

Riverland

COMMUNITY COLLEGE

Albert Lea, Austin, and Owatonna, Minnesota

Assessment Results

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Accounting Assessment Results

Student and Stakeholder – Focused Results—Accounting																	
Performance Measure (Competency)	Description of Measurement	Areas of Success	Analysis and Action Taken	Results of Action Taken	Insert Graph or Chart of Resulting Trends (graph up to five years of data)												
<p>ACCT Placement Results At least 80% of graduates will be employed in field or continuing education</p>	<p>Graduate Follow-up Survey Note: The report includes graduates for all ACCT majors.</p>	<p>Have met or exceeded the goal 4 out of 5 years.</p>	<p>Continue networking with advisory committee members and working with placement office to encourage students to report placement.</p>		<p style="text-align: center;">Accounting Placement Percentages</p> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <caption>Accounting Placement Percentages</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>04/05</td> <td>88%</td> </tr> <tr> <td>05/06</td> <td>50%</td> </tr> <tr> <td>06/07</td> <td>100%</td> </tr> <tr> <td>07/08</td> <td>80%</td> </tr> <tr> <td>08/09</td> <td>100%</td> </tr> </tbody> </table>	Year	Percentage	04/05	88%	05/06	50%	06/07	100%	07/08	80%	08/09	100%
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<p>ACCT graduates At least 90% of graduates Strongly Agree or Agree that they were adequately prepared for an entry-level position in their field</p>	<p>Graduate Exit Survey Note: The report includes graduates for all ACCT majors.</p>	<p>Have not had any graduates Disagree or Strongly Disagree that they were prepared.</p>	<p>The 2010 data is aggregated with other Business Unit programs, so an ACCT rating cannot be determined. Need to increase survey response rate for each program to obtain meaningful measures.</p>		<p style="text-align: center;">Accounting Graduate Preparation</p> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <caption>Accounting Graduate Preparation</caption> <thead> <tr> <th>Year</th> <th>Strongly Agree</th> <th>Agree</th> </tr> </thead> <tbody> <tr> <td>2006</td> <td>50%</td> <td>50%</td> </tr> <tr> <td>2008</td> <td>50%</td> <td>50%</td> </tr> </tbody> </table>	Year	Strongly Agree	Agree	2006	50%	50%	2008	50%	50%			
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Student and Stakeholder – Focused Results—Accounting

Performance Measure (Competency)	Description of Measurement	Areas of Success	Analysis and Action Taken	Results of Action Taken	Insert Graph or Chart of Resulting Trends (graph up to five years of data)												
<p>ACCT2011, 2012, 2032 Video Survey Results At least 80% of students will state the course videos helped them understand the chapter material</p>	<p>End of semester video survey</p>	<p>Have met or exceeded the goal each year.</p>	<p>Continue to make videos for each chapter using new technology to eliminate the audio issues some students were experiencing.</p>	<p>Discontinued video survey after 09/10 academic year because students had continually found the videos helpful and audio issues were addressed by using new technology.</p>	<p>Video Survey Results</p> <table border="1"> <caption>Video Survey Results Data</caption> <thead> <tr> <th>Year</th> <th>Yes (%)</th> <th>No (%)</th> </tr> </thead> <tbody> <tr> <td>07/08</td> <td>100.0%</td> <td>0.0%</td> </tr> <tr> <td>08/09</td> <td>90.5%</td> <td>9.5%</td> </tr> <tr> <td>09/10</td> <td>84.6%</td> <td>15.4%</td> </tr> </tbody> </table>	Year	Yes (%)	No (%)	07/08	100.0%	0.0%	08/09	90.5%	9.5%	09/10	84.6%	15.4%
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09/10	84.6%	15.4%															
<p>ACCT1099, 2012, 2032 End of Course Survey Results At least 75% of students will Strongly Agree or Agree on survey questions</p>	<p>Survey Questions: Question 1—The instructor generally did a good job of teaching the course. Question 2—The instructor is among the top 25% of all my instructors. Question 3—I would recommend this instructor to others.</p>	<p>Met or exceeded goal for all three questions. This the first year this survey instrument was used.</p>	<p>On campus students had higher ratings than online students. Will continue to administer this survey so that trend data can be analyzed and instruction improved.</p>	<p>No results available yet.</p>	<p>Satisfaction With Instruction</p> <table border="1"> <caption>Satisfaction With Instruction Data</caption> <thead> <tr> <th>Question</th> <th>Strongly Agree or Agree (%)</th> <th>Strongly Disagree, Disagree or Unsure (%)</th> </tr> </thead> <tbody> <tr> <td>Question 1</td> <td>92.5%</td> <td>7.5%</td> </tr> <tr> <td>Question 2</td> <td>75.5%</td> <td>24.5%</td> </tr> <tr> <td>Question 3</td> <td>83.0%</td> <td>17.0%</td> </tr> </tbody> </table>	Question	Strongly Agree or Agree (%)	Strongly Disagree, Disagree or Unsure (%)	Question 1	92.5%	7.5%	Question 2	75.5%	24.5%	Question 3	83.0%	17.0%
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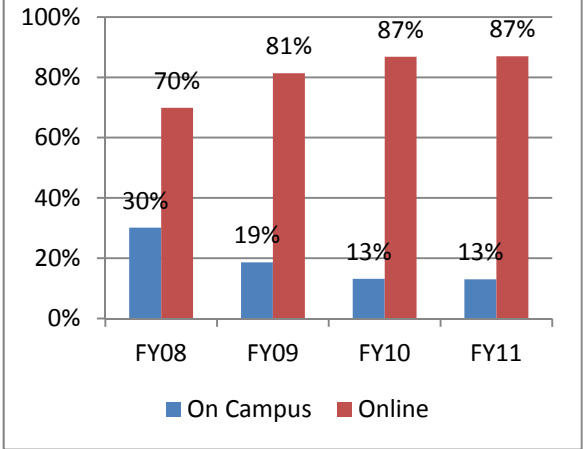
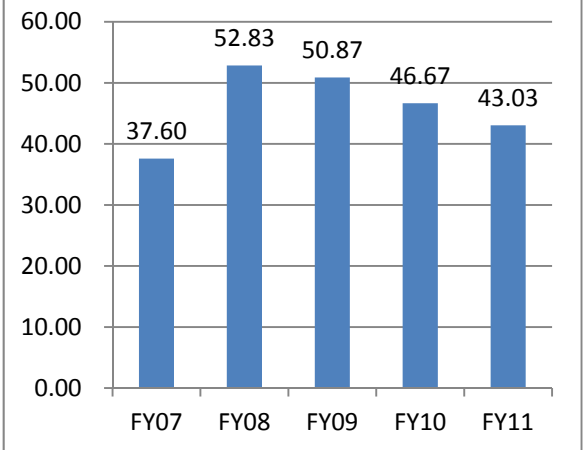
Student Learning Results—Accounting																			
Performance Measure (Competency)	Description of Measurement Instrument	Areas of Success	Analysis and Action Taken	Results of Action Taken	Insert Graph of Resulting Trends for 3-5 Years														
ACCT1040 Individual Income Taxes Students will complete an individual income tax return project with 80% of them equal to or greater than 70% success	Form 1040 comprehensive problem. (Formative, Internal, and Comparative)	Performance met in 3 out of the last 3 years.	No action taken.		<p>Form 1040 Project</p> <table border="1"> <caption>Form 1040 Project Success Rates</caption> <thead> <tr> <th>Year</th> <th>Success Rate</th> </tr> </thead> <tbody> <tr> <td>F08</td> <td>86%</td> </tr> <tr> <td>F09</td> <td>83%</td> </tr> <tr> <td>F10</td> <td>80%</td> </tr> </tbody> </table>	Year	Success Rate	F08	86%	F09	83%	F10	80%						
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ACCT2011 Principles of Financial Accounting Students will complete an entire accounting cycle for a merchandising business with 70% of them equal to or greater than 70% success	Comprehensive problem – students need to make their own forms and statements. (Formative, Internal, and Comparative)	Students who complete the project consistently score above 70%.	Students who do not attempt the project lower the overall success rate. Instructors will contact students who do not complete this project and advise students of their options.	S11 percentage increased compared to previous 3 semesters.	<p>Accounting Cycle Project Results</p> <table border="1"> <caption>Accounting Cycle Project Results Success Rates</caption> <thead> <tr> <th>Year</th> <th>Success Rate</th> </tr> </thead> <tbody> <tr> <td>S08</td> <td>58%</td> </tr> <tr> <td>F08</td> <td>78%</td> </tr> <tr> <td>S09</td> <td>50%</td> </tr> <tr> <td>S10</td> <td>56%</td> </tr> <tr> <td>F10</td> <td>68%</td> </tr> <tr> <td>S11</td> <td>88%</td> </tr> </tbody> </table>	Year	Success Rate	S08	58%	F08	78%	S09	50%	S10	56%	F10	68%	S11	88%
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ACCT1099 Payroll Accounting Students will complete computerized payroll accounting simulation with 70% of them equal to or greater than 70% success	Use specialized payroll accounting software to record payroll and all required internal and external forms. (Summative, Internal, and Comparative)	This activity began 2 years ago, more data is needed to analyze.	This project will continue to be assigned so data can be gathered and analyzed.		<p>Payroll Accounting Simulation Results</p> <table border="1"> <caption>Payroll Accounting Simulation Results</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>F08</td> <td>0%</td> </tr> <tr> <td>F09</td> <td>80%</td> </tr> <tr> <td>F10</td> <td>60%</td> </tr> </tbody> </table>	Year	Percentage	F08	0%	F09	80%	F10	60%		
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ACCT2031 Intermediate Accounting I Students will complete an accounting cycle project for a merchandising business with 70% of them achieving equal to or greater than 70% success	Manual accounting practice case - review of the accounting cycle. This project allows the instructor to identify in weaknesses student's base knowledge before proceeding. (Formative, Internal, and Comparative)	Goal was met two out of three years.	No major weaknesses were detected in F07 and F08. F09 faculty chose not to use the case. Weak areas were found in F10. This could be a reflection of concepts not mastered ACCT2011 F09.	Weak areas were identified and given extra emphasis. Results do not show here.	<p>Review of Accounting Cycle Project Results</p> <table border="1"> <caption>Review of Accounting Cycle Project Results</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>F07</td> <td>80%</td> </tr> <tr> <td>F08</td> <td>82%</td> </tr> <tr> <td>F09</td> <td>0%</td> </tr> <tr> <td>F10</td> <td>63%</td> </tr> </tbody> </table>	Year	Percentage	F07	80%	F08	82%	F09	0%	F10	63%
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ACCT2032 Intermediate Accounting II Students will complete a comprehensive accounting cycle project with 70% of them equal to or	Use choice of accounting software to complete comprehensive accounting simulation. (Summative, Internal, and Comparative)	When a different case was used in S09, percent increased. The original case was used again in S10	Although only 1% from the goal in S10, scores are still not meeting or exceeding goal. New videos were made S11 to review the concepts involved.	Scores have not significantly improved after new videos. Students who complete the project succeed. Once students	<p>Comprehensive Accounting Simulation Results</p>										

