an ever-changing healthcare environment.	Nursing faculty will participate in professional development activities that promote current, relevant nursing practice and teaching methods.	100% of nursing faculty will attend at least one professional development activity during the semester.	Professional development certificates Sign-in sheets from HCC and NEWH Nursing Consortium Professional Development activities	All faculty participated in professional development activities during the Spring 2010 semester	Continue to encourage faculty to participate in professional development, and provide opportunities to attend workshops, other professional development activities.

2009-2010

Instructional Programs: 2010-2011 Outcomes Table

SCHOOLS ___Arts and Sciences___

DEPARTMENT ___Humanities and Social Sciences:___

COURSE __PSY 118_101 (Spring 2010)

Goal	Intended Student - Learning Outcome <i>Intended Outcome</i>	Criteria For Success	Assessment Tools	Assessment Results	Use of Results
To introduce students to Psychology as applied to everyday life and the improvement of interpersonal skills.	1. Students will organize and present written and/or oral assignments in a timely manner and to meet deadlines.	At least 80% of PSY 118 students will submit assignments on or before the due date.	Written Assignments Projects Tests	Not assessed	SLO – to be removed for 2010-2011
.	2. Students will be able to explain what makes psychology a science.	At least 80% of students meet minimum standards of achievement according to instructor generated rubric	Essay question on Final Exam	73%	Do in-class experiments and demonstrations prior to assessment of SLO.

Instructional Programs: 2010-2011 Outcomes Table

	<p>3. Students will be able to apply terminology used by psychologists as it relates to course content.</p>	<p>At least 80% of students meet minimum standards of achievement according to exam assessment and/or instructor generated rubric.</p>	<p>Behavior Modification Project (written paper and oral presentation)</p>	<p>63% written paper 67% oral presentation</p>	<p>Use other assessment tools – one minute papers/discussions boards/ essay questions after each chapter discussing how course content applies to their lives – and using appropriate terminology</p>
	<p>4. Identify the ways that psychological theories are used to describe, predict, and control or modify behavior.</p>	<p>At least 80% of students meet minimum standards of achievement according to exam assessment.</p>	<p>Chapter 2 Quiz and Chapter 4 Quiz</p>	<p>71% Chapter 2 75% Chapter 4</p>	<p>Emphasize the importance of the theories in everyday life. Stress how knowing the theory will guide one throughout life and deciding the best way to solve problems. Use another assessment tool – activity and assessment in which students must identify whether behavior is being described, predicted or modified – and the theory on which it is based on.</p>

Instructional Programs: 2010-2011 Outcomes Table

	5. Students will gain intelligent skepticism about accepting unwarranted “truths” – psychology in everyday life, statements made in the mass media.	At least 80% of students meet minimum standards of achievement according to instructor generated rubric.	Written Assignment	Not assessed	Show videos about what the media is actually saying about human behavior and psychological concepts. Ask students to describe a “truth” they believe and produce research why/why it is not true. Then – engage in debate (with produced research) – and give student opportunity to change or maintain their “truth”.
	6. Students will be able explain why people behave as they do.	At least 80% of students meet minimum standards of achievement according to instructor generated rubric	Behavior Modification Project (Critical Opinion)	63% paper 92% Presentation	All students will revise papers that do not include information necessary to assess SLO
	7. Students will gain personal and professional growth, as well as healthier interpersonal relationships, as stimulated in discussions, readings,	At least 80% of students meet minimum standards of achievement according to instructor generated rubric	Behavior Modification Project	Not Assessed – redundant with SLO #8	SLO – to be removed for 2010-2011

Instructional Programs: 2010-2011 Outcomes Table

	and projects.				
	8. Students will be able to apply psychological principles to personal and professional development.	At least 80% of students meet minimum standards of achievement according to instructor generated rubric	Behavior Modification Project (Application)	88% paper 83% presentation	Continue as is

