

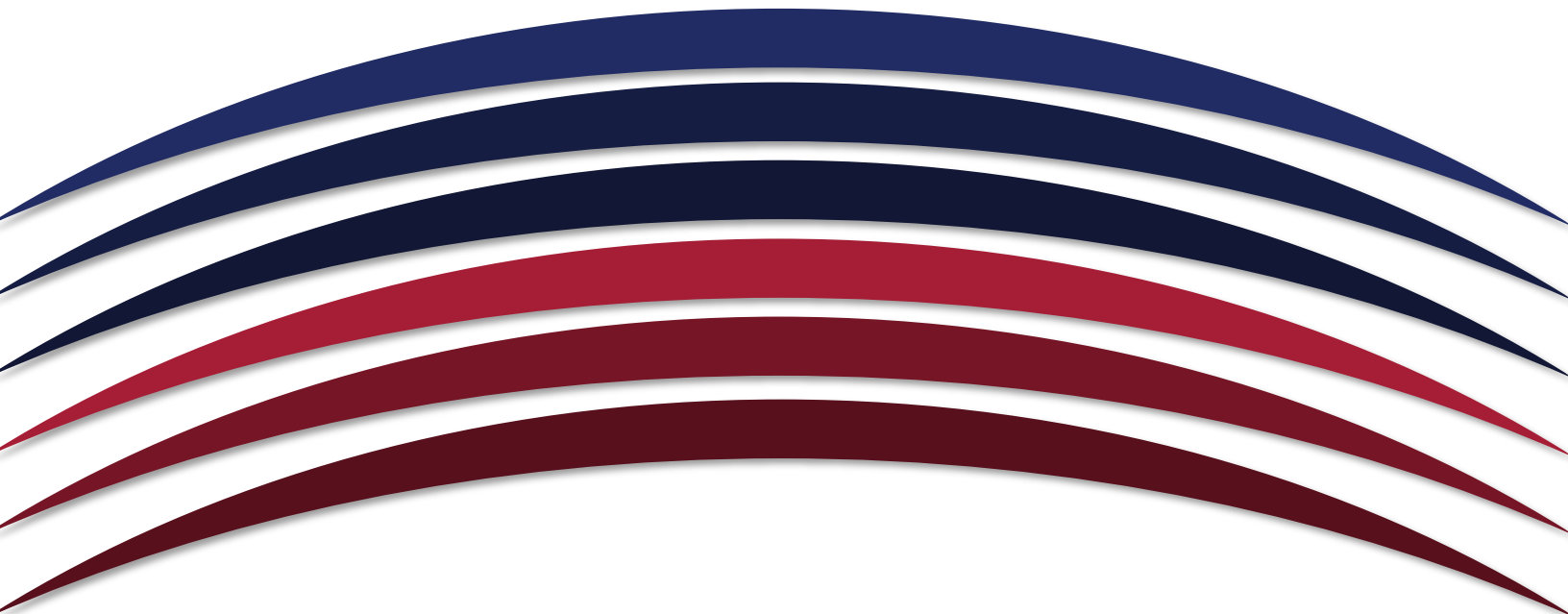


UNIVERSITY OF ARKANSAS PULASKI TECH

Assessment Report: 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 outcomes
- 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 10 of each year. (If October 10 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 Student Learning Outcomes

1. Name of program: Office Technology.
2. Name of individual compiling report: John R. Price
3. Date of submission: 11/1/2021
4. Academic year: 2020-2021
5. Is the assessment plan (*Check or highlight one*)
☐ an initial plan for the program ☐ a revision of an old plan ☒ unaltered from previous year

6. Provide a mission statement of the program to include a description of the jobs/careers for which students are being prepared. Also, list the learning outcomes for your program.

The Office Technology option is designed to give students the technological knowledge and skills needed by secretaries and administrative assistants in today's offices.

1. *Demonstrate document format knowledge and word processing skills to design, compose and create Word documents (PLO 1).*

2. *Demonstrate proper typing technique and speed ability using a 3-minute timed writing through which total errors are reduced overall (PLO 2).*

3. *Create an Excel worksheet with charts either embedded or on a separate sheet, applying formulas, functions, and formatting (PLO 3).*

4. *Create an Excel worksheet using advanced functions (PLO 4).*

5. *Create a PowerPoint presentation with various animations, transitions, and other formatting (PLO 5)*

7. Complete the curriculum map below. Please mark an X in the map below to indicate which courses correspond with learning outcomes. If applicable, you can also use I, D, or M to indicate that a learning outcome is introduced, developed to foster more sophistication, or demonstrated at a level of mastery acceptable for graduation within the program. Additional courses may be marked with an R to indicate reinforcement of a program learning outcome.