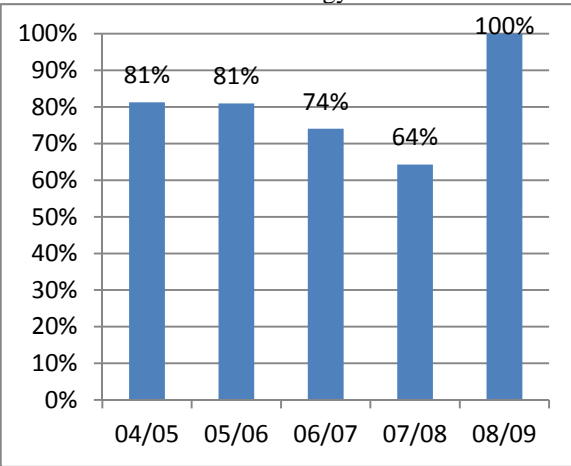
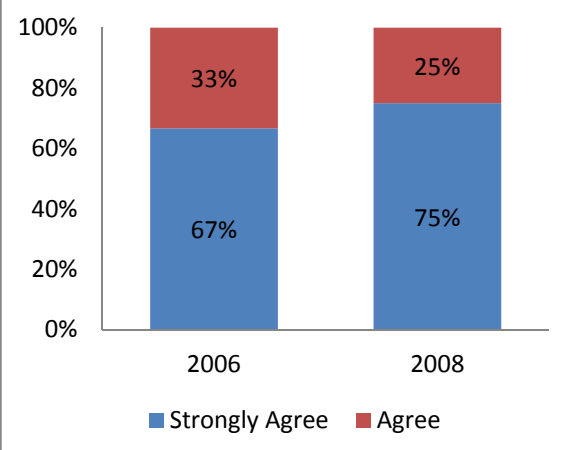
Student Learning Results—Accounting															
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greater than 70% success.		and S11 and results increased from S08 but still not meeting goal.		have enough points to earn desired grade, students stop working on the project. Consider adding a requirement that the final project must be completed to pass the class.	<table border="1"> <caption>Resulting Trends for 3-5 Years</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>S08</td> <td>43%</td> </tr> <tr> <td>S09</td> <td>73%</td> </tr> <tr> <td>S10</td> <td>69%</td> </tr> <tr> <td>S11</td> <td>60%</td> </tr> </tbody> </table>	Year	Percentage	S08	43%	S09	73%	S10	69%	S11	60%
Year	Percentage														
S08	43%														
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ACCT2034 Cost Accounting I Students will complete a master budget project with 80% of them equal to or greater than 70% success.	Master budget for a manufacturing firm using spreadsheet software. (Formative, Internal, and Comparative)	Goal met in 3 out of the last 3 years.	No action taken.		<table border="1"> <caption>Master Budget Results for Manufacturing Firm</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>F08</td> <td>100%</td> </tr> <tr> <td>F09</td> <td>93%</td> </tr> <tr> <td>F10</td> <td>91%</td> </tr> </tbody> </table>	Year	Percentage	F08	100%	F09	93%	F10	91%		
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Student Learning Results—Accounting																	
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ACCT2055 Governmental/Fund/Non-Profit Accounting Students will complete an accounting cycle project for the General Fund, with 80% of them equal to or greater than 70% success	General Fund cycle project. (Formative, Internal, and Comparative)	Goal met in 2 out of last 3 years.	No action taken		<p>Governmental Accounting Cycle Project Results</p> <table border="1"> <caption>Governmental Accounting Cycle Project Results</caption> <thead> <tr> <th>Year</th> <th>Success Rate</th> </tr> </thead> <tbody> <tr> <td>S09</td> <td>88%</td> </tr> <tr> <td>S10</td> <td>100%</td> </tr> <tr> <td>S11</td> <td>100%</td> </tr> </tbody> </table>	Year	Success Rate	S09	88%	S10	100%	S11	100%				
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ACAT Exam 100% of students who take the ACAT exam will pass both parts of the exam (70% minimum passing score for each part)	ACAT exam is a national exam required for the RAP License in Minnesota, the ABA designation, and the Accredited Tax Preparer designation. (Summative and External)	Of those students who took the exam, goal has been met. June 2011 results will be available in fall 2011.	The pass rate goal has been achieved during the year's students took the exam. No students took the exam in June 07.		<p>ACAT Exam Results</p> <table border="1"> <caption>ACAT Exam Results</caption> <thead> <tr> <th>Year</th> <th>Success Rate</th> </tr> </thead> <tbody> <tr> <td>June 04</td> <td>100%</td> </tr> <tr> <td>June 05</td> <td>100%</td> </tr> <tr> <td>June 06</td> <td>100%</td> </tr> <tr> <td>June 08</td> <td>100%</td> </tr> <tr> <td>June 09</td> <td>100%</td> </tr> </tbody> </table>	Year	Success Rate	June 04	100%	June 05	100%	June 06	100%	June 08	100%	June 09	100%
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Organizational Performance Results—Accounting

