



Planning and Evaluation Tracking

College Year: 2010-2011

Division of: Business

Person Responsible: David Hernandez

Department of: Office Administration

Person Responsible: Gay Mills

Purpose Statement: Train students to be successful office professionals.

Goal Statement #1: Adequately prepare students with proficient skills and knowledge.

Objectives/Outcomes (including assessment tools and standards): After completing at least 30 hours of Office Administration (OA) courses, 80 percent of OA majors will show proficiency in these areas--speed, accuracy, composition, and professional document formatting—based on portfolios completed in Advanced Document Formatting, POFT 2333 (capstone course), as evaluated by a panel comprised of faculty and members of the industry.

Results: The OA Advisory Committee evaluated eight portfolios; seven demonstrated proficiency, and one did not (87.5 percent demonstrated proficiency and 12.5 percent did not reach proficiency).

Use of Results (including improvements and revisions):

Analysis: Our 80 percent student proficiency goal appears to be realistic.

Plan of Action: This appears to be an appropriate method to measure student competency. We plan to continue the portfolio evaluations, noting the comments supplied by the OA Advisory Committee.

Goal Statement #2: Adequately prepare students for employment in office/administrative jobs.

Objectives/Outcomes (including assessment tools and standards): Upon completion of OA program, at least 90% of graduates will be employed in the office administration field, based on results from THECB Annual Data Profile for AC—Cumulative Outcomes for Graduates, Workforce Education Program Detail for Amarillo College (ADP-10A, CIP Code 52.04).

Results: Based on THECB 2006 Annual Data Profile for AC (CIP Code 52.04) for 2001-2004 (not updated since last year), OA shows an 89.74% successful outcome rate.

Use of Results (including improvements and revisions):

Analysis: We are pleased that 89.74% of our graduates are employed in their field.

Plan of Action: Continue departmental goal of 90+ percent successful outcome rate.

Goal Statement #3: Allow students alternative methods of instruction with flexible options.

Objectives/Outcomes (including assessment tools and standards): Continue developing additional OA online courses by adding a minimum of one new course per academic year.

Results: During summer 2009, we converted online courses from WebCT to Angel (AC Online). We also developed a new online course, ITSC 1309, Integrated Software Applications, which was first offered online in Spring 2010.

Use of Results (including improvements and revisions):

Analysis: Enrollment in online courses continues to increase, indicating that students benefit from online course offerings.

Plan of Action: We will continue to offer courses online, adding at least one new online course offering each year.