



ALAMO
COLLEGES

PALO ALTO COLLEGE

Program Student Learning Assessment Plan/Report

Academic Year 2011-2012

Program/Award: SECRETARIAL ASSISTANT 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 the students make a "C" or higher in the final exam for POFT 2301 Intermediate Keyboarding timings..
Findings	2010- 2011: number of students = 11 ; number passed = 9; pass rate:82 % 2011-2012: number of students =7 ; number passed =7 ; pass rate: 100 %
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	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 comprehension of productive teamwork concepts
Measures	Homework and group assignments in POFT 1313 Professional Workforce Course.
Targets	70% of the students make a "C" or higher in the final exam for POFT 1313 Professional Workforce.
Findings	2010- 2011: number of students = 12 ; number passed = 10 ; pass rate:83 % 2011-2012: number of students = 15; number passed = 13 ; pass rate: 87 %
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. Continue assessment of rotating semesters
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.
Findings	2010- 2011: number of students = 14 ; number passed = 12 ; pass rate: 86%



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	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 POFT 1309 in a 4 week blended classroom/ online format for more comprehensive delivery of course content to students. Continue Course delivery assessment; Assess content for relevance. Consider implementation of office simulation software.