ALAMO COLLEGES

PALO ALTO COLLEGE

Program Assessment Report

Program/Award: ACT – Administrative Assistant Certificate
Academic Year Assessed: 2013-14
Program Lead Faculty: Sylvia G. de Hoyos
Department Chair: Dean Gary Shelman

Program Learning Outcome #1	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 on the comprehensive content final exam for POFT 2312 Business Correspondence and Communications.
Results	2011-2012: number of students = 8; number passed = 6 ; pass rate: 75 % 2012-13:number of students = 12; number passed = 11; pass rate 92% 2013-2014: number of students= 23; number passed = 21; pass rate 91%
Target Met or Not Met	Target was met
New action plan for improvement of student learning	Incorporate problem-based assignments which will allow students to apply communication concepts to classroom simulations.
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 #2	Demonstrate efficient and effective office procedures and practices
Courses in the degree plan that address this outcome	POFT 1309
Assessment Method	Final Exam in the POFT 1309 Administrative Office Procedures course.
Targets for Achievement	70% of the students make a "C" or higher in the final exam for POFT 1309 Administrative Office Procedures.

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Results	2010- 2011: number of students = 14 ; number passed = 12 ; pass rate: 86% 2011-2012: number of students = ; number passed = ; pass rate: % 2012-13: number of students = 24; number passed = 24; pass rate; 100% 2013-2014: number of students= 14; number passed = 13; pass rate 93%
Target Met or Not Met	Target met
New action plan for improvement of student learning	Incorporate problem-based assignments which will allow students to apply communication concepts to classroom simulations.
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.

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Program Assessment Report

Program/Award: ACT – Administrative Assistant Certificate
Academic Year Assessed: 2014-15
Program Lead Faculty: Sylvia G. de Hoyos
Department Chair: Veronica Rosas-Tatum

Program Learning Outcome #1	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 on the comprehensive content final exam for POFT 2312 Business Correspondence and Communications.
Results	2011-2012: number of students = 8; number passed = 6 ; pass rate: 75 % 2012-13:number of students = 12; number passed = 11; pass rate 92% 2013-2014: number of students= 23; number passed = 21; pass rate 91% 2014-15: number of students = 7; number passed = 7; pass rate: 100%
Target Met or Not Met	Target was met for this period
New action plan for improvement of student learning	Incorporate problem-based assignments which will allow students to apply communication concepts to classroom simulations.
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 #2	Demonstrate efficient and effective office procedures and practices
Courses in the degree plan that address this outcome	POFT 1309
Assessment Method	Final Exam in the POFT 1309 Administrative Office Procedures course.
Targets for Achievement	70% of the students make a "C" or higher in the final exam for POFT 1309 Administrative Office Procedures.

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Results	2010- 2011: number of students = 14 ; number passed = 12 ; pass rate: 86% 2011-2012: number of students = ; number passed = ; pass rate: % 2012-13: number of students = 24; number passed = 24; pass rate; 100% 2013-2014: number of students= 14; number passed = 13; pass rate 93% 2014-15: Number of students=9; number passed = 8; pass rate 88%
Target Met or Not Met	Target was met for this period
New action plan for improvement of student learning	Incorporate problem-based assignments which will allow students to apply communication concepts to classroom simulations.
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.

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Program Assessment Report

Program/Award: ACT – Administrative Assistant Certificate
Academic Year Assessed: 2015-16
Program Lead Faculty: Sylvia G. de Hoyos
Department Chair: Veronica Rosas-Tatum

Program Learning Outcome #1	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 on the comprehensive content final exam for POFT 2312 Business Correspondence and Communications.
Results	2011-2012: number of students = 8; number passed = 6 ; pass rate: 75 % 2012-13:number of students = 12; number passed = 11; pass rate 92% 2013-2014: number of students= 23; number passed = 21; pass rate 91% 2014-15: number of students = 7; number passed = 7; pass rate: 100% 2015-16: number of students = 7; number passed = 6; pass rate: 85%
Target Met or Not Met	Target was met for this period
New action plan for improvement of student learning	Increase utilization of problem-based assignments which will allow students to apply communication concepts to classroom simulations.
Evaluation of previous cycle's action plans	Increased use of technology for assignments has allowed the students to be able to achieve and realize a greater and faster-paced completion of certificates.
Program Learning Outcome #2	Demonstrate efficient and effective office procedures and practices
Courses in the degree plan that address this outcome	POFT 1309

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Assessment Method	Final Exam in the POFT 1309 Administrative Office Procedures course.
Targets for Achievement	70% of the students make a "C" or higher in the final exam for POFT 1309 Administrative Office Procedures.
Results	2012-13: number of students = 24; number passed = 24; pass rate; 100% 2013-2014: number of students= 14; number passed = 13; pass rate 93% 2014-15: Number of students=9; number passed = 8; pass rate 88% 2015-16: Number of students=14; number passed = 12; pass rate 86%
Target Met or Not Met	Target was met for this period
New action plan for improvement of student learning	Incorporate problem-based assignments which will allow students to apply communication concepts to classroom simulations.
Evaluation of previous cycle's action plans	Modification to course content to include additional technology concepts, realize a greater and faster-paced completion of certificates.