



### Program Assessment Report

**Program/Award:** Data Entry Technician Academic Year Assessed: 2012-13  
**Program Lead Faculty:** Sylvia G. de Hoyos  
**Department Chair:** Dean Gary Shelman

Program Learning Outcome #1	Demonstrate Keyboarding Proficiency by mastering the required words per minute
Courses in the degree plan that address this outcome	POFT 1429/1329
Assessment Method	Timed Writings using the PAC/ACT timed writing scale
Targets for Achievement	70% of students pass 3 timed writings for POFT 1429/1329 Beginning Keyboarding.
Results	2010- 2011: number of students = 8 ; number passed = 6 ; pass rate: 75% 2011-2012: number of students =21 ; number passed = 18 ; pass rate: 86% 2012-2013: number of students =13 ; number passed = 12 ; pass rate: 92%
Target Met or Not Met	Target met
New action plan for improvement of student learning	Continue focus on selection of specific assignments that will provide the quality content to ensure development of accuracy in timed writings.
Evaluation of previous cycle's action plans	Selection of specific assignments for quality content and improvement in timings has indicated success for all students.
Program Learning Outcome #2	Demonstrate computer and software competency.
Courses in the degree plan that address this	POFI 1301

**Program Assessment Report**

outcome	
Assessment Method	Oral and written Assignments in the POFI 1301 Computer Applications course
Targets for Achievement	70% of the students will make a "C" or higher in the comprehensive final exam for POFI 1301 Computer Applications.
Results	2010- 2011: number of students = ; number passed = ; pass rate: % N/A 2011-2012: number of students = ; number passed = ; pass rate: % N/A 2012-2013: number of students =11 ; number passed = 9 ; pass rate: 81%
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 concentrated content delivery to the students. Offer the course on a rotating semester basis for larger class sizes and better interaction among the students.
Evaluation of previous cycle's action plans	Offering the course in a blended format has allowed the students to fully utilize skills and theories they are learning during course delivery.
Program Learning Outcome #3	Demonstrate accurate and effective use of spreadsheet software.
Courses in the degree plan that address this outcome	ITSW 1304/POFI 1349
Assessment Method	Assignments and exams in ITSW 1304/POFI 1349 Spreadsheets course.
Targets for Achievement	70% of the students make a "C" or higher in the final exam for ITSW 1304/POFI 1349 Spreadsheets
Results	2010- 2011: number of students = ; number passed = ; pass rate:% n/a 2011-2012: number of students =12 ; number passed =9 ; pass rate: 75 % 2012-2013: number of students = 27 ; number passed =17 ; pass rate: 63 %



### Program Assessment Report

Target Met or Not Met	Target not met
New action plan for improvement of student learning	Focus on specific chapters that require increase technical skills. Revise syllabus to address aspects.
Evaluation of previous cycle's action plans	Course was taught by new faculty unfamiliar with course delivery in flex format.