

## Assessment Report Worksheet #3

Certificate of Achievement in  
Secretarial Science

**Unit/Office/Program (3-1)**  
 **Formative Assessment (3-3)**  
 **Summative Assessment (3-4)**

Fall 2009-Fall 2010

**Assessment Period Covered (3-2)**  
August 30, 2011

**Date Submitted (3-5)**

**Endorsed by: (3-5a)**

### **Evaluation Question 1 (Use a different form for each evaluation question)(3-6):**

Were students satisfied with the expected learning outcomes in all their classes?

**First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan 3-7)):**

*1a. Means of Unit Assessment & Criteria for Success (3-8):*

Faculty evaluation data.

*1b. Summary of Assessment Data Collected (3-9):*

At the end of every semester every student was given the chance to rate each of their respective classes. Results showed that on a scale of 1 to 5, 1 being the lowest and 5 being the highest, the overall rating was 4.0+.

*1c: Use of Results to Improve Program/Unit Impact/Services[Closing the loop] (3-10):*

Based on students' comments at the end of the survey, the reading materials are too difficult to understand. Instructors will need extra time explaining and going through the materials with the students.

### **Evaluation Question 2. (Use a different form for each evaluation question)(3-6):**

Did students demonstrate proper office procedures and management techniques?

**First Means of Assessment for Evaluation Question Identified Above (from your approved assessment plan 3-7)):**

*2a. Means of Unit Assessment & Criteria for Success:*

Final grades, presentations, and observing practical activities.

*2b. Summary of Assessment Data Collected:*

Passing/completion rate for this PLO is at 35%. Because of the lack of basic skills in reading, writing, analytical thinking, and the use of computers and other office machines students were unable to successfully complete this PLO.

*2c: Use of Results to Improve Program/Unit Impact/Services [Closing the loop]:*

Recommend prerequisite courses.