



# UNIVERSITY OF ARKANSAS PULASKI TECH

## Assessment Report: 2018-2019 – Program Level

The University of Arkansas – Pulaski Technical College calls for each program (AS, AA, AAS, CP, and TC) to have an assessment plan for each academic year that includes the following:

- Program Learning Objectives
- Procedures for assessing the achievement of student learning
- Procedures for analyzing and interpreting assessment results for the continuous improvement of the program.



A primary goal for each instructional department's assessment is to include at least one direct measure of student learning, which is accomplished usually through the use of locally developed tests, student portfolios, capstone assessment measures, embedded assignments, or through licensure exams and standardized national tests. In addition to direct measures, most areas may also use indirect methods to assess student achievement. Graduation rates and graduation and employer surveys are frequently used as indirect indicators of student achievement.

This form presents template of questions that must, at minimum, be addressed by instructional departments when filing an assessment plan. While an electronic version of this form will be made available, instructional departments may include additional information not specifically addressed in this form as long as the template questions are addressed.

**Other Assessment Considerations:**

- The College expects programs/departments/divisions to make curriculum changes and budget requests based in part upon assessment findings. Assessment of student learning should be a catalyst for quality instruction and improvement across the college community.
- All programs will be asked to submit an annual assessment report to the Assessment Committee by October 10th of each year. (If October 10<sup>th</sup> falls on a weekend, please submit reports on the following Monday.)
- For technical and occupational programs, please consider the role of your advisory committee in your student learning objectives.

This form must be completed by October 10 of each academic year. Complete each part of this form. Please follow highlighted instructions.

**Part A: Identification and Assessment Plan**

1. Name of program: Office Technology
2. Name of individual compiling report: John R. Price, Business Instructor,  
Lead Instructor Office Technology
3. Date of submission: October 19, 2019
4. Is the assessment plan (*Check one*)  
☐ an initial plan for the program      ☐ a revision of an old plan      ☒ unaltered from previous year

5. Provide a brief description of the program and its purposes, to include a description of the jobs/careers for which students are being prepared.

*The Office Technology Program offers training in areas related to the fast-paced, diverse, and exciting office business environment. Students will gain intensive, hands-on experience using the most widely used computer applications in industry, including: Microsoft Office Suite (Word, Excel, and PowerPoint).*

*Included in the AAS in Business, Office Technology Program option, is the opportunity to take the Microsoft Office Specialist (MOS) certification exams in Word and Excel without cost to the student. Students in the Office Technology Program can also choose to take the MOS certification exams in PowerPoint and Access without cost.*

*Achieving Microsoft Office Specialist certifications gives our students the marketable skills necessary to set them apart in the competitive job market.*

#### *Career Opportunities*

*Upon graduation, students are immediately employable as:*

*Administrative Assistants • Administrative Support Staff • Account Managers • Accounting Clerks  
Accounts Payable Clerks • Accounts Receivable Clerks • Bank Tellers Bookkeepers  
Business Operations Specialists • Computer Application Specialists • Computer Support Specialists  
Customer Service Representatives • Insurance Claims Coordinators • Office Administrators*

## Part B: Student Learning Objectives, Assessment Methods, and Data Sources

In this section of the assessment plan, student learning objectives for the program will be defined. Also, assessment methods and data sources for each objective must be defined. Follow the instructions below to define and relate the program learning objectives.

1. Complete the chart below or attach documentation of the assessment process that includes the data included below. Also attach any assessment instruments and grading rubrics used at the program level if applicable.