List all supporting courses	Program Learning Outcomes					
	PLO #1	PLO #2	PLO #3	PLO #4	PLO #5	PLO #6
BUS 1403 Micro Apps	X		X	X	X	
BUS 1903 Word	X					
BUS 1913 Excel			X	X		
BUS 1363 PowerPoint					X	
BUS 1253 Keyboarding II		X				

8. How does your assessment report connect to institutional learning outcomes?

To help with mapping your assessment data to the school's overall institutional outcomes, please check the boxes for the institutional outcomes directly associated with the assessment data presented in this report. For details on each outcome, see Appendix A.

☐ ILO #1 – Information Literacy

☐ ILO #2 – Technology Literacy

☐ ILO #3 - Communication

☐ ILO #4 – Critical Thinking

☐ ILO #5 – Quantitative Reasoning

☐ ILO #6 – Cultural Awareness

☐ ILO #7 – Professionalism

Part B: Assessment Methods and Data Sources

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

1. Complete the chart below or attach documentation of the assessment process that includes the data included below.

Program Learning Outcomes	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 BUS 2443	<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>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>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),</p>



		custom margins, page breaks and section breaks, task specific with emphasis on following instructions.
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.	Demonstrate proper typing technique and speed ability using a 3-minute timed writing through which total errors are reduced overall.
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. For this assessment period, we will concentrate on steps in the Excel section on Excel formulas and functions.</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>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>
4. Create an Excel worksheet using advanced functions (PLO 4).	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. For this assessment period, we will concentrate on steps in the Excel section on Excel formulas and functions.</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>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>
5. Create a PowerPoint presentation with various animations, transitions, and other formatting (PLO 5)	BUS 1363.	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.

		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.
6. <i>Develop some basic Access database concepts with tables, forms, reports, and queries (PLO 6).</i>	BUS 1403.	<i>No decision has been made for the assessment since there are corresponding later courses where advanced assessment can be made.</i>

2. Please check or highlight any of the statements below that apply to your program assessment. Also, for each program outcome, if applicable, attach any assessment instruments, grading rubrics, or exemplars of student performance used at the program level.

- ☐ Rubrics and/or standardized tests were pilot-tested and refined.
- ☐ Rubrics were shared with students.
- ☐ Reviewers were calibrated with high inter-rater reliability or norming workshops.

3. Also discuss any additional data sources that may be used to gauge success (e.g., charts, graphs, surveys, rates).

For this year, the Program assessment was for PLO 5.

4. Describe the process of analyzing the assessment data, including specifically discussion of results and collaboration among faculty in the program, for the last academic year. Also, check below any of the following statements that apply to your program assessment.

BUS 1403: 70% of students will pass the final exam with a 70% or greater score (PowerPoint Section)

BUS 2443 does not have a required PowerPoint component. We plan to revise the assessment plan to change the assessment process for this course to provide results each year for the PLO #1, and PLO #3 and PLO #4 in BUS 2443 course.

- ☐ Comparative data used when interpreting results and deciding on changes for improvements.
- ☐ National standards, collaboration with sister programs and/or research data were used to ensure the program was held to high standards.

5. Complete the chart below or attach documentation of the assessment results that includes the data included below. Results should include total number of students assessed, the distribution of scores, relevant and detailed interpretation, student strengths and weaknesses, and whether the target was met.

Program Learning Outcomes	Assessment Results/Conclusion
1. PLO 5	See results below from each course and semester. Detailed data for each class section will be provided as an appendix to this report.

On-Campus BUS 1403 Sections Fall 2020		
Received Submissions	20	
Submissions meet Greater than or equal to 70%	20	
Percentage of submissions that met threshold	100.00%	Threshold Met

Online BUS 1403 Sections Fall 2020		
Received Submissions	60	
Submissions meet Greater than or equal to 70%	60	
Percentage of submissions that met threshold	100.00%	Threshold Met

On-Campus BUS 1403 Sections Spring 2021		
Received Submissions	8	
Submissions meet Greater than or equal to 70%	8	
Percentage of submissions that met threshold	100.00%	Threshold Met

Online BUS 1403 Sections Spring 2021		
Received Submissions	46	
Submissions meet Greater than or equal to 70%	45	
Percentage of submissions that met threshold	97.83%	Threshold Met

- Describe your use of results, including planned improvements to the program and/or any follow-up studies that confirmed that changes have improved student learning.

BUS 1403 shows that a large majority of the students in both on-campus and online classes were able to successfully complete the PowerPoint section of the Final Exam.

In the Summer sections, most students were able to correctly complete most of the steps in on the BUS 1403 PowerPoint section. Summer section data included in Appendix B.

BUS 1363 shows that a large majority of the students in the one online section were able to successfully complete the PowerPoint Final Exam.

7. What specific changes were implemented this year based on last year's results?

Permitting students more time to take the Final Exam especially in the on-campus classes. The ongoing Covid-19 restrictions necessitated not holding Final Exams in the on-campus class sections.

