



A L A M O
C O L L E G E S

PALO ALTO COLLEGE

Program Student Learning Assessment Plan/Report

Academic Year 2011-2012

Program/Award: Administrative Assistant Level 2 Certificate

Program Lead Faculty: Sylvia G. de Hoyos

Department Chair: Dean Gary Shelman

Outcome #1	Demonstrate mastery of oral and written business communication skills.
Measures	Oral and written assignments for the POFT 2312 Business Correspondence and Communications course.
Targets	70% of the students make a "C" or higher on the comprehensive content final exam for POFT 2312 Business Correspondence and Communications.
Findings	2010- 2011: number of students = ; number passed = ; pass rate: % n/a 2011-2012: number of students = 8; number passed = 6 ; pass rate: 75 %
Assessment of Previous Cycle's Action Plan	Review course textbook and related materials for content level and recommend changes to existing resources. Investigate revisions to course delivery methodology that include reduced term offering in Continue monitoring delivery methodology and use of course materials.
New Action Plans	Offer the course in a blended classroom/ online format and 4 week miniterm for more comprehensive delivery of course content to students. Update course textbook and related materials for appropriate content level.
Outcome #2	Demonstrate accurate accounting practices.
Measures	Homework, exams, and comprehensive problems in Introduction to Accounting course (ACNT 1303).
Targets	70% of the students make a "C" or better in the final exam for ACNT 1303 Introduction to Accounting.
Findings	2010- 2011: number of students = ; number passed = ; pass rate: % n/a 2011-2012: number of students = 8; number passed = 6 ; pass rate: 75 %
Assessment of Previous Cycle's Action Plan	Reduce the number of sections offered. Find tutoring options for the students..
New Action Plans	This course is now offered as part of the Math department to allow for closer interaction with study/learning assistance for students.
Outcome #3	Demonstrate efficient and effective office procedures and practices
Measures	Final Exam in the POFT 1309 Administrative Office Procedures course.
Targets	70% of the students make a "C" or higher in the final exam for POFT 1309 Administrative Office Procedures.



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Findings	2010- 2011: number of students = 14 ; number passed = 12 ; pass rate: 86% 2011-2012: number of students = ; number passed = ; pass rate: %
Assessment of Previous Cycle's Action Plan	Offer the course on a rotating semester basis for larger class sizes and better interaction among the students.
New Action Plans	Offer the course in a blended classroom/ online format and 4 week miniterm for more comprehensive delivery of course content to students. Continue Course delivery assessment; Assess content for relevance. Consider implementation of office simulation software