Program Learning Objectives	Course	Assessment Method and/or Data Source
1. <i>Demonstrate document format knowledge and word processing skills to design, compose and create Word documents (PLO 1)</i>	BUS 1403 BUS 1903	<p><i>BUS 1403 students will take the Final Exam. The assessment measure will be the Excel section of the final exam to determine student competency related to creating formulas, data entry, task specific with emphasis on following instructions.</i></p> <p><b>Goal:</b> Pass the final exam with a 70% or greater score.</p> <p><i>BUS 1913 students will take the Final Exam. The assessment measure is to determine student competency related to creating formulas, data entry, task specific with emphasis on following instructions.</i></p> <p><b>Goal:</b> Pass the final exam with a 70% or greater score.</p> <p><i>BUS 2443 students will take the official Microsoft Office Specialist (MOS) Certification Word Exam. The assessment measure is to determine student competency related to the use of font formatting (color, style, size), Paragraph formatting (center, justify, right-align), custom margins, page breaks and section breaks, task specific with emphasis on following instructions.</i></p> <p><b>Goal:</b> Pass the final exam with a 70% or greater score. The 70% score is the minimum score to pass on the pass/fail Microsoft Office Specialist Certification Exams.</p>



2. Demonstrate proper typing technique and speed ability using a 3-minute timed writing through which total errors are reduced overall (PLO 2).	BUS 1253	<p>The student will correctly format a rough-draft, Business letter in Block Style. Identify and apply proofreaders' marks and successfully complete a progress and proofreading check with zero errors. After the student has completed the letter, they will add the envelope to the document and omit the return address.</p> <p><b>Goal:</b> Require 3 errors or less in accuracy and formatting of letter and envelope.</p>
3. Create an Excel worksheet with charts either embedded or on a separate sheet, applying formulas, functions, and formatting (PLO 3).	BUS 1403 BUS 1913 BUS 2443	<p>BUS 1403 students will take the Final Exam. The assessment measure will be the Excel section of the final exam to determine student competency related to creating formulas, data entry, task specific with emphasis on following instructions.</p> <p><b>Goal:</b> Pass the final exam with a 70% or greater score.</p> <p>BUS 1913 students will take the Final Exam. The assessment measure is to determine student competency related to creating formulas, data entry, task specific with emphasis on following instructions.</p> <p><b>Goal:</b> Pass the final exam with a 70% or greater score.</p> <p>BUS 2443 students will take the official Microsoft Office Specialist (MOS) Certification Excel Exam. The assessment measure is to determine student competency related to creating formulas, data entry, task specific with emphasis on following instructions.</p> <p><b>Goal:</b> Pass the final exam with a 70% or greater score. The 70% score is the minimum score to pass on the pass/fail Microsoft Office Specialist Certification Exams.</p>
4. Create an Excel worksheet using advanced functions (PLO 4).	BUS 1913	<p>BUS 1913 students will take the Final Exam. The assessment measure is to determine student competency related to creating formulas, data entry, task specific with emphasis on following instructions.</p> <p><b>Goal:</b> Pass the final exam with a 70% or greater score.</p>

<p>5. Create a PowerPoint presentation with various animations, transitions, and other formatting (PLO 5)</p>	<p>BUS 1403 BUS 1363</p>	<p>BUS 1403 students will take the Final Exam. The assessment measure will be the PowerPoint section of the final exam to determine student competency related to the use of font formatting (color, style, size), basic transitions and animations, task specific with emphasis on following instructions.</p> <p><b>Goal:</b> Pass the final exam with a 70% or greater score.</p> <p>BUS 1363 students will prepare a PowerPoint presentation final project. The assessment measure will be on this project to determine student competency related to the use of font formatting (color, style, size), slide transitions and animations, content organization, task specific with emphasis on following instructions.</p> <p><b>Goal:</b> Receive a 70% or greater score on this project.</p>
<p>6. Develop some basic Access database concepts with tables, forms, reports, and queries (PLO 6).</p>	<p>BUS 1403</p>	<p>Decision has not be made yet if this will be assessed or not. A separate Microsoft Access class was discontinued several years ago. We added back to the BUS 1403 class three Access chapters of material at the end of the Fall 2019 semester. Some questions were raised that Microsoft Access is be required for certain entrance tests for transfer students.</p>

2. For each program objective, if applicable, discuss any additional data sources that may be used to gauge success (e.g. charts, graphs, surveys, rates).

