

Office Systems Program Assessment Plan 2009-2015

The Office Systems Program’s graduate will demonstrate effectively the following competencies:

1. Communication skills in English and Spanish
2. Teamwork skills
3. Problem solving and decision-making skills
4. Information technologies skills

5. Interpersonal relationships skills
6. Knowledge and skills in office procedures
7. Civic, ethical, and aesthetical values
8. Logical and critical thinking skills
9. Knowledge of basic business principles in a global environment (marketing, finance, management, economics, statistics, accounting, and legal environment of business)

<i>Courses</i>		<i>Learnina Goals</i>								
		1	2	3	4	5	6	7	8	9
First Year	3005 – Basic Keyboarding									
	3015 – OS Concepts and Technology							*		
	3017 – Interpersonal Relations					*				
	3105-06 – Documents Production I									
	3125-26 – Word Processing									
Second Year	3215 – Spanish Speedwriting									
	3218-19 – Documents Production II									
	3210 – Documents Administration						*		*	
	3315 – English Speedwriting									
	3327 – Spanish Transcription	*								
	3305-06 – Information Processing									
	ECON – Basic Principles of Economy for the Office Professional									*
FINA – Basic Principles of Finances for the Office Professional									*	
Third Year Fourth Year	4305 – Equipment and Software Evaluation									
	3328 – English Transcription	*								
	4005 – Integration of Application Programs				*					
	4040 – OS Planning and Implementation		*							
	3355 – Office Procedures	*		*		*	*			
	MERC – Basic Principles of Marketing for the Office Professional									*
	3357 – Accounting Procedures									*
	4038 – Office Administration	*		*				*	*	*
	STAT – Basic Principles of Statistics for the Office Professional									*
	4505 – Training Techniques									
4985 – Seminar and Internship	*	*	*	*	*	*	*	*	*	

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Common Professional Component	OSP Learning Outcome	Year	Course	Direct/ Indirect Measure	Internal/ External Measure	Assessment Means	Success Indicator	Academic Years
Functional Area: Management	Communication skills in English and Spanish	Second Year	SOFI 3327 – Spanish Transcription	Direct	Internal	Comprehensive Spanish Language Test	70% of students with 70% or more of effectiveness.	2009-2010 2010-2011 2012-2013 2013-2014
		Third Year	SOFI 3328 – English Transcription	Direct	Internal	Comprehensive English Language Test	60% of students with 65% or more of effectiveness.	2009-2010 2010-2011 2012-2013 2013-2014
			SOFI 3355 – Office Procedures	Direct	Internal	Rubric to assess ability to communicate orally in Spanish	70% of students with 70% or more of effectiveness.	2009-2010 2010-2011 2012-2013 2013-2014
		Fourth Year	SOFI 4985 - Internship and Seminar	Direct	Internal	Rubric to assess reflexive paper written in Spanish	70% of students with 75% or more of effectiveness.	2009-2010 2010-2011 2012-2013 2013-2014 2014-2015
				Direct	External	Internship Evaluation Sheet	85% of students with 90% or more of effectiveness.	
Functional Area: Management	Teamwork skills	Third Year	SOFI 4040 – Office Systems Planning and Implementation	Direct	Internal	Rubrics to assess teamwork skills	75% of students with 80% or more of effectiveness.	2009-2010 2010-2011 2012-2013 2013-2014

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Common Professional Component	OSP Learning Outcome	Year	Course	Direct/ Indirect Measure	Internal/ External Measure	Assessment Means	Success Indicator	Academic Years
		Fourth Year	SOFI 4985 – Internship and Seminar	Direct	Internal	Rubrics to assess teamwork skills	85% of students with 90% or more of effectiveness.	2009-2010 2010-2011 2011-2012 2012-2013 2013-2014 2014-2015
				Direct	External	Evaluation Sheet		
Functional Area: Management	Problem solving and decision making skills	Third Year	SOFI 3355 – Office Procedures	Direct	Internal	Rubric to assess problem solving and decision making skills through a case study	70% of students with 70% or more of effectiveness.	2009-2010 2011-2012 2013-2014
			SOFI 4038 – Office Administration	Direct	Internal	Rubric to assess problem solving and decision making skills through a case study	70% of students with 70% or more of effectiveness.	2010-2011 2012-2013 2014-2015
		Fourth Year	SOFI 4985 – Internship and Seminar	Direct	External	Internship Evaluation Sheet	70% of students with 75% or more of effectiveness.	2009-2010 2010-2011 2011-2012 2012-2013 2013-2014 2014-2015

