

CNM ANNUAL STUDENT LEARNING ASSESSMENT REPORT

Due to the Student Academic Assessment Committee by October 15



PART 1: REPORT INFORMATION

Report Year and Contact Information			
<u>2017-2018</u> Academic Year	<u>Anna Wormald</u> Contact Person	<u>awormald@cnm.edu</u> CNM Email	<u>50209</u> CNM Office Extension

Subject of this Report
BIT--OFFASST_CERT--Office Technology Office Receptionist Certificate

PART 2: CONTEXT IN WHICH THE ASSESSMENT TOOK PLACE

Program/Area Highlights and Successes (Wherever applicable, include course completion rates, job placement outcomes, and licensing examination pass rates. See the program information dashboard at https://livecnm.sharepoint.com/sites/Dashboards/SitePages/Program%20Information%20Dashboard.aspx (access restricted to CNM employees) and other reports at https://www.cnm.edu/depts/opie .)
For the Office Technology Office Receptionist Certificate, 27 certificates were awarded.

Changes Implemented During the Past Year in Support of Student Learning
None.

PART 3: REPORT ON ASSESSMENT OF STUDENT LEARNING

Assessment Method	Type of Assessment Tool	Population or Course(s) Assessed	Graduate Learning Outcome(s) Assessed	Mastery Level (E.g., "Minimum score of 3 on a rubric scaled 0-4" or "Minimum score of 75%")	Targeted % Achieving Mastery	Outcome
Project	Direct & Internal	CIS 1120	Production project covering mail merge, formatting a letter, a newsletter, a flyer, and a research paper; and producing a table.	Minimum score of 3 on a rubric scaled 0-4	92%	Target met
Timed Writings	Direct & Internal	O TEC 1102	Keyboard at 35 wpm or higher with 5 or fewer errors.	Minimum score of 3 on a rubric scaled 0-4	92%	Target met

Summary of Assessment Findings
<p>A total of 92 out of 100 students passed CIS 1120 with a C or better.</p> <p>A total of 12 out of 13 students passed O TEC 1102 with a C or better.</p>

Interpretation of Assessment Findings
<p>The success rate for CIS 1120 was 92%.</p> <p>The success rate for O TEC 1102 was 92%.</p>

Action Plan in Support of Student Learning (Describe changes to be made that are based at least in part on the assessment interpretation. If the assessment did not yield useful information, describe changes to be made in the assessment methodology and/or criteria.)
<p>Continue tracking data from CIS 1120.</p> <p>Based on a receptionist’s job duties, the program was changed from requiring O TEC 1102 (35 wpm) to requiring O TEC 1101 (25 wpm).</p>

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

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|---|--|--|
| <input type="checkbox"/> Assessment criteria revision | <input type="checkbox"/> Assessment methodology revision | <input type="checkbox"/> Assignment revision |
| <input type="checkbox"/> Budgetary reallocation | <input type="checkbox"/> Change in teaching approach | <input type="checkbox"/> Course content revision |
| <input type="checkbox"/> Curricular Revision | <input type="checkbox"/> Faculty training/development | <input type="checkbox"/> Process revision |

Recommendations, Proposals, and/or Funding Requests	Budget Needed

PART 4: REMAINING YEARS IN CURRENT ASSESSMENT CYCLE PLAN (including any revisions) – **OR -- UPCOMING ASSESSMENT CYCLE PLAN** (if this was the final year)

Years of Full Cycle	Next Year's Assessment Focus (Describe how the next planned assessment is expected to provide information that can be used toward improving student learning.)
2016-2021	Demonstrate beginning Word Processing skills (CIS 1120) and keyboard at 25 wpm or higher with 5 or fewer errors (OTEC 1101—average of three timings).

Graduate Learning Outcomes to Be Assessed	Years in which Assessment Is Planned	Population/Courses to Be Assessed	Planned Assessment Approach
Demonstrate beginning Word Processing skills.	Fall 2018-Spr 2019	CIS 1120	Production Test
Keyboard at 25 wpm or higher with 5 or fewer errors.	Fall 2018-Spr 2019	OTEC 1101	Timed Writings