*No additional data sources were used other than the assessment instruments described above.*

3. Describe the process of analyzing the assessment data for the last academic year.

Year	PLO	Course	Assessment Goals
2018-19	PLO 3	BUS 1403	<p>BUS 1403 students will take the Final Exam. The assessment measure will be the Excel section of the final exam to determine student competency related to creating formulas, data entry, task specific with emphasis on following instructions.</p> <p><b>Goal:</b> Pass the final exam with a 70% or greater score.</p>
2018-19	PLO 3	BUS 1913	<p>BUS 1913 students will take the Final Exam. The assessment measure is to determine student competency related to creating</p>

Year	PLO	Course	Assessment Goals
			formulas, data entry, task specific with emphasis on following instructions.  <b>Goal:</b> Pass the final exam with a 70% or greater score.
2018-19	PLO 3	BUS 2443	BUS 2443 students will take the official Microsoft Office Specialist (MOS) Certification Excel Exam. The assessment measure is to determine student competency related to creating formulas, data entry, task specific with emphasis on following instructions.  <b>Goal:</b> Pass the final exam with a 70% or greater score. The 70% score is the minimum score to pass on the pass/fail Microsoft Office Specialist Certification Exams.

4. Complete the chart below or attach documentation of the assessment findings that includes the data included below.

Program Learning Objectives	Assessment Findings/Conclusion
<p>1. Create an Excel worksheet with charts either embedded or on a separate sheet, applying formulas, functions, and formatting (PLO 3).</p>	<p><b>BUS 1403 Microcomputer Applications</b></p> <p><b>Fall 2018:</b> 57.89% of students On-Campus only met threshold. These students only had 2 hours to complete a three section exam proctored in classroom. 91.18% online met threshold; online students had approx. 4 days unproctored time to complete the same three-part exam. The last part of the exam was Excel. The other two parts were Word and PowerPoint. Students were allowed to use notes and other aids on the exam.</p> <p><b>Spring 2019:</b> Because one instructor failed to do the BUS 1403 Final Exam for our assessment, we had to substitute the Excel Capstone for our assessment reporting. 63.89% of students On-Campus only met threshold and 88.10% student online met threshold; Students had approx. 10 days unproctored time to complete the same Excel; Capstone Project. Students were allowed to use notes, use other aids and resubmit multiple times.</p> <p><b>BUS 1913 Spreadsheet Applications with Excel</b></p> <p><b>Fall 2018:</b> 80% of the students scored above the 70% threshold on 12 of the 14 steps on the exam.</p> <p><b>Spring 2019:</b> 100% of the students scored above the 70% threshold on 12 of the 14 steps on the exam.</p> <p><b>BUS 2443 Microsoft Office Specialist Certification Preparation Capstone</b></p> <p><b>Fall 2018:</b> Class was not offered.</p> <p><b>Spring 2019:</b> 0% of the students scored above the 70% threshold on the Excel MOS Certification Test.</p> <p>We only had two students in the class that semester. Both students refused to follow directions that they should redo and practice their MOS Certification Preparation exercises multiple times. One student had extreme life and work circumstances where she could not get her homework done and could not seem to understand how to use our preparation software (the first time that this has ever happened since offering the MOS as part of our curriculum). This particular student who lived outside our</p>



	<p><i>four-county service area also attempted to take the class remotely. Despite all attempts to help and provide some leeway, the student ended up not completing the necessary work and failed the course.</i></p> <p><i>One student passed the Word MOS Exam. On the Excel MOS Exam, the highest score one student could attain was 668/700 or 66.68% out of 70% after four attempts.</i></p> <p><i>The second student who was taking the tests remotely did not get the proctored MOS Tests done. Despite numerous attempts to get the student to take the tests, the second student never completed the tests or any alternate tests to complete the course. As a result, the second student failed.</i></p>
2. Create an Excel worksheet using advanced functions (PLO 4).	<p><b>BUS 1913 Spreadsheet Applications with Excel</b></p> <p><b>Fall 2018:</b> 80% of the students scored above the 70% threshold on 12 of the 14 steps on the exam.</p> <p><b>Spring 2019:</b> 100% of the students scored above the 70% threshold on 12 of the 14 steps on the exam.</p>