Instructional Programs: 2010-2011 Outcomes Table

Program: Distance Learning
Department: Humanities / Religion
Name: Tom Riley
Purpose: Critically reflect on Module One content and course outcomes

Goal	<u>Intended Student-Learning Outcome</u>	Criteria for Success	Assessment Tools	Assessment Results	Use of Results
REL 212	Have a working knowledge of the political, social, and religious context of the ancient Jewish and Greco-Roman worlds in which Christianity first appeared and where the New Testament was formed	1) An understanding of Greco-Roman culture 2) An understanding of the various Jewish groups of the day. 3) A clearly written essay demonstrating how these cultures influenced specific aspects of the writing of the New Testament	1 – 2 page Response Paper	8 – A's 5 – B's 6 – C's 3 – F's	The assignment is worth 8% of their semester grade.

Instructional Programs: 2010-2011 Outcomes Table

Program: Welding Technology
Div/Dep: Department Head
Name: Jason Shotwell

Spring 2010

Course	Intended Student-Learning Outcome	Criteria for Success	Assessment Tools	Assessment Results/Outcomes	Use of Results
WLD 121 GMAW (Mig) FCAW Plate	Students will demonstrate the ability to use gas metal arc welding terminology and understand welding fundamentals.	The cumulative written test average for all students who successfully complete this course* will be 75% or higher.	Written Exams	An average of 84.19% was achieved.	Continue to use these written exams for upcoming WLD 121 course.
	Students will demonstrate practical skills by obtaining a vertical gas metal arc welding certification.	80% of students in this course will pass certification exam.	Vertical Welding Examination	100% of students achieved a certification.	Time allowance in relation to other classroom task will be critiqued for added certification time.

*Students who earn a C or higher in the course.

Instructional Programs: 2010-2011 Outcomes Table

DISTANCE LEARNING

Program: Distance Learning
Department: Business Administration
Name: Balogun, Lateef

Purpose: The Business Administration curriculum is designed to introduce students to the various aspects of the free enterprise system. Students will be provided with a fundamental knowledge of business functions, processes, and an understanding of business organizations in today's global economy.

Through these skills, students will have a sound business education base for lifelong learning. Graduates are prepared for employment opportunities in government agencies, financial institutions, and business or industry, be it large or small.

Goal	Intended Student-Learning Outcome	Criteria for Success	Assessment Tools	Assessment Results	Use of Results
Students in these courses	BUS 137- This course is designed to be an overview of the major functions of management. Emphasis is placed on planning, organizing, controlling, directing, and communicating. Upon completion, the student should be able to work as a contributing member of a team utilizing these functions of management. Theories and styles of management and other empirical studies shall be discussed.	students must achieve a passing grade of "c" or 65% on all assessments to be deemed successful in each of the online courses.	<ul style="list-style-type: none"> • discussion forum • test • essay writing • project • homework-assignment 	75% of students in these course will have a grade of "C" or better	<ul style="list-style-type: none"> • to determine how the students able to apply business concepts • writing skills • communication skills • computer skills • interpersonal skills • time managementskills • independence

Instructional Programs: 2010-2011 Outcomes Table

Program: Distance Learning
Department: Computer Information & Networking Technology.
Name: Emmanuel U. Obi

- Purpose:**
1. Computer Information Technology Courses:
 The Computer Information Technology curriculum is designed to prepare graduates for employment with organizations that use computers to process, manage, and communicate information.
 The flexibility of the program directly relates to the colleges mission statement of providing accessible educational opportunities at convenient times. The program also prepares adults for the workforce through diploma and associate degree offerings.

 2. Networking Technology Courses:
 The purpose of the Networking Technology program is to prepare students for employment supporting network infrastructure environments. Students will learn how to use technologies to provide reliable transmission and delivery of data, voice, image, and video communications in business, industry, and education. The flexibility of the program directly relates to the colleges mission statement of providing accessible educational opportunities at convenient times. The program also prepares adults for the workforce through diploma and associate degree offerings.

Goal	Intended Student-Learning Outcome	Criteria for Success	Assessment Tools	Assessment Results	Use of Results
CTS 289 System Support Project. The goal of this course is to provide the student an opportunity to complete a significant support project with minimal instructor assistance. Emphasis is placed on written and oral	Upon completion, students should be able to complete a project from the definition phase through implementation.	85% of the students should pass the course with a grade of "C" or better by developing a systems project plan, writing a capstone essay and a written exam.	Systems Project Plan. Capstone Essay Multiple Choice Exam.	100% of the students passed with a grade of "C" or higher.	

Instructional Programs: 2010-2011 Outcomes Table

communication skills, project definition, documentation, installation, testing, presentation, and user training.					
NOS 110 Operating Systems Concepts. The goal of this course is to introduce students to a broad range of operating system concepts, including installation and maintenance. Emphasis is placed on operating system concepts, management, maintenance, and resources required.	Upon completion of this course, students will have an understanding of OS concepts, installation, management, maintenance, using a variety of operating systems.	85% of the students should pass this course with a grade of “C” or better.	Weekly Case Projects Four Multiple Choice Exams Discussion Board.	100% of the students passed the course with a grade of “C” or higher.	
NOS 230 Windows Admin.1 The goal of this course is to teach students the installation and administration of a Windows Server network operating system. Topics include managing and maintaining physical and logical devices, access to resources, the server environment, managing users, computers, and groups, and Managing/Implementing Disaster Recovery	Upon completion, students should be able to manage and maintain a Windows Server environment.	85 % of the students should pass this course with a grade of “C” or better.	Weekly Case Projects. Weekly Lab Assignments from the Lab Manual. Four Comprehensive Multiple Choice Exams.	100% of the students passed the course with a grade of “C” or higher.	

Instructional Programs: 2010-2011 Outcomes Table

Distance Learning

Department: English

Name: James McCachren

Purpose: The purpose of the English curriculum is to prepare students in the written and oral communication skills needed to perform successfully in their studies at Halifax Community College, and in their studies after transfer to a senior institution, and in the workplace.

Goal	<u>Intended Student-Learning Outcome</u>	Criteria for Success	Assessment Tools	Assessment Results	Use of Results
Students in Associate Degree Programs (AA, AAS, AGE, and AS) will acquire college-level knowledge in math, oral communication, reading, technology, and writing.	The student will demonstrate physically and in writing the attributes of a good manager.	90% of all Associate and Diploma programs will achieve 100% proficiency in all competencies assessed.	Comparison/Contrast Paper: Write a compare/contrast essay	93% of programs achieved 100% proficiency in all competencies assessed	It was observed that the current writing rubric, while legitimately assessing college-level writing skills, overemphasized lower-level cognitive skills; thus, the 93% proficiency result may have been misleadingly high. The writing rubric will be revised to ensure upper-level cognitive skills such as critical thinking and stylistics (syntactical evaluation) are assessed. Before adopting the rubric for the Program Review, the English Department will employ a trial run in select classes in Spring 2010.
Students in Associate Degree Programs (AA, AAS, AGE, and AS) will acquire college-level knowledge in	The student will complete research on emerging communication technology and applications.	90% of all Associate and Diploma programs will achieve 100% proficiency in all competencies	Research Paper: Use the Internet and/or electronic databases to	74% of programs achieved 100% proficiency in all competencies assessed	To hold students accountable for mastering academic computer skills, writing instructors will deduct points for every mechanical deviation from the 2009 MLA or APA style guides