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Common Professional Component	OSP Learning Outcome	Year	Course	Direct/ Indirect Measure	Internal/ External Measure	Assessment Means	Success Indicator	Academic Years
Technical Skills: Information Systems	Information technologies skills	Third Year	SOFI 4005 – Integration of Software for the Electronic Processing of Information	Direct	Internal	Performance Tests using Word 2007, Access 2007, and Excel 2007	75% of students with 75% or more of effectiveness	2009-2010 2011-2012 2013-2014
		Fourth Year	SOFI 4985 – Internship and Seminar	Direct	External	Internship Evaluation Sheet	85% of students with 90% or more of effectiveness	2009-2010 2010-2011 2011-2012 2012-2013 2013-2014 2014-2015
Functional Area: Management	Interpersonal relationships skills	First Year	SOFI 3017 - Interpersonal Relationships	Direct	Internal	Rubric to assess interpersonal relationships skills	75% of students with 80% or more of effectiveness	2010-2011 2012-2013 2014-2015
		Third Year	SOFI 3355 – Office Procedures	Direct	Internal	Rubric to assess interpersonal relationships skills	80% of students with 85% or more of effectiveness	2011-2012 2013-2014
		Fourth Year	SOFI 4985 – Internship and Seminar	Direct	External	Internship Evaluation Sheet	85% of students with 90% or more of effectiveness	2009-2010 2010-2011 2011-2012 2012-2013 2013-2014 2014-2015
Functional Area: Management	Knowledge and skills in office procedures	Second Year	SOFI 3210 – Documents Administration	Direct	Internal	Filing techniques application test	70% of students with 75% or more of effectiveness	2009-2010 2010-2011 2012-2013 2013-2014

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Common Professional Component	OSP Learning Outcome	Year	Course	Direct/ Indirect Measure	Internal/ External Measure	Assessment Means	Success Indicator	Academic Years
		Third Year	SOFI 3355 – Office Procedures	Direct	Internal	Comprehensive test	75% of students with 80% or more of effectiveness	2009-2010 2010-2011 2012-2013 2013-2014
		Fourth Year	SOFI 4985 – Internship and Seminar	Direct	External	Internship Evaluation Sheet	85% of students with 90% or more of effectiveness	2009-2010 2010-2011 2011-2012 2012-2013 2013-2014 2014-2015
Business Environment: Business Ethics	Civic, ethical, and aesthetical values	First Year	SOFI 3015 – Office Systems Concepts and Technologies	Direct	Internal	Rubric to assess ethical behavior through a case study	70% of students with 75% or more of effectiveness	2009-2010 2011-2012 2013-2014
		Fourth Year	SOFI 4038 – Office Administration	Direct	Internal	Rubric to assess ethical behavior through a case study	80% of students with 85% or more of effectiveness	2010-2011 2012-2013 2014-2015
			SOFI 4985 – Internship and Seminar	Direct	Internal	Rubric to assess civic values through a community service project	85% of students with 90% or more of effectiveness	2009-2010 2010-2011 2011-2012 2012-2013 2013-2014 2014-2015
				Direct	External	Internship Evaluation Sheet		