Performance Measure (Competency)	Description of Measurement	Areas of Success	Analysis and Action Taken	Results of Action Taken	Insert Graph or Chart of Resulting Trends (graph up to five years of data)															
<p>ACCT Online Delivery At least 70% of credits will be offered online</p>	<p>Percent of credits sold by delivery method. (Summative, Internal, and Comparative)</p>	<p>Number of online credits sold has steadily increased.</p>	<p>All ACCT courses are now available online.</p>	<p>Increased enrollment in online offerings.</p>	<p align="center">Percentage of Online Accounting Classes</p>  <table border="1"> <caption>Percentage of Online Accounting Classes</caption> <thead> <tr> <th>Fiscal Year</th> <th>On Campus (%)</th> <th>Online (%)</th> </tr> </thead> <tbody> <tr> <td>FY08</td> <td>30%</td> <td>70%</td> </tr> <tr> <td>FY09</td> <td>19%</td> <td>81%</td> </tr> <tr> <td>FY10</td> <td>13%</td> <td>87%</td> </tr> <tr> <td>FY11</td> <td>13%</td> <td>87%</td> </tr> </tbody> </table>	Fiscal Year	On Campus (%)	Online (%)	FY08	30%	70%	FY09	19%	81%	FY10	13%	87%	FY11	13%	87%
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<p>ACCT Enrollment Have the equivalent of at least 30 full-year equivalents (FYE) each year FYE = credits sold / 30 credits 1 FYE = 30 credits</p>	<p>Number of FYEs for all ACCT classes (this includes AAS and diplomas).</p>	<p>The goal has been exceeded in 5 of the past 5 years.</p>	<p>Beginning in fiscal year (FY) 09, the AAS degree was available entirely online</p>	<p>The move to online has allowed the ACCT department to experience higher FYE.</p>	<p align="center">Accounting FYE</p>  <table border="1"> <caption>Accounting FYE</caption> <thead> <tr> <th>Fiscal Year</th> <th>FYE</th> </tr> </thead> <tbody> <tr> <td>FY07</td> <td>37.60</td> </tr> <tr> <td>FY08</td> <td>52.83</td> </tr> <tr> <td>FY09</td> <td>50.87</td> </tr> <tr> <td>FY10</td> <td>46.67</td> </tr> <tr> <td>FY11</td> <td>43.03</td> </tr> </tbody> </table>	Fiscal Year	FYE	FY07	37.60	FY08	52.83	FY09	50.87	FY10	46.67	FY11	43.03			
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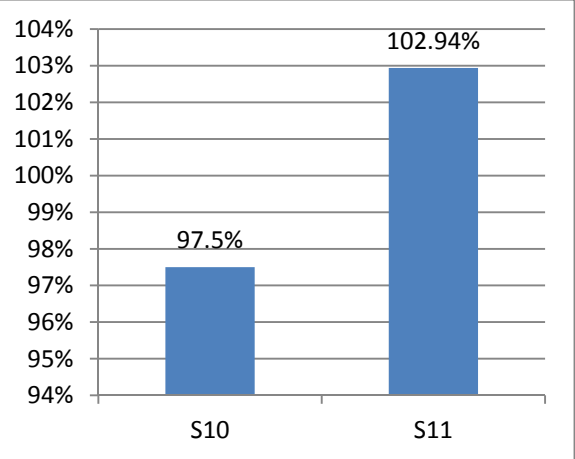
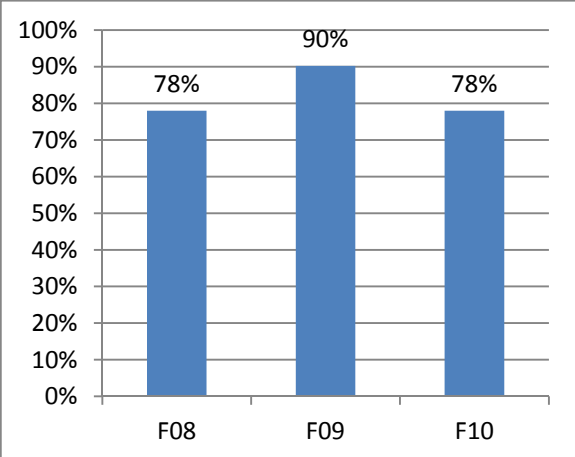
Business and Office Technology Assessment Results

Student and Stakeholder – Focused Results—Business and Office Technology																	
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<p>BUSO Placement Results At least 80% of graduates employed in field or continuing education</p>	<p>Graduate Follow-up Survey Note: The report includes graduates from all BUSO majors.</p>	<p>Met goal 3 out of 5 years.</p>	<p>Continue working with advisory committee members. Continue faculty internships to learn industry standards.</p>		<p>Business and Office Technology Placement Results</p>  <table border="1" style="margin-top: 10px; width: 100%; border-collapse: collapse;"> <caption>BUSO Placement Results Data</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>04/05</td> <td>81%</td> </tr> <tr> <td>05/06</td> <td>81%</td> </tr> <tr> <td>06/07</td> <td>74%</td> </tr> <tr> <td>07/08</td> <td>64%</td> </tr> <tr> <td>08/09</td> <td>100%</td> </tr> </tbody> </table>	Year	Percentage	04/05	81%	05/06	81%	06/07	74%	07/08	64%	08/09	100%
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<p>BUSO graduates At least 90% of graduates Strongly Agree or Agree that they were adequately prepared for an entry-level position in their field</p>	<p>Graduate Exit Survey Note: The report includes graduates for all BUSO majors.</p>	<p>Have not had any graduates disagree or strongly disagree that they were prepared.</p>	<p>The 2010 data is aggregated with other Business Unit majors, so a BUSO rating cannot be determined. Need to increase survey response rate for each program to obtain meaningful measures.</p>		<p>BUSO Graduate Preparation</p>  <table border="1" style="margin-top: 10px; width: 100%; border-collapse: collapse;"> <caption>BUSO Graduate Preparation Data</caption> <thead> <tr> <th>Year</th> <th>Strongly Agree (%)</th> <th>Agree (%)</th> </tr> </thead> <tbody> <tr> <td>2006</td> <td>67%</td> <td>33%</td> </tr> <tr> <td>2008</td> <td>75%</td> <td>25%</td> </tr> </tbody> </table>	Year	Strongly Agree (%)	Agree (%)	2006	67%	33%	2008	75%	25%			
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Student Learning Results Administrative Assistant—Business and Office Technology

