



### Program Assessment Report

**Program/Award:** General Office Level I AAS Certificate  
**Academic Year Assessed:** 2012-13  
**Program Lead Faculty:** Sylvia G. de Hoyos  
**Department Chair:** Dean Gary Shelman

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| 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 will pass 3 timed writings for POFT 1429/1329 Beginning Keyboarding.  |
| Results  | 2010- 2011: number of students = 8 ; number passed = 6 ; pass rate: 75%<br>2011-2012: number of students =21 ; number passed = 18 ; pass rate: 86%<br>2012-2013: number of students = 13; number passed= 11; pass rate= 85% |
| Target Met or Not Met                                | Target met  |
| New action plan for improvement of student learning  | Transition to evaluation of student material in POFT 2301   |
| Evaluation of previous cycle's action plans          | While the students are succeeding in these course timings, the content does not appear to provide sufficient challenge for improvement. A separate course will be utilized for goal accomplishment                          |
| Program Learning Outcome #2                          | Demonstrate computer and software competency  |
| Courses in the degree plan that address this outcome | POFI 1301   |
| Assessment Method                                    | Oral and written Assignments in the POFI 1301 Computer Applications course  |



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| Targets for Achievement                              | 70% of the students will make a "C" or higher in the final exam for POFI 1301 Computer Applications.  |
| Results  | 2010- 2011: number of students = ; number passed = ; pass rate: % N/A<br>2011-2012: number of students = ; number passed = ; pass rate: % N/A<br><br>2012-2013: number of students = 11; number passed= 9; pass rate: 82%   |
| 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          | Rotation of course has increased number of students in class allowing for greater interaction during class time.<br>Insufficient data from previous classes to provide further analysis                                     |
| Program Learning Outcome #3                          | Demonstrate organization skills.  |
| Courses in the degree plan that address this outcome | POFT 1319   |
| Assessment Method                                    | Production of retrievable files in various formats and demonstration of skills through resume and report production in POFT 1319  |
| Targets for Achievement                              | 70% of the students will make a "C" or higher in the assignments for POFT 1319 Records and Information Management .   |
| Results  | 2010- 2011: number of students = 8 ; number passed = 8 ; pass rate: 100%<br>2011-2012: number of students = 17; number passed = 15 ; pass rate: 88%<br>2012-2013: number of students = 17; number passed=13; pass rate= 77% |
| Target Met or Not Met                                | Target met  |
| New action plan for                                  | Continue the 4 week mini-term format in consecutive sessions to include in a cohort that progress through the various   |



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| improvement of student learning             | courses.  |
| Evaluation of previous cycle's action plans | Changes in course delivery may need to be modified depending on term rotation |