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Common Professional Component	OSP Learning Outcome	Year	Course	Direct/ Indirect Measure	Internal/ External Measure	Assessment Means	Success Indicator	Academic Years
Business Environment: Business Ethics	Civic, ethical, and aesthetic values	Fourth Year	SOFI 4038 – Office Administration	Direct	Internal	Comprehensive tests items to assess aesthetic values	80% of students with 85% or more of effectiveness	2009-2010 2010-2011 2012-2013 2013-2014
Functional Area: Management	Logical and critical thinking	Second Year	SOFI 3210 – Documents Administration	Direct	Internal	Rubric to assess critical thinking through a case study	60% of students with 65% or more of effectiveness	2009-2010 2011-2012 2013-2014
		Fourth Year	SOFI 4038 – Office Administration	Direct	Internal	Rubric to assess critical thinking through a case study	70% of students with 75% or more of effectiveness	2010-2011 2012-2013 2014-2015
			SOFI 4985 – Internship and Seminar	Direct		Internship Evaluation Sheet	70% of students with 75% or more of effectiveness	2009-2010 2010-2011 2011-2012 2012-2013 2013-2014 2014-2015
Functional Areas\ Marketing, Accounting, and Management Business Environment: Legal Environment: Ethics, and Economics	Knowledge of business principles in a global environment: marketing, finance, management,	Second Year	ECON XXXX – Basic Concepts of Economy for the Office Professional	Direct	Internal	Tests	70% of students with 60% or more of effectiveness	2010-2011 2011-2012 2013-2014 2014-2015
			FINA XXXX – Basic Concepts of Finances for the Office Professional	Direct	Internal	Tests	70% of students with 60% or more of effectiveness	2010-2011 2011-2012 2013-2014 2014-2015

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Common Professional Component	OSP Learning Outcome	Year	Course	Direct/ Indirect Measure	Internal/ External Measure	Assessment Means	Success Indicator	Academic Years
Integrative Areas: Business Policies	economics, statistics, accounting, and legal environment of business	Third Year	SOFI 3357 – Basic Accounting Principles	Direct	Internal	Comprehensive Theory Test	60% of students with 70% or more of effectiveness	2009-2010 2010-2011 2012-2013 2013-2014
			MERC XXXX – Basic Concepts of Marketing for the Office Professional	Direct	Internal	Tests	70% of students with 60% or more of effectiveness	2010-2011 2011-2012 2013-2014 2014-2015
		Fourth Year	SOFI 4038 – Office Administration	Direct	Internal	Comprehensive Theory Test	65% of students with 70% or more of effectiveness	2009-2010 2010-2011 2012-2013 2013-2014
			ESTA XXXX – Basic Concepts of Statistics for the Office Professional	Direct	Internal	Tests	70% of students with 60% or more of effectiveness	2010-2011 2011-2012 2013-2014 2014-2015
			SOFI 4985 – Internship and Seminar	Direct	External	Major Field Test	30% of students with 60% or more of effectiveness	2009-2010 2010-2011 2011-2012 2012-2013 2013-2014 2014-2015

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Common Professional Component	OSP Learning Outcome	Year	Course	Direct/ Indirect Measure	Internal/ External Measure	Assessment Means	Success Indicator	Academic Years
Functional Areas: Marketing, Business Finance, Accounting, and Management Business Environment: Legal Environment, Ethics, and Economics Technical Skills: Information Systems, Quantitative Techniques/Statistics Integrative Areas: Business policies, integrative experience	All OS learning outcomes	Every three years	SOFI 4985 – Internship and Seminar	Indirect	Internal	Survey of competencies attainment to be completed by students	85% of Internship students will assess as excellent or good the attainment of 95% or more of the OS learning goals	2009-2010 2012-2013 2015-2016
			SOFI 4985 – Internship and Seminar	Indirect	External	Survey to be completed by Internship supervisors	80% of Internship's supervisors will assess as excellent or good students' attainment of 85% or more of the OS learning goals.	2009-2010 2012-2013 2015-2016
			N/A	Indirect	External	Survey of competencies attainment to be completed by alumni	85% of alumni will assess as excellent or good the attainment of 95% or more of the OS learning goals	2009-2010 2012-2013 2015-2016
			N/A	Indirect	External	Survey to be completed by Internship employers	80% employers will assess as excellent or good alumni attainment of 85% or more of the OS learning goals.	2009-2010 2012-2013 2015-2016