Performance Measure (Competency)	Description of Measurement Instrument	Areas of Success	Analysis and Action Taken	Results of Action Taken	Insert Graph of Resulting Trends for 3-5 Years														
<p>BUSO1604 Keyboarding I Students will complete a 5-minute exit timing with 75 percent of the class increasing their words per minute (wpm) by 10 wpm by the end of the semester</p>	<p>Measurement is a 5-minute timed writing at end of the semester. The timed writing is assessed according to industry standard. (External and Summative)</p>	<p>Goal met four of six semesters.</p>	<p>Continue to use and poll advisory committee to verify standards.</p>	<p>Continue to measure keyboarding growth.</p>	<p>Keyboarding I 5-Minute Exit Timing Results</p> <table border="1"> <caption>Keyboarding I 5-Minute Exit Timing Results</caption> <thead> <tr> <th>Semester</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>F08</td> <td>88%</td> </tr> <tr> <td>S09</td> <td>90%</td> </tr> <tr> <td>F09</td> <td>73%</td> </tr> <tr> <td>S10</td> <td>80%</td> </tr> <tr> <td>F10</td> <td>71%</td> </tr> <tr> <td>S11</td> <td>81%</td> </tr> </tbody> </table>	Semester	Percentage	F08	88%	S09	90%	F09	73%	S10	80%	F10	71%	S11	81%
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<p>BUSO1616 Keyboarding II Students will complete a 5-minute exit timing with 75 percent of the class increasing their wpm by 10 wpm by the end of the semester</p>	<p>Measurement is a 5-minute timed writing at end of the semester. The timed writing is assessed according to industry standard. (External and Summative)</p>	<p>Goal met three of six semesters.</p>	<p>Continue to use and poll advisory committee to verify standards.</p>	<p>Continue to measure keyboarding growth.</p>	<p>Keyboarding II 5-Minute Exit Timing Results</p> <table border="1"> <caption>Keyboarding II 5-Minute Exit Timing Results</caption> <thead> <tr> <th>Semester</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>F08</td> <td>79%</td> </tr> <tr> <td>S09</td> <td>77%</td> </tr> <tr> <td>F09</td> <td>74%</td> </tr> <tr> <td>S10</td> <td>71%</td> </tr> <tr> <td>F10</td> <td>80%</td> </tr> <tr> <td>S11</td> <td>71%</td> </tr> </tbody> </table>	Semester	Percentage	F08	79%	S09	77%	F09	74%	S10	71%	F10	80%	S11	71%
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Student Learning Results Administrative Assistant—Business and Office Technology

