

ADMINISTRATIVE OFFICE PROFESSIONAL/BUSINESS ADMINISTRATION YEAR 1/BUSINESS OFFICE ASSISTANT PROGRAM ASSESSMENT PLAN

Diploma Program

A. Goals, Objectives, Program Description and Outcomes

Administrative Office Professional Program Objective

To qualify the student for employment in entry-level positions in office administration. Students will gain knowledge of computerized business applications including the Microsoft Office Suite.

Students who successfully complete this program are eligible to be considered for advancement to Year Two of the A.A. degree in Business Administration.

Business Administration Year 1 Program Objective

The Business Administration program provides the graduate with general administrative skills as well as a diversified background in business management principles. The program provides the tools and knowledge to confidently pursue employment in the field of general business administration.

Business Administration Year 1 Program Description

The first year of the program prepares students for employment in entry-level positions in office administration. It also provides the foundation for a chosen emphasis that will enhance the student's skills in business administration. Students completing the first year will have a solid foundation in the Microsoft Office Suite products and business communications. Students are encouraged to gain related administrative support experience while completing their second year by working in a business-related capacity.

To fulfill the basic goals and objectives the following Administrative Office Professional and Business Administration Year One Program Outcomes have been adopted for the program.

Upon successful completion of this program, students will be able to do the following:

- Compose clear, organized business documents, including professional letters and memos tailored to a specific audience.
- Perform fundamental accounting procedures including journalizing transactions, preparing financial statements, and completing bank reconciliations.
- Create and present professional presentations with appropriate visual aides.
- Use Microsoft Office Applications to execute, maintain, and improve office operations.
- Apply customer service, problem solving, and interpersonal skills to business situations.
- Act independently and as a team member to work effectively in a confident, competent and professional manner.

Findings and Action Items

The Administrative Office Professional/Business Administration Year 1 (AOP/BA1) program assessment involved the completion of individual course assessments and a review of program learning outcomes.

A121A - Look into adding some group work activities to help increase interest, participation and understanding.
A121B Remove Exam #1
A121B Update HW #12 to include fin. statements
A130 Improve assessment for outcome #4
A130 Evaluate Exam #2 Problem 1 part C, Problem 2 part C, and Exam #4 Problem 6 to see why students were having problems with them.
A150 - Evaluate how the assessments are graded.
A500 - Look into adding one payroll entry for students to calculate.
A500 - Add a customer service component.
B112: Create a better assessment for the 1st outcome
B112: Add more group activities
B122A: Review final exam questions: 12, 18,24,29,30 and 32.
B122A: Evaluate survey comments below to see if any updates to curriculum or procedures needs to take place
B122B: Review survey comments to see if there are any adjustments to curriculum that need to be made.
DA104: Complete the deployment of Windows 10 activities, labs, and assessments in DA104
DA104: Generate original materials (handouts, videos) to support the DA104 course
DA123: Lesson updates to improve student understanding of the following topics: mail merge and paragraph formatting
DA143: Improve assignments related to formulas and functions. Deploy updated labs or in-class activities that improve independent construction of formulas.
DA143: Develop and deploy an assessment activity to measure SLO 1 "Identify the roles and purposes of spreadsheets in the professional workplace"
DA152: Continue updates to lessons and assignments related to queries and expressions in Access 2013.
DA164: Continue lesson and assignment updates related to presentation outlining and citations
E100: Evaluate the final exam for Outcome #5 to see if that section can be adapted to be less overwhelming for the students. Instead of one long passage, maybe it can be changed into 2 shorter passages.
E100: Determine whether more grammar assignments are needed.
E111: Add grammar assignments
GE201: Improve student critical thinking skills
KB100 & KB125: Continue to monitor student success
KB100 & KB125: Investigate ways to help ESL students.
M110: Update Questions on tests that students had problems with
M110: Update Directions to make sure they are clear
M110: Create More Detailed Practice Tests
M131A: Update practice tests
M131B: Review and update quizzes, tests and practice tests