8. What specific budgetary resources are needed for your program based on your assessment results?

9.

The GMetrix licenses are currently the only budgetary items. These are only used in the BUS 2443 class.

10. 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.

Beginning this year (Academic Year 2021-2022), the plan will be revised to allow a set of true CLOs for the BUS 1403 Microcomputer Applications class to be assessed. These CLOs will be assessed with the 2021-22 Academic Year. See BUS 1403 Microcomputer Applications CLO 2020-2021 Report.

BUS 1903, BUS 1913, BUS 1363 and BUS 2443 will have their PLOs reported for results of Academic Year 2021-22 since these four courses are usually offered once a year (BUS 1903 and BUS 1913 in the Fall. BUS 1363 and BUS 2443 in the Spring. BUS 1913 may also include Spring data if this course becomes being offered in the Spring as well as the Fall.

BUS 1403 PLOs and CLOs will be on a rotation basis. The rotation schedule is shown below. For the rotation of BUS 1403 CLOs, see the BUS 1403 Microcomputer Applications CLO 2020-2021 Report.

BUS 1403 is the only transfer course of BUS 1403, BUS 1903, BUS 1913, BUS 1363, and BUS 1253. Only BUS 1403 will have CLOs reported. BUS 1253 report will be done by the Keyboarding instructor.



List all supporting courses	Program Learning Outcomes		
	2021-22	2022-2023	2023-24
<i>PLO #1</i> <i>Word</i>	BUS 1403 BUS 1903 BUS 2443	BUS 1903 BUS 2443	BUS 1903 BUS 2443
<i>PLO #2</i> <i>Keyboarding</i>	See Report for BUS 1253		
<i>PLO #3</i> <i>Excel</i>	BUS 1913 BUS 2443	BUS 1403 BUS 1913 BUS 2443	BUS 1913 BUS 2443
<i>PLO #4</i> <i>Advanced Excel</i>	BUS 1913 BUS 2443	BUS 1913 BUS 2443	BUS 1913 BUS 2443
<i>PLO #5</i> <i>PowerPoint</i>	BUS 1363	BUS 1363	BUS 1403 BUS 1363

Appendix A – UA-PTC’s Institutional Learning Outcomes

1. Analyze information from credible sources. (Information Literacy)

This may include the ability to:

- Locate relevant information
- Evaluate the quality and usefulness of the information
- Synthesize the information.
- Communicate the information in an ethical manner consistent with the standards of the field or program of study.

2. Appropriately apply a variety of technology tools within one’s discipline. (Technology Literacy)

This may include the ability to:

- Acquire information,
- Solve real-world problems,
- Communicate, and/or
- Perform tasks and processes.

3. Communicate effectively with diverse audiences in multiple contexts. (Communication)

This may include the ability to:

- Develop, organize, and present orally well-supported and ideas formally and informally with consideration of community and context.
- Develop, organize, and present in written format well-supported ideas formally and informally with consideration of community and context.
- Clearly express ideas, information, and concepts in various modes and media, including the proper use of appropriate technology.
- Select and utilize means of communication appropriate for a variety of professional, civic, and social circumstances, environments, and communities.
- Consider diverse communities in multiple contexts.

4. Apply critical thinking skills to achieve a desired goal. (Critical Thinking)

This may include the ability to:

- Apply appropriate methods to solve problems or address issues.
- Use evidence to justify conclusions.

5. Use quantitative methods to solve problems. (Quantitative Reasoning)

This may include the ability to:

- Analyze and interpret quantitative information.
- Apply quantitative concepts and skills to solve real world problems.

6. Demonstrate awareness of cultural differences. (Cultural Awareness)

This may include the ability to:

- Explain how similar actions can be understood differently depending on cultural context.
- Evaluate the impact of culture on individuals and groups.



7. Demonstrate career readiness skills. (Professionalism)

This may include the ability to:

- Demonstrate personal accountability.
- Meet commitments.
- Demonstrate ethical behavior.
- Demonstrate teamwork.



Appendix B – Detailed data for the class results

Last Name	First Name	Fall 2020 Final Exam PowerPoint Section Submission Page (REQUIRED): [Total Pts: 500 Score] 733168	Percent	Sec
POINTS		500		1
Student	1	500	100.00%	1
Student	2	445	89.00%	1
Student	3	420	84.00%	1
Student	4	365	73.00%	1
Student	1	500	100.00%	2
Student	2	500	100.00%	2
Student	3	500	100.00%	2
Student	4	450	90.00%	2
Student	5	475	95.00%	2
Student	6	500	100.00%	2
Student	1	500	100.00%	3
Student	2	500	100.00%	3
Student	3	445	89.00%	3
Student	4	420	84.00%	3
Student	5	475	95.00%	3
Student	1	500	100.00%	40
Student	2	500	100.00%	40
Student	3	500	100.00%	40
Student	4	500	100.00%	40
Student	5	500	100.00%	40

