



Assessment Report

PART 1: CONTACT & PROGRAM IDENTIFICATION

Report Year and Contact Information:		
<u>2019-2020</u>	<u>Anna Wormald</u>	<u>awormald@cnm.edu</u>
Academic Year	Contact Person	Email

Name of Program:	Courses:
Office Receptionist Certificate	BCIS 2220 OTEC 1101

PART 2: PROGRAM SUMMARY

Provide a high-level review of the program to include highlights, successes, challenges, significant changes, and significant resources needed to support the program.
For the Office Receptionist Certificate, 7 certificates were awarded. This is a 25 percent increase from 2018/2019.

Part 3: DATA REVIEW

Program Data (Each Review Year is defined as Summer, Fall, and Spring terms)	Review Year 19-20	Review Year 18-19	Review Year 17-18
Annual number of graduate awards is greater than 10	7	5	8
Number of declared majors	15	17	12
Average class size	14	16	16
Annual Average class retention rate is 70% or above (SAGE 65%)	81%	87%	87%
Annual C-Pass rate for coursework is 60% or above	64%	70%	70%
Average class fill rate at 60% or above capacity within a term or over a year	54%	62%	62%
Transfer numbers/percent	NA	0 (0%)	0 (0%)
Full-time to part-time faculty ratio	13: 5	10: 7	12: 7

Summarize how your program met or did not meet the target measures based on the data above.

The number of graduate awards was 7, which has increased from the previous year of 5 certificates. Average class fill rate was 54% capacity, which has decreased from 2018/109 by 8%. For the previous two reporting years, the average class fill rate was above 60%; therefore, the team believes the decrease this year was due to COVID-19.

Part 4: PROGRAM LEARNING OUTCOME ANALYSIS.

Learning Outcome	Population or Course(s) Assessed	Assessment Methods	Summary of Assessment Results
Demonstrate beginning Word Processing skills.	CIS 1120		A total of 63 out of 66 students passed BCIS 2220 with a C or better.
Keyboard at 25 wpm or higher with 5 or fewer errors.	OTEC 1101		A total of 23 out of 45 students passed OTEC 1101 with a C or better.

Interpretation of Assessment findings
The success rate for BCIS 2220 was 95%. The success rate for OTEC 1101 was 51%. OTEC 1101 was online for the first time. The team will meet to discuss improving the assessment results and the course. The team will continue to track data from BCIS 2220 and OTEC 1101.

Part 6: ADDITIONAL ACTION PLAN IN SUPPORT OF STUDENT LEARNING (IF APPROPRIATE)

Upcoming year	Changes planned for the upcoming year	Data motivating this change
2020-2021		
2020-2021		
2020-2021		

Please Select all the following that characterize the types of changes described in the above action plan:

- Assessment criteria revision
- Assessment methodology revision
- Assignment revision
- Budgetary reallocation
- Change in teaching approach
- Course content revision
- Curricular Revision
- Faculty training/development
- Process revision

Part 6: COMMENTS

Use this section to record any comments, notes, or questions from individuals who reviewed this report.
School Dean:
SAAC Representative: