

2011-2012 Annual Academic Program Assessment Plan Computer & Office Technology

Academic Program:	Computer & Office Technology, AAS
Academic Program Division:	Technology Division
Program Responsible Person:	Janeen L. Malkovich, WNC
Assessment Team Member/s:	Irena Joannette-Gallio, WNC Holly O'Toole, WNC
Date Submitted:	Friday, June 03, 2011
College Strategic Plan Goals:	<ol style="list-style-type: none"> 1. Improve student success in program completion and graduation rates. 2. Ensure institutional excellence in teaching, programs and services. 3. Embrace our college's many communities and respond to their diverse needs.
Division Mission:	The Technology Division mission is to meet the needs of students, as well as the needs of employers in our service area.
Program Mission:	The Associate of Applied Science Degree in Computer & Office Technology will prepare students with the necessary skills for employment in a business office environment.

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Outcome #1

Program Goal:	<ol style="list-style-type: none">1. Evaluate the validity/viability of an AAS COT Degree Program.2. Improve student success rate in degree/non-degree seeking students
Outcome:	<ol style="list-style-type: none">1. Develop an understanding of the office environment protocol.
Assessment Methods and Criteria for Success:	<ol style="list-style-type: none">1. Students will be administered an inventory and exit exam.
Planned Use of Results:	<ol style="list-style-type: none">1. Identify areas for modification and adjust emphasis on computer terminology and subject matter based on results.