Last Name	First Name	Fall 2020 Final Exam PowerPoint Section Submission Page (REQUIRED): [Total Pts: 500 Score] 751400	Percent	Sec
POINTS	POSSIBLE	500		
Student	1	500	100.00%	60
Student	2	500	100.00%	60
Student	3	500	100.00%	60
Student	4	500	100.00%	60
Student	5	500	100.00%	60
Student	6	500	100.00%	60
Student	7	500	100.00%	60
Student	8	500	100.00%	60
Student	9	500	100.00%	60
Student	10	500	100.00%	60
Student	1	500	100.00%	61
Student	2	500	100.00%	61
Student	3	500	100.00%	61
Student	4	500	100.00%	61
Student	5	500	100.00%	61
Student	6	500	100.00%	61
Student	7	500	100.00%	61
Student	8	500	100.00%	61
Student	1	450	90.00%	62
Student	2	500	100.00%	62
Student	3	500	100.00%	62
Student	4	500	100.00%	62
Student	5	470	94.00%	62
Student	6	500	100.00%	62
Student	7	410	82.00%	62
Student	8	475	95.00%	62
Student	9	475	95.00%	62
Student	10	500	100.00%	62
Student	11	500	100.00%	62
Student	12	500	100.00%	62
Student	13	450	90.00%	62



Last Name	First Name	Fall 2020 Final Exam PowerPoint Section Submission Page (REQUIRED): [Total Pts: 500 Score] 751400	Percent	Sec
Student	14	500	100.00%	62
Student	15	500	100.00%	62
Student	1	500	100.00%	63
Student	2	500	100.00%	63
Student	3	500	100.00%	63
Student	4	500	100.00%	63
Student	5	500	100.00%	63
Student	6	500	100.00%	63
Student	7	500	100.00%	63
Student	8	500	100.00%	63
Student	9	500	100.00%	63
Student	10	500	100.00%	63
Student	11	500	100.00%	63
Student	1	500	100.00%	64
Student	2	500	100.00%	64
Student	3	500	100.00%	64
Student	4	500	100.00%	64
Student	5	475	95.00%	64
Student	6	500	100.00%	64
Student	7	500	100.00%	64
Student	8	500	100.00%	64
Student	9	500	100.00%	64
Student	1	500	100.00%	65
Student	2	500	100.00%	65
Student	3	500	100.00%	65
Student	4	500	100.00%	65
Student	5	500	100.00%	65
Student	6	500	100.00%	65
Student	7	500	100.00%	65



Last Name	First Name	Spring 2021 Final Exam PowerPoint Section Submission Page (REQUIRED): [Total Pts: 500 Score] 733168	Percent	Sec
POINTS		500		
Student	1	500	100.00%	2
Student	2	445	89.00%	2
Student	3	500	100.00%	2
Student	4	470	94.00%	2
Student	5	360	72.00%	2
Student	6	500	100.00%	2
Student	1	420	84.00%	3
Student	2	420	84.00%	3

Last Name	First Name	Spring 2021 Final Exam PowerPoint Section Submission Page (REQUIRED): [Total Pts: 500 Score] 751400	Percent	Sec
POINTS	POSSIBLE	500		
Student	1	500	100.00%	60
Student	2	475	95.00%	60
Student	3	445	89.00%	60
Student	4	475	95.00%	60
Student	5	500	100.00%	60
Student	6	500	100.00%	60
Student	7	475	95.00%	60
Student	8	500	100.00%	60
Student	9	475	95.00%	60
Student	10	500	100.00%	60
Student	11	500	100.00%	60
Student	12	475	95.00%	60
Student	13	500	100.00%	60



Last Name	First Name	Spring 2021 Final Exam PowerPoint Section Submission Page (REQUIRED): [Total Pts: 500 Score] 751400	Percent	Sec
Student	14	500	100.00%	60
Student	1	475	95.00%	62
Student	2	475	95.00%	62
Student	3	500	100.00%	62
Student	4	400	80.00%	62
Student	5	475	95.00%	62
Student	6	500	100.00%	62
Student	7	475	95.00%	62
Student	8	475	95.00%	62
Student	9	445	89.00%	62
Student	10	445	89.00%	62
Student	11	405	81.00%	62
Student	12	355	71.00%	62
Student	13	450	90.00%	62
Student	14	500	100.00%	62
Student	15	470	94.00%	62
Student	16	500	100.00%	62
Student	17	475	95.00%	62
Student	18	370	74.00%	62
Student	19	445	89.00%	62
Student	1	420	84.00%	63
Student	2	355	71.00%	63
Student	3	450	90.00%	63
Student	4	305	61.00%	63
Student	5	500	100.00%	63
Student	6	445	89.00%	63
Student	7	450	90.00%	63
Student	8	350	70.00%	63
Student	9	400	80.00%	63
Student	10	450	90.00%	63
Student	11	500	100.00%	63
Student	1	500	100.00%	66
Student	2	500	100.00%	66