Instructional Programs: 2010-2011 Outcomes Table

math, oral communication, reading, technology, and writing.		assessed.	research and report on a new technology.		
Students in Associate Degree Programs (AA, AAS, AGE, and AS) will acquire college-level knowledge in math, oral communication, reading, technology, and writing.	The student will communicate an understanding of the art and science of helping by completing a written analysis of a professional manuscript on helping and a personal reflective application, using correct form and style.	90% of all Associate and Diploma programs will achieve 100% proficiency in all competencies assessed.	Reader-Response Paper: --Analyze a reading through reader's response.	95% of programs achieved 100% proficiency in all competencies assessed	The team documents the results and reports them to the General Education Assessment Team for use in its comprehensive assessment.
Students in Associate Degree Programs (AA, AAS, AGE, and AS) will acquire college-level knowledge in math, oral communication, reading, technology, and writing.	The student will interact with different audiences in the delivery of oral health presentations.	90% of all Associate and Diploma programs will achieve 100% proficiency in all competencies assessed.	Oral Presentation (recording) --Deliver an oral presentation.	67% of programs achieved 100% proficiency in all competencies assessed	To ensure the School adequately emphasizes oral communication and to improve the validity of the assessment by building a larger archive, the School is adding a mandatory oral presentation to ENG 114. Previously, some sections did not require an oral presentation.

2009-2010

Instructional Programs: 2010-2011 Outcomes Table

HSE 112-1D1	Understand and Identify various techniques in relation to running groups for children and adults.	The students will successful run a group with their fellow students in the classroom during seated class.	Rubric outlining if the student was able to successful identify the beginning, middle and closing stages of the group	Student will obtain passing score and apply concepts learned to their real life setting.	The students were prepared and completed role plays to demonstrate the group processes. Students successfully completed online and in class activities.
HSE 220-1D1	<p>Communicate an understanding of basic case management techniques and strategies by completing written assignments</p> <p>The students should be able to demonstrate an understanding of the psychological factors related to health and well-being.</p>	<p>Demonstrate and understandings of building a case file including the components necessary for successful case management.</p> <p>Understand the successful process of service planning and delivery including the development and implementation of the plan.</p> <p>Think critically about health related issues presented via media outlets.</p> <p>Gain a basic understanding of how health psychologists</p>	<p>Rubric outlining if the student was able to successful develop a case file and treatment plan outlining the client strengths perspective</p>	<p>Student will obtain passing score and apply concepts learned to their real life setting.</p>	<p>The students were able to identify and complete case files and understood the successful process of service planning.</p>

Instructional Programs: 2010-2011 Outcomes Table

Program: Distance Learning
Department: Medical Office Administration
Name: Deborah Boone
Purpose: The purpose of the Medical Office Administration AAS degree program is to prepare graduates for entry-level office positions in medical and allied health facilities.

Goal	<u>Intended Student-Learning Outcome</u>	Criteria for Success	Assessment Tools	Assessment Results	Use of Results
OST-243 Medical Office Administration	Students will have a working knowledge of up-to-date technology required for the successful completion of the program. Students will validate their working knowledge of the subject matter and proficiency in the use of medical software.	80% of students will complete the capstone course, OST-243, Medical Office Simulation, with a grade of C or better.	<p>Using medical office simulation software, students will develop skills required to perform appropriately in a simulated medical office.</p> <p>Using simulation software, student will duplicate all facets of technology necessary in the administration of medical offices.</p> <p>Students will develop skills necessary to detect errors, analyze data and determine error resolutions.</p> <p>Methods: Projects, Tests, and Quizzes.</p>	<p>Not met Only 56% of students completed OST-243 with a grade of C or better.</p> <p>Software used in Spring/Fall was not fully compatible with VISTA operating system. Several students discontinued submitting complete assignments, thus receiving a lower grade. No update was available to patch software.</p>	<p>Change to software for FALL 2010 that is compatible with Windows XP, Windows 7 and VISTA operating systems.</p> <p>New adopted software is being used in actual medical offices and will allow students to be up-to-date on their interaction with electronic medical software.</p> <p>New textbook is much more user friendly and provides more interaction with students and instructor.</p>

