Assessment of Outcomes Achievement – Results and Analysis:

Admin Assistant AAS Degree: 2011-16

1. **Describe assessment results.**

   All scoring for any Computer Applications and Office Systems (CAOS) certificate is done through specific classes and specific assignments. The classes that are involved in this process were picked by the department and are reviewed each year:

Outcome #1	CAS 216, 170, ~~140;~~ (2016-17)	final projects, research project integrated final project
Outcome #2,	CAS 246;	group project
Outcome #3	OS 240	final project
Outcome #4	CAS 246	group project
Outcome #5	OS 240	Final Practical Exam
Outcome #6	CAS 246	group project
Outcome #7	OS 280 F & G	work experience
Outcome #8	CAS 246	group project
Outcome #9	CAS 246	group project

   The goal for all outcomes;

2011-12	Goal: 85% earning C or higher
2012-13	Goal: 85% earning C or higher
2013-14	Goal: 85% earning C or higher
2014-15	Goal: 85% earning C or higher
2015-16	Goal: 85% earning C or higher
2016-17	Goal: 85% earning C or higher

   The results for outcomes are:
   a. In 2011-12: Outcome #1 93% met goal; Outcomes 2,3,4,6 100% met goal; Outcome #5 86% met goal; Outcome #7 class canceled; Outcome #8 & 9 70% met, so goal not met
   b. In 2012-13: Outcome #1 93% met goal; Outcomes 2,3,4,5,6, 8,9 100% met goal; Outcome #7 class canceled;
   c. In 2013-14: Outcome #1 93% met goal; Outcomes 2,3,4,6,7,8,9 100% met goal; Outcome #5 86% met goal
   d. In 2014-15: All outcomes were at 93% or higher, most were at 100%
   e. **In 2015-16**: Outcome #1 85% rest were all at 100%

2. **Identify any changes that should, as a result of this assessment, be implemented towards improving students' attainment of degree, certificate, or program outcomes.**
   a. 2011-12: Department will watch outcomes 7,7 and 9

b. 2012-13: Department discussed other classes to cover outcomes, especially those with only one class and those will a class that keeps getting canceled. Unfortunately, the group activities and work experience is not covered in other courses

c. 2013-14: CAS 280 F&G course instructor and term change resulting in results. Results will be reported in grades even though course is P/NP Department decided not to change courses even though the numbers of students are small as they are our capstone classes

d. 2014-15 department keep the same courses, goals and assessment documents

e. 2015-16 several courses will only be taught once because of budget issues; we will change the plan to reflect that.

f. 2016-17 this degree <u>will be changing</u> during the departments program review, so as to increase the number of courses offered online. This is the plan from the CAO of CGCC to help with enrollment and increasing our colleges online presence.

3. **Describe your plan for implementation of any changes.**
   a. 2011-12: Department instructors provide the grades for the courses and assignments in the plan to the Assessment Department
   b. 2012-13: Department decided to leave the courses there for another year to see what happens
   c. 2013-14 Department kept same goals, changed instructors for a class to help with getting results reported and discussed changes some courses to do group activities.
   d. 2014-15 Department kept same goals and discussed changes some courses to do group activities.
   e. 2015-16 Department kept same goals, and discussed changes some courses to do group activities.
   f. **2016-17** Department kept same goals, took off CAS 140 for outcome #1 because it is a new OER class and the instructor wanted to give it a couple of years before using it for assessment, and changed the final project for OS 240. This degree will also be revised this year so as many courses as possible can be taken online

4. **Departmental faculty involvement**
   The CAOS department reviews their percentage scores at each Fall in-service and makes recommendations to the Department Chair and Director as to their plan for the following year. The Department Chair writes up the plan and submits them by the end of October of each year.

5. **Evaluate the assessment strategy.**
   The assessment courses, tools and percentages appear to be working well for this department.

6. **Additional comments.**

Submitter(s): CAOS Department Date

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