



ALAMO
COLLEGES

PALO ALTO COLLEGE

Program Student Learning Assessment Plan/Report

Academic Year 2011-2012

Program/Award: General Office Level I AAS Certificate

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 will 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 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 organization skills.
Measures	Production of retrievable files in various formats and demonstration of skills through resume and report production in POFT 1319
Targets	70% of the students will make a "C" or higher in the assignments for POFT 1319 Records and Information Management .



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Findings	2010- 2011: number of students = 8 ; number passed = 8 ; pass rate: 100% 2011-2012: number of students = 17; number passed = 15 ; pass rate: 88%
Assessment of Previous Cycle's Action Plan	Offer POFT 1319 in a 4 week blended classroom/ online format for more comprehensive delivery of course content to students. Offer the course on a rotating semester basis for larger class size.
New Action Plans	Continue the 4 week mini-term format in consecutive sessions to include in a cohort that progress through the various courses.