Last Name	First Name	BUS 1363 Final Exam (REQUIRED) (Blackboard) [Total Pts: 1,500 Score] 934698	Percent	Sec
POINTS		1,500.00		
Student	1	1,447.50	96.50%	60
Student	2	1,500.00	100.00%	60
Student	3	1,440.00	96.00%	60
Student	4	1,365.00	91.00%	60
Student	5	1,402.50	93.50%	60
Student	6	1,432.50	95.50%	60
Student	7	1,447.50	96.50%	60
Student	8	1,410.00	94.00%	60
Student	9	1,470.00	98.00%	60
Student	10	1,335.00	89.00%	60
Student	11	1,252.50	83.50%	60
Student	12	1,342.50	89.50%	60
Student	13	1,267.50	84.50%	60

Rubric Statistics Report

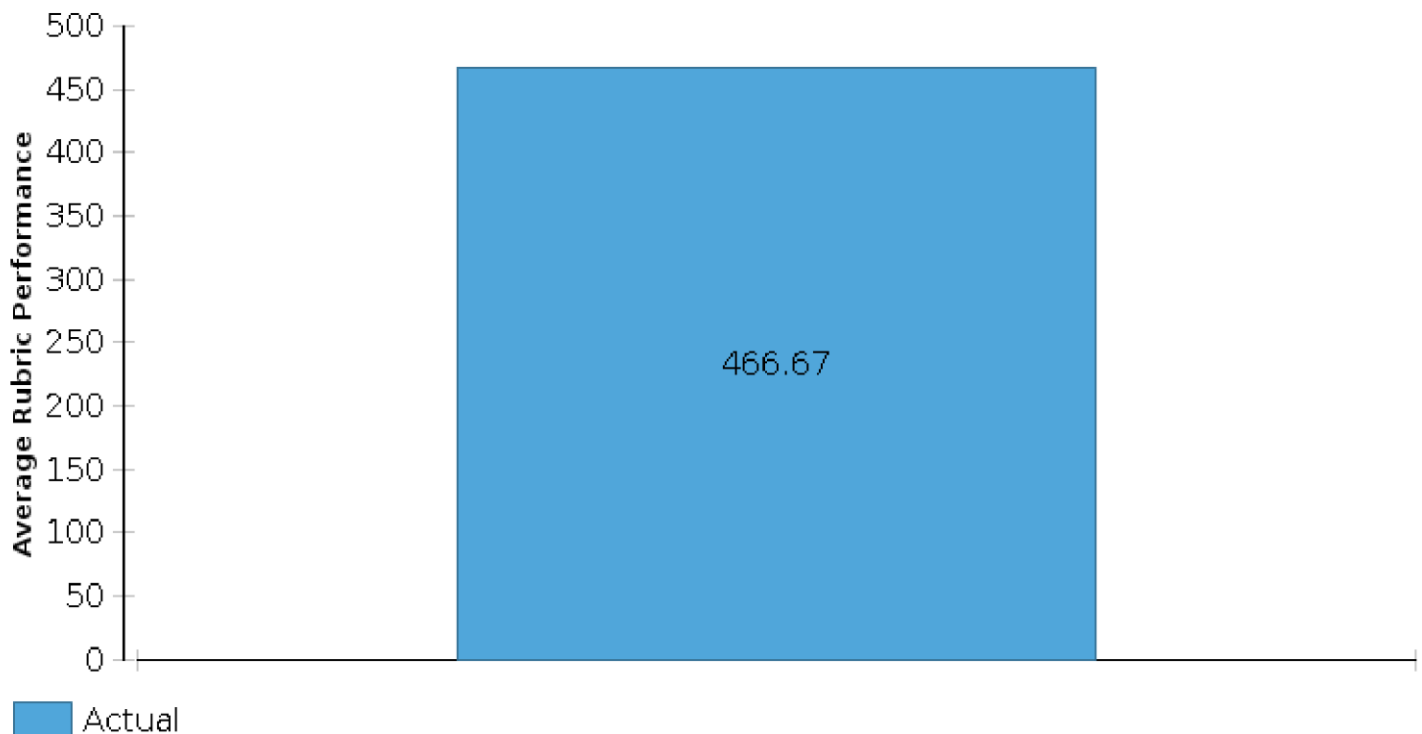
Report Overview
Sections Rubric Overall Performance
Rubric Analysis
Frequency Distribution