Performance Measure (Competency)	Description of Measurement Instrument	Areas of Success	Analysis and Action Taken	Results of Action Taken	Insert Graph of Resulting Trends for 3-5 Years								
BUSO2688 Multi-Media Business Presentations Students will prepare a slideshow that uses action buttons and linked slides with 85% accuracy	Create a PowerPoint presentation integrating course concepts into an interactive (Formative and External)	Goal met two of two semesters.	Continue to use and use previous semester work as examples.	Student work continues to become more impressive and advanced each semester.	PowerPoint Action Buttons and Linked Slides  <table border="1"> <caption>PowerPoint Action Buttons and Linked Slides</caption> <thead> <tr> <th>Semester</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>S10</td> <td>97.5%</td> </tr> <tr> <td>S11</td> <td>102.94%</td> </tr> </tbody> </table>	Semester	Percentage	S10	97.5%	S11	102.94%		
Semester	Percentage												
S10	97.5%												
S11	102.94%												
BUSO1623 Integrated Office Skills I Students will complete a production simulation with 75% accuracy	Complete midterm production simulation with limited instruction, using office applications knowledge. (Comparative and Formative)	Goal met all semesters.	Continue to use.		Production Simulation Results  <table border="1"> <caption>Production Simulation Results</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>F08</td> <td>78%</td> </tr> <tr> <td>F09</td> <td>90%</td> </tr> <tr> <td>F10</td> <td>78%</td> </tr> </tbody> </table>	Year	Percentage	F08	78%	F09	90%	F10	78%
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BUSO2644 Office Supervision & Management Group evaluations will be completed by a minimum of 85% of enrolled students	Complete group evaluations on teamwork, dependability, and work quality throughout the semester. Students must defend their statements. (Formative and Internal)	Goal met all semesters	Continue to use.	Implemented a new group evaluation with group completing evaluation together so individuals can learn about their interpersonal strength and weaknesses prior to entering the work world.	<p>Group Evaluation Results</p> <table border="1"> <caption>Group Evaluation Results</caption> <thead> <tr> <th>Semester</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>S08</td> <td>92%</td> </tr> <tr> <td>S09</td> <td>90%</td> </tr> <tr> <td>S10</td> <td>90%</td> </tr> <tr> <td>S11</td> <td>97%</td> </tr> </tbody> </table>	Semester	Percentage	S08	92%	S09	90%	S10	90%	S11	97%
Semester	Percentage														
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S10	90%														
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BUSO1630 Office Procedures Students will obtain a minimum of 90% on their office procedures manual	Create office procedures manual for area business. Students learn about the office staff duties and create a new employee training manual tailored to the business needs. The manual includes step-by-step directions and work samples. (Summative and External)	Goal met both semesters.	Continue to use.	Students understand importance of being socially responsible and giving back to community and Riverland strengthens their area relationships.	<p>Office Procedures Manual Creation</p> <table border="1"> <caption>Office Procedures Manual Creation</caption> <thead> <tr> <th>Semester</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>F09</td> <td>93%</td> </tr> <tr> <td>F10</td> <td>93%</td> </tr> </tbody> </table>	Semester	Percentage	F09	93%	F10	93%				
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<p>BUSO1660 Anatomy & Physiology/Disease Conditions Students will receive a passing grade of greater than 62% on the assignment based on percent of total points earned</p>	<p>Critical thinking on specific text topics; i.e. case study. (Formative and Summative)</p>	<p>3 critical thinking assignments in 2009 compared to 1 in 2006 and 2007 and two in 2008. Class success score in 2009 averaged (in total) was 54.70%.</p>	<p>Continue to use with additional emphasis on increasing writing skills as well as specific content review</p>	<p>Provide better explanation of expectation, which should reflect improved student grade.</p>	<p align="center">Critical Thinking Assignment Results</p> <table border="1"> <caption>Critical Thinking Assignment Results</caption> <thead> <tr> <th>Activity</th> <th>Points Possible</th> <th>Class Average</th> </tr> </thead> <tbody> <tr><td>F06 Activity 1</td><td>15</td><td>4</td></tr> <tr><td>F07 Act. 1</td><td>15</td><td>9</td></tr> <tr><td>F08 Act. 1</td><td>15</td><td>9</td></tr> <tr><td>F08 Act. 2</td><td>15</td><td>6</td></tr> <tr><td>F09 Act. 1</td><td>15</td><td>6</td></tr> <tr><td>F09 Act. 2</td><td>15</td><td>3</td></tr> <tr><td>F09 Act. 3</td><td>15</td><td>8</td></tr> <tr><td>F10 Act. 1</td><td>15</td><td>5</td></tr> <tr><td>F10 Act. 2</td><td>15</td><td>6</td></tr> <tr><td>F10 Act. 3</td><td>15</td><td>8</td></tr> </tbody> </table>	Activity	Points Possible	Class Average	F06 Activity 1	15	4	F07 Act. 1	15	9	F08 Act. 1	15	9	F08 Act. 2	15	6	F09 Act. 1	15	6	F09 Act. 2	15	3	F09 Act. 3	15	8	F10 Act. 1	15	5	F10 Act. 2	15	6	F10 Act. 3	15	8
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<p>BUSO1668 Medical Terminology (online) Students must access D2L course site each week day</p>	<p>Administer pop quizzes (PQ) throughout course F08—38 students SS09—18 students F09—35 students SS10—21 students F10—36 students S11—23 students (Formative)</p>	<p>Adequate and satisfactory review for students that accessed. Data begins in F08 and not used in S09 and S10.</p>	<p>Continue to use as a review and refresher of terms tool. Quizzes are continually rotated.</p>	<p>Quality Matters – 2010; continue use</p>	<p align="center">Pop Quiz Access Results</p> <table border="1"> <caption>Pop Quiz Access Results</caption> <thead> <tr> <th>Quiz</th> <th>Number of Students</th> </tr> </thead> <tbody> <tr><td>F08 PQ 1</td><td>11</td></tr> <tr><td>F08 PQ 3</td><td>27</td></tr> <tr><td>SS09 PQ 2</td><td>9</td></tr> <tr><td>F09 PQ 2</td><td>14</td></tr> <tr><td>SS10 PQ 1</td><td>28</td></tr> <tr><td>SS10 PQ 3</td><td>9</td></tr> <tr><td>F10 PQ 2</td><td>19</td></tr> <tr><td>S11 PQ 1</td><td>25</td></tr> <tr><td>S11 PQ 3</td><td>15</td></tr> <tr><td>S11 PQ 5</td><td>18</td></tr> <tr><td>S11 PQ 7</td><td>18</td></tr> <tr><td>S11 PQ 7</td><td>20</td></tr> </tbody> </table>	Quiz	Number of Students	F08 PQ 1	11	F08 PQ 3	27	SS09 PQ 2	9	F09 PQ 2	14	SS10 PQ 1	28	SS10 PQ 3	9	F10 PQ 2	19	S11 PQ 1	25	S11 PQ 3	15	S11 PQ 5	18	S11 PQ 7	18	S11 PQ 7	20							
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BUSO2670 Medical Transcription III (if chosen elective) Students will write a graded response based on information learned in other courses	Critical thinking graded discussions for ethical behavior and cooperative workplace skills. (Formative and Summative)	Satisfactory review of confidentiality/-ethical standards—related to HIPAA requirements and workplace skills.	Continue to use.	S11 added scored quizzes and scored proofreading.	<p align="center">Critical Thinking Discussions Results</p> <table border="1"> <caption>Critical Thinking Discussions Results</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>S09</td> <td>88.6%</td> </tr> <tr> <td>S10</td> <td>100.0%</td> </tr> <tr> <td>S11</td> <td>77.3%</td> </tr> </tbody> </table>	Year	Percentage	S09	88.6%	S10	100.0%	S11	77.3%																
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BUSO1664 Medical Accounts Management (if chosen elective) Complete HIPAA online course test with 80% or higher	Review and study of HIPAA regulations and certification for job search. (Summative and External)	Online (hybrid course) Publisher sponsored student HIPAA certification.	2010 first year added HIPAA certification (printed certification). Requires 80% score with a maximum of 3 attempts on summative quiz	Continue certification.	<p align="center">HIPAA Online Course Test Results</p> <table border="1"> <caption>HIPAA Online Course Test Results</caption> <thead> <tr> <th>Student</th> <th>S10 (%)</th> <th>S11 (%)</th> </tr> </thead> <tbody> <tr> <td>Student 1</td> <td>85</td> <td>88</td> </tr> <tr> <td>Student 2</td> <td>75</td> <td>95</td> </tr> <tr> <td>Student 3</td> <td>90</td> <td>92</td> </tr> <tr> <td>Student 4</td> <td>95</td> <td>82</td> </tr> <tr> <td>Student 5</td> <td>82</td> <td>95</td> </tr> <tr> <td>Student 6</td> <td>85</td> <td>95</td> </tr> <tr> <td>Student 7</td> <td>95</td> <td>95</td> </tr> </tbody> </table>	Student	S10 (%)	S11 (%)	Student 1	85	88	Student 2	75	95	Student 3	90	92	Student 4	95	82	Student 5	82	95	Student 6	85	95	Student 7	95	95
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BUSO2611 - 2614 Internship 90% of students will successfully complete the on-the-job experience	Students complete weekly log verified by supervisor and final evaluation completed by supervisor. (Summative and External)	Goal met four out of five years. Students successfully passed internship. Students learn and use cognitive skills and develop a professional work ethic.	Identify student weaknesses and increase pre-internship and internship advising.	Continue to use internship paperwork and advising. It is difficult to find suitable sites.	<p>Internship Pass Results</p> <table border="1"> <caption>Internship Pass Results</caption> <thead> <tr> <th>Year</th> <th>Pass</th> <th>No Pass</th> <th>Withdraw</th> </tr> </thead> <tbody> <tr> <td>2006</td> <td>9</td> <td>0</td> <td>0</td> </tr> <tr> <td>2007</td> <td>9</td> <td>0</td> <td>0</td> </tr> <tr> <td>2008</td> <td>3</td> <td>0</td> <td>0</td> </tr> <tr> <td>2009</td> <td>3</td> <td>0</td> <td>0</td> </tr> <tr> <td>2010</td> <td>4</td> <td>0</td> <td>1</td> </tr> </tbody> </table>	Year	Pass	No Pass	Withdraw	2006	9	0	0	2007	9	0	0	2008	3	0	0	2009	3	0	0	2010	4	0	1
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Organizational Performance Results—Business and Office Technology