5. What is the action plan for assessment for the next academic year? Explain.

Year	PLO	Course	Assessment Goals
2019-20	PLO 1	BUS 1403	<p>BUS 1403 students will take the Final Exam. The assessment measure will be the Word section of the final exam to determine student competency related to the use of font formatting (color, style, size), Paragraph formatting (center, justify, right-align), custom margins, page breaks and section breaks, task specific with emphasis on following instructions.</p> <p><b>Goal:</b> Pass the final exam with a 70% or greater score.</p>
2019-20	PLO 1	BUS 1903	<p>BUS 1903 students will take the Final Exam. The assessment measure is to determine student competency related to the use of font formatting (color, style, size), Paragraph formatting (center, justify, right-align), custom margins, page breaks and section breaks, task specific with emphasis on following instructions.</p> <p><b>Goal:</b> Pass the final exam with a 70% or greater score.</p>

Year	PLO	Course	Assessment Goals
2019-20	PLO 1	BUS 2443	<p>BUS 2443 students will take the official Microsoft Office Specialist (MOS) Certification Word Exam. The assessment measure is to determine student competency related to the use of font formatting (color, style, size), Paragraph formatting (center, justify, right-align), custom margins, page breaks and section breaks, task specific with emphasis on following instructions.</p> <p><b>Goal:</b> Pass the final exam with a 70% or greater score. The 70% score is the minimum score to pass on the pass/fail Microsoft Office Specialist Certification Exams.</p>

6. What changes were implemented this year based on last year's findings?

- *Recommendation to explore eventual proctoring for online class sections to reduce unequal test taking times. On-campus sections had two hours to take all three sections of the final. The unsupervised online sections had more time at approximately four days. Past discouragement from past department leadership prevent instructor from requiring proctored exams. (02/16/2019)*
- *In the Spring Semester 2019, we had a new instructor in BUS 1403 that did not give the Final Exam. As a result, we had to substitute the results with the Excel Capstone Project that all classes took. Students had more time to take this Excel Capstone Project and could have resubmitted multiple times to improve their grade. Unfortunately, some students failed to take the opportunity to resubmit. All instructors will be reminded that a section of the BUS 1403 Final Exam will be part of our Program and Course Assessment (9/3/2019).*
- *The BUS 2443 Microsoft Office Specialist (MOS) Certification Preparation Capstone course was only offered in the Spring. Students will be reminded to retake the course work. We may have to require the students to take the timed testing at a component of the course. Some of the students may have feel that they had a lot of time to do to training assignments per week. My including the timed assessments, this course help the students gauge better for taking the real MOS Exams.*

7. Please write any additional information here that you think is pertinent to the assessment process for your program that assists stakeholders (i.e. administrators and standing committees) in understanding your report.

*After evaluating the Assessment plan, it may be necessary to fold the two spreadsheet objectives into one spreadsheet objectives since there is some slight overlap of the BUS 1403 spreadsheet section with the main spreadsheet course BUS 1913.*

*It may become necessary for assessment purposes to access the BUS 2443 MOS Tests every year separate from the BUS 1403 course when we only access the PowerPoint section of the Final Exam.*

8. What budgetary resources, if any, are needed for your program based on your assessment findings?

<i>Use the Gmetrix software program to help prepare students to pass the Microsoft Office Specialist (MOS) tests.</i>	\$ 1,035.00
<i>We are also providing students access to take the Microsoft Office Specialist (MOS) tests at no additional cost**</i>	\$ 4,680.00
<b><i>TOTAL</i></b>	<b><u><u>\$5,715.00</u></u></b>

*\*\* Currently, the Arkansas Department of Higher Education (ADHE) is providing to all secondary and postsecondary schools the option to give Microsoft Office Specialist (MOS) tests throughout the state.*

*ADHE's budget is not finalized until April each year. Since we are expected at UA-PTC to have our budgets prepared by February/March each year, we do not know if ADHE will discontinue or cut the program. We have had to request money each year since 2017 to make sure that the MOS Tests are covered if ADHE should decide to cut the program.*

*The only other expense items would be shared by all programs in the Business and Information Technology Department such as computers, printers, toner, paper, projectors, furniture, and other such shared expenses of the College.*