

## **Assessment, Improvement, Measurement (AIM): 01/10/2014**

**Plan Year:** 2011-2012

**Unit:** Office Systems Technology

**Coordinator(s):** Jamie Clark, Karman Wheeler, Jenny Jones

**Reviewer:** Jenny Jones

---

**Program Health Review:** Improve the OST Program

The Program Health Review is a systematic process for evaluating the vitality, currency, effectiveness, and efficiency of all programs/departments while providing impetus for developing action plans to effect continuous program improvement. As a vehicle for proactive response, the program/department health review process allows faculty, staff, and college leadership to:

- See trends as they evolve
- Identify strengths and weaknesses in curriculum and services.
- Compare the program's stated goals with real outcomes (as reported by employers, graduates, and other stakeholders)
- Compare the program's outcomes with the desired institutional outcomes
- Develop action plans to correct potential areas of weakness before the situation worsens

**Measure Text:**

**Achievement Target:**

**Results:**

**AD Comments:**

**Dean Comments:**

**VP Comments:**

**Target Results:**

---

**Program Health Review:** Use the Annual Program Health Review to evaluate student achievement and, if warranted based upon analysis of the results, make program changes to improve student achievement.

Identify expected student learning outcomes, assess the extent to which these outcomes are achieved, and provide evidence of improvement based on analysis of the results.

**Measure Text:** PROGRAM HEALTH REVIEW - LEVEL 1

1. Program Health Review - Refer to the attached Annual Program Summary for longitudinal information related to enrollment, graduates, employment, employer and alumni satisfaction, and licensure pass rates.
2. Student Learning outcomes

Three student learning outcomes – Plan an assessment for each outcome identified, and assess the extent to which these outcomes are achieved, and provide evidence of improvement based on analysis of the results.

**Achievement Target:** Program Health Review Target - Maintain a level 1 assessment with comments from program coordinator, assistant dean, dean and vice president according to attached time schedule.

Student Learning Outcome Target - Student learning outcomes are identified, assessed on level of achievement, and evidence of improvement are provided based on analysis of the results according to the attached time schedule.

**Results:** Program Coordinator:

1. Strengths of the Program - Increased enrollment, added classes to all satellite campuses, increased online offerings
2. Items Requiring Continued Attention - continue to advertise programs to further increase enrollment, hire trained, professional faculty and adjunct as program offerings increase
3. Document and provide evidence indicating how last year's program review resulted in improvements in the program/department. Enrollment increased from 179 to 259; graduate numbers increased by: AD 12 to 20, C 8 to 255; added medical option to OST degree options as well as certificates

**AD Comments:** The OST program is a strong program with good enrollments. The OST program supports Medical Information Technology and Health Information Technology. There has been a concentrated effort to increase the number of certificates awarded which has been very successful. The strength of the enrollment is the online offerings. We have scheduled more in person classes but the demand for online continues to increase. This is a disadvantage for students who are requesting in-person classes when the numbers are too low for the classes to make. The OST program has taken the opportunity to become involved in the Accelerated Opportunity grant program in conjunction with Adult Education. Overall, OST is having another very successful year.

**Dean Comments:** Excellent faculty and increased student numbers with this program. Will continue to work with community to meet their needs. Need to increase advisory committee members.

**VP Comments:** This is another program in the Business/Education Division that continually challenges itself to meet student needs and all shapes and forms. I applaud the faculty, Coordinator, and Assistant Dean for working together so very, very, well.

**Target Results:** Partially Met

---