Performance Measure (Competency)	Description of Measurement	Areas of Success	Analysis and Action Taken	Results of Action Taken	Insert Graph or Chart of Resulting Trends (graph up to five years of data)																														
BUSO Curriculum Review curriculum and determine appropriate delivery methods (online, concurrent, hybrid, ITV, or on ground).	Summative	All courses	Continue to listen to student needs for online delivery.	Increased appropriate courses for online delivery.	<p>Growth in Use of Technology</p> <table border="1"> <caption>Growth in Use of Technology</caption> <thead> <tr> <th>Year</th> <th>Online</th> <th>Concurrent</th> <th>Hybrid</th> <th>ITV</th> <th>On Ground</th> </tr> </thead> <tbody> <tr> <td>07/08</td> <td>15</td> <td>2</td> <td>2</td> <td>2</td> <td>42</td> </tr> <tr> <td>08/09</td> <td>22</td> <td>2</td> <td>0</td> <td>2</td> <td>37</td> </tr> <tr> <td>09/10</td> <td>28</td> <td>2</td> <td>0</td> <td>4</td> <td>32</td> </tr> <tr> <td>10/11</td> <td>30</td> <td>2</td> <td>0</td> <td>4</td> <td>32</td> </tr> </tbody> </table>	Year	Online	Concurrent	Hybrid	ITV	On Ground	07/08	15	2	2	2	42	08/09	22	2	0	2	37	09/10	28	2	0	4	32	10/11	30	2	0	4	32
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Performance Measure (Competency)	Description of Measurement	Areas of Success	Analysis and Action Taken	Results of Action Taken	Insert Graph or Chart of Resulting Trends (graph up to five years of data)												
<p>BUSO Enrollment Have the equivalent of at least 73 FYE each year.</p>	<p>Number of FYEs for all BUSO classes (this includes AAS, diplomas, and certificates).</p>	<p>Two out of five years have met FYE goal</p>	<p>FY11 included RTD closed enrollment and prison classes which increased FYE. Certificates serve as a stepping stone to diplomas and AASs.</p>	<p>The move to online has allowed the BUSO department to experience higher FYE.</p>	<p align="center">BUSO FYE Numbers</p> <table border="1"> <caption>BUSO FYE Numbers</caption> <thead> <tr> <th>Fiscal Year</th> <th>FYE Number</th> </tr> </thead> <tbody> <tr> <td>FY07</td> <td>65.60</td> </tr> <tr> <td>FY08</td> <td>70.27</td> </tr> <tr> <td>FY09</td> <td>67.47</td> </tr> <tr> <td>FY10</td> <td>77.67</td> </tr> <tr> <td>FY11</td> <td>97.07</td> </tr> </tbody> </table>	Fiscal Year	FYE Number	FY07	65.60	FY08	70.27	FY09	67.47	FY10	77.67	FY11	97.07
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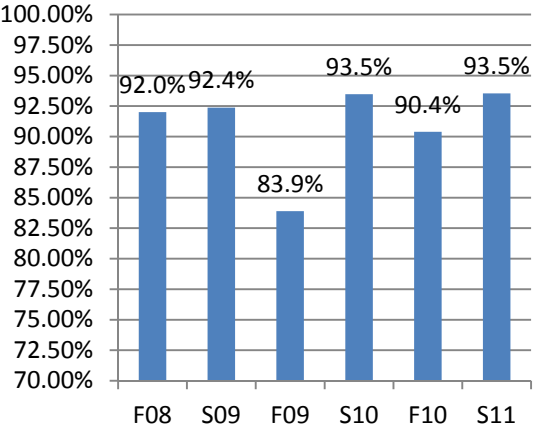
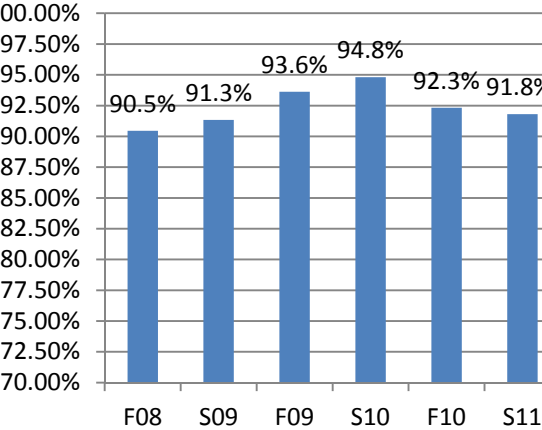
Business Assessment Results