Instructional Programs: 2010-2011 Outcomes Table

MED-122 Medical Terminology ii	Students will demonstrate knowledge of medical terminology and how correct usage is vital in the medical office.	<u>80%</u> of all graduates will complete course MED-122, Medical Terminology II, with a grade of C or better.	Students will display ability to break down and define medical terms by their individual components. Methods: Quizzes, Tests, Projects, and Research Projects.	Met 89% of students completed MED-122 with a grade of C or better.	To enhance the level of internet research capabilities of medical terms, include additional research projects into course.
OST-148 Medical Coding Billing & Insurance	Students will have a working knowledge of up-to-date technology required for the successful completion information processed in the medical office. Students will validate their working knowledge of the subject matter and proficiency in the use of medical insurance claims and medical coding..	<u>80%</u> of all students will complete the OST-148, Medical Coding Billing & Insurance, with a grade of C or better.	Using various sources of books, forms, research and discussion topics, students will develop skills required to process claim forms, medical coding for these claim forms and continue apply skill learned. Students will develop skills necessary to detect errors, analyze data and determine error resolutions. Methods: Projects, Research, Current Events, Tests, and Quizzes.	Met 100% of students completed OST-148 with a grade of C or better.	Continue to have additional hands on with both manual and computerized claim forms by students.
OST-149 Medical Legal Issues	Students will demonstrate knowledge of the types of legal laws/issues that are associated with the medical office and the appropriate applications	<u>80%</u> of all students will complete course <u>OST-149, Medical Legal Issues, with a grade of C or better.</u>	Students will display ability to analyze and define medical legal issues and the appropriate method of resolution. Methods:	Not met Only 75% of students completed OST-149 with a grade of C or better.	Include additional research as an way for students to see how normal everyday items are affected by Medical Legal Issues. Include more interaction

Instructional Programs: 2010-2011 Outcomes Table

	for these situations.		Quizzes, Tests, Projects, and Research Projects.		between students in course.
OST-242 Medical Transcription II	Degree students will demonstrate their knowledge of medical terminology with proficiency in medical transcription.	<u>80%</u> of degree students will complete course OST-242, Medical Transcription II, with a grade of C or better.	Students will transcribe medical dictation, involving various dialects, using the appropriate medical report formats, terminology, grammar, and punctuation. Students will develop the process for researching terms and procedures Methods: Evaluate Transcription Progress, Quizzes, And Proofreading Medical Reports.	Met 88% of degree students completed OST-242 with a grade of C or better.	Add more guidelines for grammar and punctuation of medical documents into course prior to beginning the transcription files. Not offer OST-241 as a 100% online course. Return to hybrid for increase contact between students and instructor.
ACA-111 College Student Success	Students will be able to identify skills & technology required to be successful in their college environment and meet their educational objectives.	<u>80%</u> of all students will complete ACA-111, College Student Success, with a grade of C or better.	Using the various media provided at HCC, students will be introduced to campus resources and academic requirements needed to function effectively within the college environment. Methods: Assignments, Projects, Tests, and Quizzes.	Met 85% of students completed ACA-111 with a grade of C or better.	Changed ACA-111 from a 100% online to a 50/50 hybrid. Class met in the classroom the first eight weeks and was online the 2 nd eight weeks. Continue the same concept of eight weeks in the classroom and eight weeks online, but keep the lab open the 2 nd eight weeks for students to have a place to work on assignments. Many students do not have a computer in the home.

Instructional Programs: 2010-2011 Outcomes Table

Program: Distance Learning

Department: Office Administration

Name: Monica M. Simmons/Karen Jones

Purpose: The purpose of the Office Administration curriculum is to prepare individuals for positions in administrative support careers. It equips office professionals to respond to the demands of a dynamic computerized workplace.

