Administrative Office Professional/Business Administration Year 1 Assessment Results

Administrative Office Professional (AOP) Program Objective

The objective of the AOP program is to qualify the student for employment in entry-level positions in office administration. Students will gain knowledge of computerized business applications including the Microsoft Office Suite.

Business Administration Year 1 (BA1) Program Objective

The Business Administration program provides the graduate with general administrative skills as well as a diversified background in business management principles. The program provides the tools and knowledge to confidently pursue employment in the field of general business administration.

Business Administration Year 1 Program Description

The first year of the program prepares students for employment in entry-level positions in office administration. It also provides the foundation for a chosen emphasis that will enhance the student's skills in business administration. Students completing the first year will have a solid foundation in the Microsoft Office Suite products and business communications. Students are encouraged to gain related administrative support experience while completing their second year by working in a business-related capacity.

To fulfill the basic goals and objectives the following AOP/BA1 Program Learning Outcomes have been adopted for the program.

Upon successful completion of this program, students will be able to do the following:

- Compose clear, organized business documents, including professional letters and memos tailored to a specific audience.

- Perform fundamental accounting procedures including journalizing transactions, preparing financial statements, and completing bank reconciliations.

- Create and present professional presentations with appropriate visual aids.

- Use Microsoft Office Applications to execute, maintain, and improve office operations.

- Apply customer service, problem solving, and interpersonal skills to business situations.

- Act independently and as a team member to work effectively in a confident, competent and professional manner.

Program Learning Outcomes (PLOs) Assessment Report Summary

Findings:

This assessment was completed in 2012. The course student learning outcomes assessments from all of the course assessments in the AOP/BA1 program map to the program learning outcomes. The department set target achievement goals and compared the results of the actual achievement goals to the target. The results of the course and program assessment showed the following:

- Overall results of this program assessment show many positive trends. First, course assessments show a very high success rate in student mastery of stated learning outcomes. This provides evidence that MTI's curriculum specialist and instructors provide effective curriculum and training. Student satisfaction with their training supports the ability of most graduates to find employment upon completion of their program.

- There is a need to improve grading consistency between all instructors. This has led to the move towards standardized rubrics and the storage of online grades.
- Some courses need updated curriculum in order to adequately address and assess the stated outcomes.

Action Items:

To augment business-related concepts in AOP/BA1, the E121 course has been replaced with BA100 - Introduction to Business. The course deployed in mid-2012.

The department will continue the transition to online course supplements and online grading via Moodle. The department will also review curriculum and strengthen the tie between the outcome and the assessment process. This includes developing more standardized grading rubrics and updating curriculum to make sure that outcomes are clearly addressed and assessed.