



ALAMO  
COLLEGES

PALO ALTO COLLEGE

**Program Student Learning Assessment Plan/Report**

Academic Year 2011-2012

**Program/Award: Data Entry Technician**

**Program Lead Faculty: Sylvia G. de Hoyos**

**Department Chair: Dean Gary Shelman**

Outcome #1	Demonstrate Keyboarding Proficiency by mastering the required words per minute
Measures	Timed Writings using the PAC/ACT timed writing scale
Targets	70% of students pass 3 timed writings for POFT 1429/1329 Beginning Keyboarding.
Findings	2010- 2011: number of students = 8 ; number passed = 6 ; pass rate: 75% 2011-2012: number of students =21 ; number passed = 18 ; pass rate: 86%
Assessment of Previous Cycle's Action Plan	Reorganized the course content so that students can focus on the quality of the assignments rather than rush to get the quantity of assignments completed and allow for more practice on timed writings.
New Action Plans	Continue focus on selection of specific assignments that will provide the quality content to ensure development of accuracy in timed writings.
Outcome #2	Demonstrate computer and software competency.
Measures	Oral and written Assignments in the POFI 1301 Computer Applications course
Targets	70% of the students will make a "C" or higher in the comprehensive final exam for POFI 1301 Computer Applications.
Findings	2010- 2011: number of students = ; number passed = ; pass rate: % N/A 2011-2012: number of students = ; number passed = ; pass rate: % N/A
Assessment of Previous Cycle's Action Plan	Changed delivery system from open entry/open exit to traditional delivery of the course including rotation of course offering in alternating semesters.
New Action Plans	Offer the course in a blended, 4 week format for more concentrated content delivery to the students. Offer the course on a rotating semester basis for larger class sizes and better interaction among the students.
Outcome #3	Demonstrate accurate and effective use of spreadsheet software.
Measures	Assignments and exams in ITSW 1304/POFI 1349 Spreadsheets course.
Targets	70% of the students make a "C" or higher in the final exam for ITSW 1304/POFI 1349 Spreadsheets
Findings	2010- 2011: number of students = ; number passed = ; pass rate:% n/a



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	2011-2012: number of students =12 ; number passed =9 ; pass rate: 75 %
Assessment of Previous Cycle's Action Plan	Reorganized the course content so that students can focus on the quality of the assignments rather than rush to get the quantity of assignments completed.
New Action Plans	Continue to focus on specific course content areas that address job readiness skills