Goal	<u>Intended Student-Learning Outcome</u>	Criteria for Success	Assessment Tools	Assessment Results	Use of Results
Courses (involved) OST 134 Text, Entry and Formatting	Students will be able to acquire the knowledge of the correct use of proofreading marks Format modified block style and personal business letters, memos, tables, reports with special features; employment documents; lists.	85% of the students will pass this course with a “C” or better	Quizzes Typed documents Multiple choice exam Timed Writings Discussion Board	This was not met. 50% of the students passed this course with a “C” or better.	The following measures have been taken to improve performance: Students will be required to take online tutorial to ensure that they are fully aware of the demands of hybrid courses. The instructor for this course was asked why the expectations were not met and provide strategies of what she plans to do to increase student performance and success. It appears that student success increases as the face to face component increases, thus this course now includes 50% more face to face instructional time.
OST 286 Professional Development	Students will be able to Identify the role and responsibilities of the administrative professional in a	90% of the students will develop a professional growth plan.	Student Portfolio Typed documents/ Discussion	Met- 100% of the students developed a professional development	N/A

Instructional Programs: 2010-2011 Outcomes Table

	changing work environment. Identify skills needed to succeed within a culturally diverse workforce. Discuss the importance of effective verbal and nonverbal communication skills.		Board	growth plan.	
OST 137 Office Software Applications	Students will become familiar with basic operations in MS Excel, MS Access, and MS PowerPoint. Students will participate in classroom discussions	85% of the students will pass this course with a "C" or better.	Student Portfolio Typed documents Discussion Board	Met- 90% of the students passed this course with a "C" or better.	N/A
OST 233 Office Publications Design	Students will be able to demonstrate and explain the basic parameters behind the process of desktop publishing and its' proper use in the business environment. Students will participate in classroom discussions	85% of the students will pass this course with a "C" or better	Portfolio Discussion Board	Met- 88% of the students passed this course with a "C" or better.	N/A
OST 284 Emerging Technologies	Students will be able to know the importance of keeping abreast of technological changes	85% of the students will pass this course with a "C" or	Written reports, Discussion Board	This was not met- 68% of the students passed this course with	The following measures have been taken to improve performance:

Instructional Programs: 2010-2011 Outcomes Table

	that affect the office professional. Students will participate in classroom discussions.	better		a "C" or better.	Students will be required to take online tutorial to ensure that they are fully aware of the demands of hybrid courses. The instructor for this course was asked why the expectations were not met and provide strategies of what she plans to do to increase student performance and success. It appears that student success increases as the face to face component increases, thus this course now includes 50% more face to face instructional time.
OST 136 Word Processing	Students should be able to work effectively in a computerized word processing environment.	85% of the students will pass this course with a "C" or better	Written/Ty ped Reports and Discussion Board	Met- 90% of the students passed this course with a "C" or better.	N/A
OST 184 Records Management	Students will be able to set up and maintain a records management system.	85% of the students will pass this course with a "C" or better	Tests/Quizzes Discussion Board	Met- 88% of the students passed this course with a "C" or better.	N/A

2009-2010

Instructional Programs: 2010-2011 Outcomes Table

Program: Distance Learning

Department: Office Administration

Name: Monica M. Simmons/Karen Jones

Purpose: The purpose of the Office Administration curriculum is to prepare individuals for positions in administrative support careers. It equips office professionals to respond to the demands of a dynamic computerized workplace.

Goal	Intended Student-Learning Outcome	Criteria for Success	Assessment Tools	Assessment Results	Use of Results
Courses (involved) OST 134 Text, Entry and Formatting	Students will be able to acquire the knowledge of the correct use of proofreading marks Format modified block style and personal business letters, memos, tables, reports with special features; employment documents; lists.	85% of the students will pass this course with a "C" or better	Quizzes Typed documents Multiple choice exam Timed Writings Discussion Board	In progress (Results will be in after 5/7/2010)	N/A
OST 286 Professional Development	Students will be able to Identify the role and responsibilities of the administrative professional in a changing work environment. Identify skills needed to succeed within a culturally diverse workforce. Discuss the importance of effective verbal and nonverbal communication skills.	90% of the students will develop a professional growth plan.	Student Portfolio Typed documents/ Discussion Board	Met	N/A
OST 137 Office Software Applications	Students will become familiar with basic operations in MS Excel, MS Access, and MS PowerPoint. Students will participate in classroom discussions	85% of the students will pass this course with a "C" or better.	Student Portfolio Typed documents Discussion Board	In progress (Results will be in after 5/7/2010)	N/A
OST 233	Students will be able to demonstrate	85% of the	Portfolio	In progress	N/A

