## **Assessment, Improvement, Measurement (AIM):** 09/20/2013

**Plan Year:** 2012-2013
**Unit:** Office Systems Technology
**Coordinator(s):** Jamie Clark, Karman Wheeler, Jenny Jones
**Reviewer:** Jenny Jones

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**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 - Office Systems Technology continues to produce graduates in job areas relevant to today's society. Employers indicate satisfaction with graduates knowledge of modern technology and software, as well as soft skills. 2. Items Requiring Continued Attention - keeping up with newer software and technology as it becomes available (Microsoft Office 2013, Windows 8, keyboarding software, etc.), continue to keep up with demand for online classes and/or programs. 3. Document and provide evidence indicating how last year's program review resulted in improvements in the program/department - please see attached supporting documents (OST 2011-2012)
**AD Comments:** OSTis a strong program and in much demand. The advisory committee is very strong but could increase members. Targets have been met for teaching online. Course scheduling could benefit from tightening up some so that there are not a many classes cancelled each semester.
**Dean Comments:** I am in agreement with Coordinator's comments. Faculty need to continue working to increase advisory members and student retention.
**VP Comments:**
**Target Results:**
**Findings:**

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