Overview

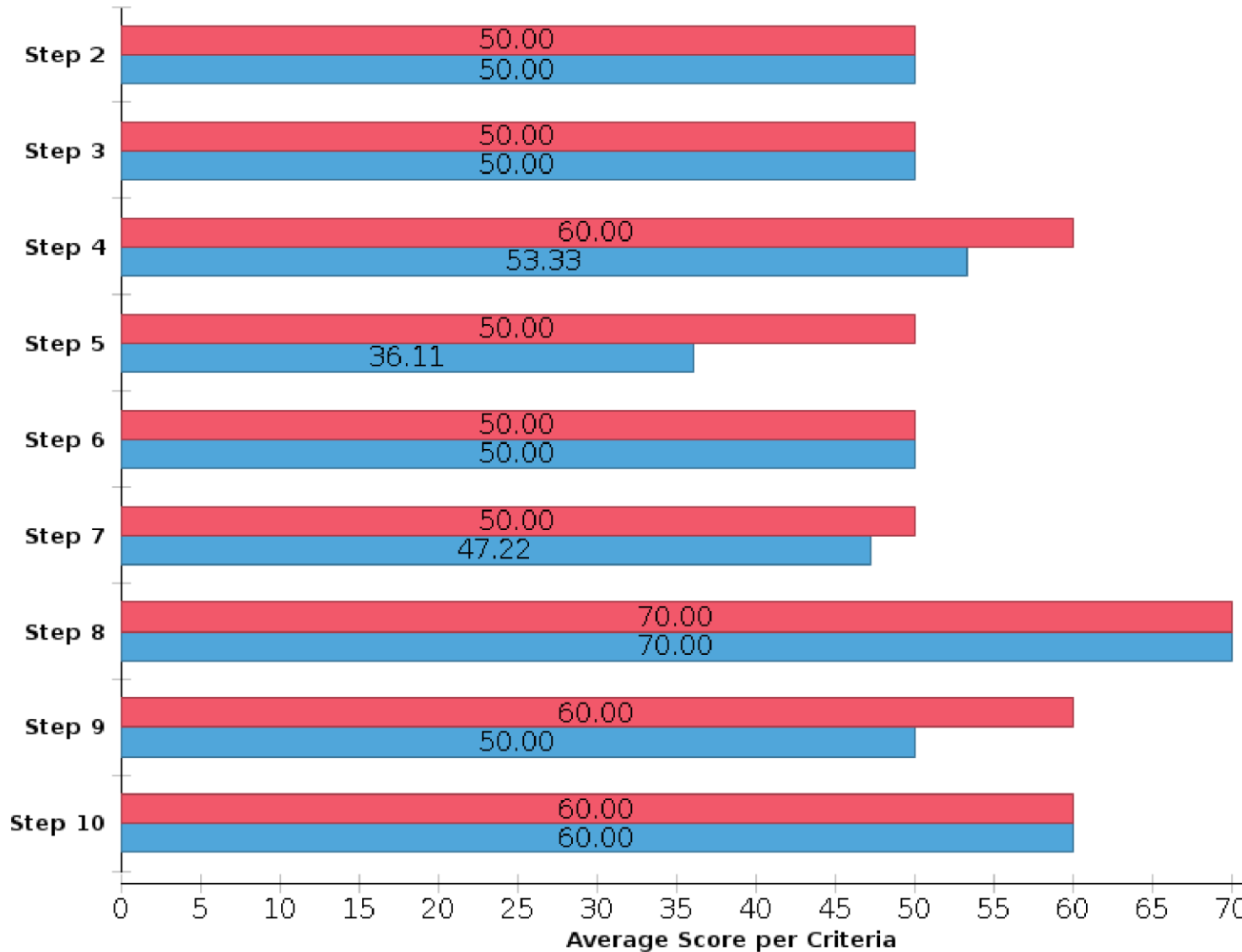
Current Instrument Name Summer I 2021 Final Exam PowerPoint Section Submission Page
(REQUIRED):

Rubric Name BUS1403.SP2020.PowerPoint.Final
Rubric Description
Total Evaluations 9
Begin Date Jan 1, 2001
End Date Jan 1, 2030

Rubric Overall Performance
Points Possible: 500.00



Rubric Analysis
BUS1403.SP2020.PowerPoint.Final



Frequency Distribution

BUS1403.SP2020.PowerPoint.Final

Criteria		Correct	Partially Correct	Incorrect or Not Done	Number Evaluation	Average	Median
Step 2	Points	50.00	25.00	0.00			
		100%	0%	0%	9	50.00	50.00
Step 3	Points	50.00	25.00	0.00			
		100%	0%	0%	9	50.00	50.00
Step 4	Points	60.00	30.00	0.00			
		78%	22%	0%	9	53.33	60.00
Step 5	Points	50.00	25.00	0.00			
		56%	33%	11%	9	36.11	50.00
Step 6	Points	50.00	25.00	0.00			
		100%	0%	0%	9	50.00	50.00
Step 7	Points	50.00	25.00	0.00			
		89%	11%	0%	9	47.22	50.00
Step 8	Points	70.00	35.00	0.00			
		100%	0%	0%	9	70.00	70.00
Step 9	Points	60.00	30.00	0.00			
		67%	33%	0%	9	50.00	60.00
Step 10	Points	60.00	30.00	0.00			
		100%	0%	0%	9	60.00	60.00

