

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>2018-2019</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, 5 certificates were awarded.

Changes Implemented During the Past Year in Support of Student Learning
Based on a receptionist's job duties, the program was changed from requiring OTEC 1102 (35 wpm) to requiring OTEC 1101 (25 wpm).

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.	Minmum score of 3 on a rubric scaled 0-4	92%	Target met
Timed Writings	Direct & Internal	OTEC 1101	Keyboard at 25 wpm or higher with 5 or fewer errors.	Minmum score of 3 on a rubric scaled 0-4	74%	Target met
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Summary of Assessment Findings
<p>A total of 96 out of 104 students passed CIS 1120 with a C or better.</p> <p>A total of 31 out of 42 students passed OTEC 1101 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 OTEC 1101 was 74%.</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>Continue tracking data from OTEC 1101</p>

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

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

Recommendations, Proposals, and/or Funding Requests	Budget Needed
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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.)
Fall 19-Spr 20	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 19-Spr 20	CIS 1120	Production Test
Keyboard at 25 wpm or higher with 5 or fewer errors.	Fall 19-Spr 20	OTEC 1101	Timed Writings
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