Instructional Programs: 2010-2011 Outcomes Table

Office Publications Design	and explain the basic parameters behind the process of desktop publishing and its' proper use in the business environment. Students will participate in classroom discussions	students will pass this course with a "C" or better	Discussion Board	(Results will be in after 5/7/2010)	
OST 284 Emerging Technologies	Students will be able to know the importance of keeping abreast of technological changes that affect the office professional. Students will participate in classroom discussions.	85% of the students will pass this course with a "C" or better	Written reports, Discussion Board	In progress (Results will be in after 5/7/2010)	N/A
OST 136 Word Processing	Students should be able to work effectively in a computerized word processing environment.	85% of the students will pass this course with a "C" or better	Written/Typed Reports and Discussion Board	In progress (Results will be in after 5/7/2010)	N/A
OST 184 Records Management	Students will be able to set up and maintain a records management system.	85% of the students will pass this course with a "C" or better	Tests/Quizzes Discussion Board	In progress (Results will be in after 5/7/2010)	N/A

2009-2010

Instructional Programs: 2010-2011 Outcomes Table

Program: Distance Learning

Department: Office Administration

Name: Monica M. Simmons/Karen Jones

Purpose: The purpose of the Office Administration curriculum is to prepare individuals for positions in administrative support careers. It equips office professionals to respond to the demands of a dynamic computerized workplace.

Goal	Intended Student-Learning Outcome	Criteria for Success	Assessment Tools	Assessment Results	Use of Results
Courses (involved) OST 134 Text, Entry and Formatting	Students will be able to acquire the knowledge of the correct use of proofreading marks Format modified block style and personal business letters, memos, tables, reports with special features; employment documents; lists.	85% of the students will pass this course with a "C" or better	Quizzes Typed documents Multiple choice exam Timed Writings Discussion Board	This goal was not met. 51% of the students passed with a "C" or better.	N/A
OST 286 Professional Development	Students will be able to Identify the role and responsibilities of the administrative professional in a changing work environment. Identify skills needed to succeed within a culturally diverse workforce. Discuss the importance of effective verbal and nonverbal communication skills.	90% of the students will develop a professional growth plan.	Student Portfolio Typed documents/ Discussion Board	Met	N/A
OST 137 Office Software Applications	Students will become familiar with basic operations in MS Excel, MS Access, and MS PowerPoint.	85% of the students will pass this course with a "C" or better.	Student Portfolio Typed documents Discussion Board	This goal was met. 100% of the students passed with a "C" or	N/A

Instructional Programs: 2010-2011 Outcomes Table

	Students will participate in classroom discussions			better.	
OST 233 Office Publications Design	Students will be able to demonstrate and explain the basic parameters behind the process of desktop publishing and its' proper use in the business environment. Students will participate in classroom discussions	85% of the students will pass this course with a "C" or better	Portfolio Discussion Board	100% of the students passed with a "C" or better	N/A
OST 284 Emerging Technologies	Students will be able to know the importance of keeping abreast of technological changes that affect the office professional. Students will participate in classroom discussions.	85% of the students will pass this course with a "C" or better	Written reports, Discussion Board	This was not met. 70% of the students passed this course with a "C" or better.	N/A
OST 136 Word Processing	Students should be able to work effectively in a computerized word processing environment.	85% of the students will pass this course with a "C" or better	Written/Typed Reports and Discussion Board	This was met. 90% of the students passed with a "C" or better.	N/A
OST 184 Records Management	Students will be able to set up and maintain a records management system.	85% of the students will pass this course with a "C" or better	Tests/Quizzes Discussion Board	This was met. 85% of the students passed this course with "C" or better.	N/A

2009-2010