



Program Assessment Report

Program/Award: Customer Service Representative Academic Year Assessed: **2012-13**
Program Lead Faculty: Sylvia G. de Hoyos
Department Chair: Dean Gary Shelman

Program Learning Outcome #1	Demonstrate accurate accounting practices.
Courses in the degree plan that address this outcome	ACNT 1303
Assessment Method	Homework, exams, and comprehensive problems in Introduction to Accounting (ACNT 1303).
Targets for Achievement	70% of students make a grade of 70 or better in the ACNT 1303 Introduction to Accounting final exam
Results	2010- 2011: number of students = 26 ; number passed = 18 ; pass rate:69 % 2011-2012: number of students = ; number passed = ; pass rate: % 2012-2013:
Target Met or Not Met	This course is now offered as part of the Math department to allow for closer interaction with study/learning assistance for students.
New action plan for improvement of student learning	This course is now offered as part of the Math department to allow for closer interaction with study/learning assistance for students.
Evaluation of previous cycle's action plans	This course is now offered as part of the Math department to allow for closer interaction with study/learning assistance for students.
Program Learning Outcome #2	Demonstrate mastery of oral and written business communication skills.
Courses in the degree plan that address this outcome	POFT 2312
Assessment Method	Oral and written assignments for the POFT 2312 Business Correspondence and Communications course.
Targets for Achievement	70% of the students make a "C" or higher in the comprehensive final exam for POFT 2312 Business

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	Correspondence and Communications.
Results	2010- 2011: number of students = ; number passed = ; pass rate: % 2011-2012: number of students =8 ; number passed = 6 ; pass rate:75 % 2012-2013: number of students =12 ; number passed = 11 ; pass rate: 92 %
Target Met or Not Met	Target met
New action plan for improvement of student learning	Offer the course in a blended, 4 week format for more comprehensive delivery of course content to the students.
Evaluation of previous cycle's action plans	With the change in course delivery to blended classroom/ online format and 4 week miniterm, the students have been able to achieve and realize a greater and faster-paced completion of certificates.
Program Learning Outcome #3	Demonstrate Job performance skills.
Courses in the degree plan that address this outcome	POFT 2380
Assessment Method	Evaluation of the goals set by agreement for the co-operative learning class used as the capstone for the Associate of Applied Science Award.
Targets for Achievement	70% of the students make a "C" or better on the POFT 2380 evaluations and final presentation of portfolio.
Results	2010- 2011: number of students = 7 ; number passed = 6 ; pass rate: 86% 2011-2012: number of students =16 ; number passed = 16 ; pass rate: 100 % 2012-2013: number of students =16 ; number passed = 14 ; pass rate: 88 %
Target Met or Not Met	Target met
New action plan for	Continue development of internship/placement opportunities for students.



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improvement of student learning	
Evaluation of previous cycle's action plans	Action plan for this cycle included further development of placement opportunities. All students were successful in identifying these to allow for full-time employment.