Rubric Statistics Report

Report Overview
Sections Rubric Overall Performance
Rubric Analysis
Frequency Distribution

Overview

Current Instrument Name Summer II 2021 Final Exam PowerPoint Section Submission Page
(REQUIRED):

Rubric Name BUS1403.SP2020.PowerPoint.Final

Rubric Description

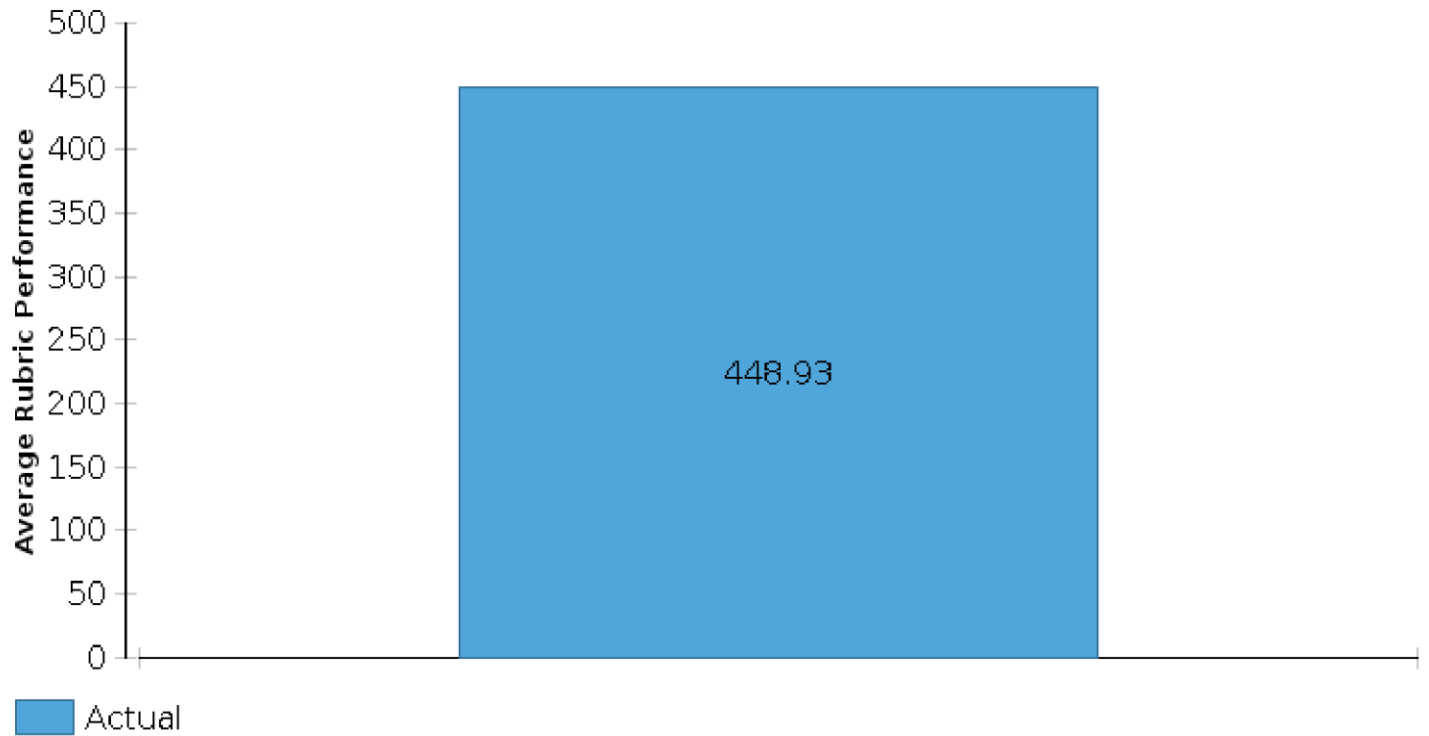
Total Evaluations 14

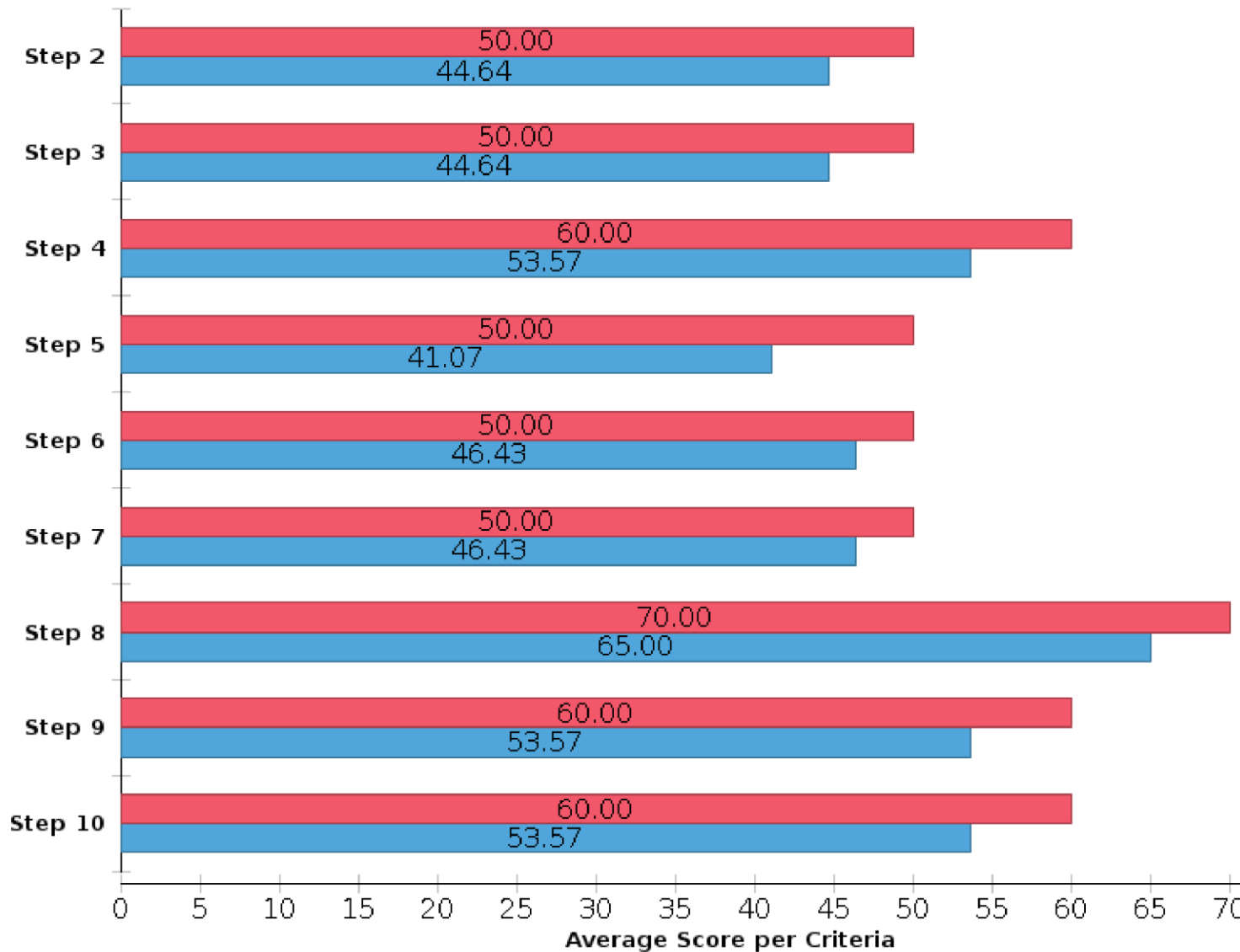
Begin Date Jan 1, 2001

End Date Jan 1, 2030

Rubric Overall Performance

Points Possible: 500.00



Rubric Analysis
BUS1403.SP2020.PowerPoint.Final

Frequency Distribution
BUS1403.SP2020.PowerPoint.Final

Criteria		Correct	Partially Correct	Incorrect or Not Done	Number Evaluation	Average	Median
Step 2	Points	50.00	25.00	0.00			
		86%	7%	7%	14	44.64	50.00
Step 3	Points	50.00	25.00	0.00			
		86%	7%	7%	14	44.64	50.00
Step 4	Points	60.00	30.00	0.00			
		86%	7%	7%	14	53.57	60.00
Step 5	Points	50.00	25.00	0.00			
		71%	21%	7%	14	41.07	50.00
Step 6	Points	50.00	25.00	0.00			
		93%	0%	7%	14	46.43	50.00
Step 7	Points	50.00	25.00	0.00			
		93%	0%	7%	14	46.43	50.00
Step 8	Points	70.00	35.00	0.00			
		93%	0%	7%	14	65.00	70.00
Step 9	Points	60.00	30.00	0.00			
		86%	7%	7%	14	53.57	60.00
Step 10	Points	60.00	30.00	0.00			
		86%	7%	7%	14	53.57	60.00