

Assessment Impact by Course Objectives

Palau Community College

Program (OA) - Office Administration

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CLO: OA 222 - OA Internship: CLO 1

Demonstrate proper employee behaviors and work habits.

CLO Assessment Cycle: 2014-2015 (Spring 2015)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Demonstrate appropriate employee behaviors and work habits at the work site. Signature assignment: Internship Training	70% of the students assessed will perform at the proficiency level.		Yes

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Internship Training - 01/07/2016 - 100% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: CLO 1-2 OA fall15.pdf	01/07/2016 - The percentage for CLO 1 stayed at 100% as it was in the summer of 2015 after dropping to 86% in spring 2015. This semester all students not only completed their hours but performed well with both CLOs. No changes need to be made to this course or the program as employers are satisfied with the performance of the OA intern students and have not made any recommendations for change.		2015-2016 (Fall 2015)
Internship Training - 11/01/2015 - 100% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: OA222 CLO1-2.pdf	11/01/2015 - Four students were enrolled this summer and all four were assessed. CLO 1 percentage rose to 100% from spring 2015's 86%. All students had good attendance according to their supervisors. CLO 2 remained at 100% since last assessed in spring 2015. Supervisors report that students are doing well.		2014 - 2015 (Summer 2015)
Internship Training - 07/06/2015 - : 86% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: OA222 CLO1-2 sp15.pdf	07/06/2015 - Since last fall, the percentage for CLO 1 dropped by 14%. One student did not complete her hours as she stopped coming. Therefore, she did not show proficiency in work habits. The percentage for CLO 2 remained at 100% as compared to fall semester because the student did show she was proficient when she did show up and perform office administration tasks		2014 - 2015 (Spring 2015)

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Internship Training - 03/11/2015 - 100% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: OA222.pdf	03/11/2015 - Two students interned this semester and both displayed proper behaviors and work habits.		2014 - 2015 (Fall 2014)
Internship Training - 07/20/2014 - 100 % of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: CLO 1, 2 and 4.doc	07/20/2014 - No action needed at this time.		2013 - 2014 (Spring 2014)

CLO: OA 222 - OA Internship: CLO 2 (FA 2014)

Perform clerical and/or secretarial tasks as assigned by the site supervisor.

CLO Assessment Cycle: 2014-2015 (Spring 2015)

Start Date: 03/11/2015

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Students will demonstrate proficiency with assigned clerical and/or secretarial tasks at the job site. Signature assignment: Practical Application Task List	70% of the students assessed will perform at the proficiency level.		Yes

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Practical Application Task List - 01/07/2016 - 100% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: CLO 1-2 OA fall15.pdf	01/07/2016 - CLO 2's percentage of proficiency remained at 100% as it has been for the last 4 semesters. This semester all students not only completed their hours but performed well with both CLOs. No changes need to be made to this course or the program as employers are satisfied with the performance of the OA intern students and have not made any recommendations for change.		2015-2016 (Fall 2015)
Practical Application Task List - 11/01/2015 - 100% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes	11/01/2015 - Four students were enrolled this summer and all four were assessed. CLO 1 percentage rose to 100% from spring 2015's 86%. All students had good attendance according to their supervisors. CLO 2 remained at 100% since last		2014 - 2015 (Summer 2015)

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Related Documents: OA222 CLO1-2.pdf	assessed in spring 2015. Supervisors report that students are doing well.		
Practical Application Task List - 07/06/2015 - 100% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: OA222 CLO1-2 sp15.pdf	07/06/2015 - Since last fall, the percentage for CLO 1 dropped by 14%. One student did not complete her hours as she stopped coming. Therefore, she did not show proficiency in work habits. The percentage for CLO 2 remained at 100% as compared to fall semester because the student did show she was proficient when she did show up and perform office administration tasks		2014 - 2015 (Spring 2015)
Practical Application Task List - 03/11/2015 - 100% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: OA222.pdf	03/11/2015 - Two students interned at two different locations. Both performed their assigned tasks proficiently. This is a new signature assignment which reflects the tasks assigned rather than only behavioral and work traits.		2014 - 2015 (Fall 2014)

CLO: OA 222 - OA Internship: CLO 2

Perform filing duties.

CLO Assessment Cycle: 2014-2015 (Fall 2014)

Inactive Date: 03/11/2015

CLO Status: Inactive

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Log records, follow filing procedures and maintain files, update computer customer database file, and prepare customer card files.	70% of the students assessed will perform at the proficiency level.		Yes
Signature assignment: Internship Training			

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Internship Training - 07/20/2014 - 100% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: CLO 1, 2 and 4.doc	07/20/2014 - No action needed at this time.		2013 - 2014 (Spring 2014)

CLO: OA 222 - OA Internship: CLO 3

Prepare routine business correspondence using Microsoft Word and Excel.

CLO Assessment Cycle: 2014-2015 (Fall 2014)**Inactive Date:** 03/11/2015**CLO Status:** Inactive

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Prepare a business letter, a memo and a report, prepare and post a job announcement, and prepare work related forms	70% of the students assessed will perform at the proficiency level.		Yes
Signature assignment: Internship Training			

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Internship Training - 07/20/2014 - No students were assessed. Expected Student Performance Met: No Related Documents: Signature Assignment_Evidence.doc	07/20/2014 - The intern was unable to perform these tasks as job site did not have them to assign to the intern.		2013 - 2014 (Spring 2014)

CLO: OA 222 - OA Internship: CLO 4

Perform administrative tasks.

CLO Assessment Cycle: 2014-2015 (Fall 2014)**Inactive Date:** 03/11/2015**CLO Status:** Inactive

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Prioritize and complete tasks, schedule, reschedule and cancel appointments, prepare and conduct a meeting, and perform communication tasks (fax, email, telephone).	70% of the students assessed will perform at the proficiency level.		Yes
Signature assignment: Internship Training			

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Internship Training - 07/20/2014 - 100% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: CLO 1, 2 and 4.doc	07/20/2014 - No action needed at this time.		2013 - 2014 (Spring 2014)

CLO: OA 222 - OA Internship: CLO 5

Perform bookkeeping tasks.

CLO Assessment Cycle: 2014-2015 (Fall 2014)**Inactive Date:** 03/11/2015**CLO Status:** Inactive

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Prepare billings and receipts, prepare financial statements, maintain cash control systems, prepare payroll records, and balance ledgers.	70% of the students assessed will perform at the proficiency level.		Yes
Signature assignment: Internship Training			

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Internship Training - 07/20/2014 - No students were assessed. Expected Student Performance Met: No	07/20/2014 - The intern was unable to perform these tasks as job site did not have them to assign to the intern.		2013 - 2014 (Spring 2014)