

Assessment of Outcomes Achievement – Results and Analysis:

Administrative Assistant Certificate: 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. This certificate was suspended in 2015-16 and will take place in the 2016-17 school year.

2011-2014 only one outcome		
OS 220	outcome #1	e-portfolio
CAS 246	outcome #1	individual project
OS 240	outcome #1	individual project
2014-17 2 new outcomes added to this certificate		
CAS 246, OS 240	Outcome #1	Individual project, Final Practical Exam
CAS 216	Outcome #2	Research Project
CAS 217	Outcome #3	Final Project

The goal for all the 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

2015-17 Goal: 85% earning C or higher The results for

outcomes are:

2011-12	Outcome #1	100% met goal
2012-13	Outcome #1	100% met goal
2013-14	Outcome #1	87% met goal
2014-15	Outcome #1-3	96% met goal
2015-16	Outcome #1-3	100% met goal

2. Identify any changes that should, as a result of this assessment, be implemented towards improving students' attainment of degree, certificate, or program outcomes.

- 2011-12: Department added more classes to the assessment plan
- 2012-13: Department needs to add more outcomes to this certificate and will do that during their Curriculum Committee review 2014-15 school year.
- 2013-14: Department is working on adding more outcomes to this certificate
- 2014-15: Department updated outcomes.
- 2015-16: The department was not able to offer the courses needed for this cert more than once during the 2015-16 school year because of budget issues, so there weren't as many student assessments gathered

3. Describe your plan for implementation of any changes.

- 2011-12: Department instructors provide the grades for the courses and assignments in the plan to the Assessment Department
- 2012-13: Department added 2 new class to the courses used for outcome #1

- c. 2013-14 Department working on adding new outcomes to this certificate
- d. 2014-15: Department added more outcomes to this certificate
- e. 2015-16: Department updated this certificates outcomes while updating all degrees and certs this year as required by Curriculum Committee

- f. **2016-17:** Department will change the assessment for OS 240. This certificate will be revised during the department program review process this year, to increase the number of courses offered online. This is the plan from the CAO of CGCC to increase enrollment and our colleges online presence.

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. This certificate will also be revised this year so as many courses as possible can be taken online. 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

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