

Mission and Outcomes Development Worksheet # 1

Academic Programs

Academic Program		Assessment Period Covered
Certificate of Achievement in Secretarial Science		Fall 2013 to Spring 2014
		Date Submitted December 12, 2013
Institutional Mission/Strategic Goal:		
Mission: <i>Historically diverse, uniquely Micronesian and globally connected, the College of Micronesia-FSM is a continuously improving and student centered institute of higher education. The college is committed to assisting in the development of the Federated States of Micronesia by providing academic, career and technical educational opportunities for student learning.</i>		
Strategic Goal: <i>SPG 1. Promote learning and teaching for knowledge, skills, creativity, intellect, and the abilities to seek and analyze information and to communicate effectively;</i> <i>SPG5. Invest in sufficient, qualified, and effective human resources;</i> <i>SPG7. Build a partnering and service network for community, workforce and economic development;</i> <i>SPG 9. Provide for continuous improvement of programs, services and college environment.</i>		
Academic Program Mission Statement: The mission of the Certificate of Achievement Program in Secretarial Science is to prepare students for entry level office jobs and to upgrade general skills in secretarial work, decision making and problem solving for administrative assistants who are already in the workforce.		
Academic Program Goals: <ol style="list-style-type: none"> 1. Develop basic knowledge and skills essential for employment and career advancement as an administrative assistant and in related fields; 2. Develop fundamental knowledge and skills essential for the pursuit of degree level course work in secretarial science or related field. 3. Develop intellectual and critical thinking skills to become effective learners and well informed citizens. 		
Academic Program Learning Outcomes: <ol style="list-style-type: none"> 1. <i>Apply proper bookkeeping techniques in an office.</i> 2. <i>Demonstrate general computer competence and information technology literacy.</i> 3. <i>Demonstrate proper office procedures and management techniques.</i> 4. <i>Communicate effectively in English for business purposes.</i> 5. <i>Perform business computations and apply logic as needed.</i> 6. <i>File documents properly and use common office machines.</i> 		
Program Review Improvement Outcome: <ul style="list-style-type: none"> • Review and modify existing course outlines based on recommendations from instructors regarding PLOs, SLOs, prerequisites and course materials (e.g. textbooks). • Ensure all Secretarial Science major courses include authentic assessment strategies; • Develop marketing and recruitment strategies to increase enrollment from the administrative professional labor force; and • Improve timely data collection, management, and reporting. 		

Academic Programs

Certificate of Achievement in Secretarial Science		Fall 2013 to Spring 2014
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(X) Formative Assessment		
() Summative Assessment		

Evaluation questions	Data sources	Sampling	Analysis
1. Do the PLOs/SLOs meet current workforce requirements?	Interviews	Executives/Administrative Professionals	Compare/Contrast findings against current PLOs and SLOs
2. Do all the 10 Secretarial courses include authentic assessment?	Course outlines	All course outlines	Number completed
3. Do the major course requirements in SS Program support the six (6) program learning outcomes?	Course outlines	Review all of the course outlines in the program.	Comparison of the course SLOs to the PLOs.
4. Can the students apply proper bookkeeping techniques in an office?	Quiz, workbook, and project results	BK 095 and BK 096, BU 099b	Actual number of students passing
5. Can the students demonstrate practical skills in the use of basic software applications?	Quiz and computer lab project results	CA100s, CA101s, and BU099b	Actual number of students passing
6. Can the students demonstrate proper office procedures and management techniques?	Question and project results	BU095, BU099b	Actual number of students passing
7. Can the students communicate effectively in English for business purposes?	Written, presentation, and email assignment results	ESL/BU 095, ESL/BU 096, SS 100, and BU 099b	Actual number of students passing
8. Can the students perform business computations and apply logic as needed?		BU 098, BU 099b	Actual number of students passing
9. Can the students file documents properly and use common office machines?	Short answer questions and demonstration results	BU0 95, BU 099b	Actual number of students passing

Evaluation questions	Data sources	Sampling	Analysis
10. Can the students communicate effectively in English for business purposes?	Written, presentation, and email assignment results	ESL/BU 095, ESL/BU 096, SS 100, and BU 099b	Actual number of students passing

Timeline

Activity	Who is Responsible?	Date
1. Interviews will be conducted with selected employers/businesses	Assigned by Division Chair	December 2013- January 2014
2. Review and editing of all course outlines	Assigned by Division Chair	Spring 2014
3. All questions should be analyzed and reported with recommendations	All SS faculties will work together in gathering data. Division Chair will assign compilation of final report.	Spring 2014
4-10 Course Learning Assessments for all 10 program courses	Course instructor	December 2013 and May 2014