Student and Stakeholder – Focused Results—Business																				
Performance Measure (Competency)	Description of Measurement	Areas of Success	Analysis and Action Taken	Results of Action Taken	Insert Graph or Chart of Resulting Trends (graph up to five years of data)															
<p>BUSA Placement Results</p> <p>At least 80% of graduates will be employed in related field or continuing education.</p>	<p>Graduate Follow-up Survey</p> <p>Note: The report includes graduates for all BUSA majors.</p>	<p>Overall success in the past three years.</p>	<p>Continue to work with placement office to encourage students to report placement. Work with businesses to determine needs and encourage graduate placement.</p>		<p>Business Placement Percentages</p> <table border="1" style="margin-top: 10px;"> <caption>Business Placement Percentages</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>05/06</td> <td>50%</td> </tr> <tr> <td>06/07</td> <td>80%</td> </tr> <tr> <td>07/08</td> <td>100%</td> </tr> <tr> <td>08/09</td> <td>100%</td> </tr> </tbody> </table>	Year	Percentage	05/06	50%	06/07	80%	07/08	100%	08/09	100%					
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<p>ePortfolio Completion Rate</p> <p>At least 70% of students enrolled in BUSA classes will complete ePortfolio activities</p>	<p>Students enrolled in BUSA classes include sample coursework in an ePortfolio.</p>	<p>Students who complete BUSA2041, Business Communications, will have a completed web-based body of work to share with potential employers.</p>	<p>Not all students enrolled in BUSA classes are BUSA majors. Students might not see the value of activity.</p>	<p>Need to determine a better way to measure the number of BUSA majors who complete this activity.</p>	<p>ePortfolio Completion Rate</p> <table border="1" style="margin-top: 10px;"> <caption>ePortfolio Completion Rate</caption> <thead> <tr> <th>Semester</th> <th>Completion Rate</th> </tr> </thead> <tbody> <tr> <td>Fall 2010</td> <td>67.2%</td> </tr> <tr> <td>Spring 2011</td> <td>61.1%</td> </tr> </tbody> </table>	Semester	Completion Rate	Fall 2010	67.2%	Spring 2011	61.1%									
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<p>BUSA1002, Introduction to Online Learning End of Semester Survey</p> <p>At least 95% of students Strongly</p>	<p>Survey Question— Overall I felt this course was helpful in preparing for my</p>	<p>The majority of students felt that this course is helpful.</p>	<p>Continue to monitor class content and maintain results.</p>		<p>Course was Helpful in Preparing for my Future Classes</p> <table border="1" style="margin-top: 10px;"> <thead> <tr> <th></th> <th>08/09</th> <th>09/10</th> <th>10/11</th> <th>11/12</th> </tr> </thead> <tbody> <tr> <td>Strongly Agree</td> <td>53%</td> <td>43%</td> <td>52%</td> <td>79%</td> </tr> <tr> <td>Agree</td> <td>47%</td> <td>51%</td> <td>45%</td> <td>21%</td> </tr> </tbody> </table>		08/09	09/10	10/11	11/12	Strongly Agree	53%	43%	52%	79%	Agree	47%	51%	45%	21%
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Agree or Agree with survey question	future online classes.				Disagree	0%	4%	3%	0%
					Strongly Disagree	0%	0%	0%	0%
					Unsure/Not Applicable	0%	2%	0%	0%

Student Learning Results—Business																							
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BUSA1065 Microcomputer Applications Students will master the concepts of word processing and create, format, save, and print documents averaging 90% or higher	Hands-on project applying concepts. (Summative, Internal, and Comparative)	Overall class success—except F10.	Will continue to review results and revise instruction following semesters.	S11 results improved.	Hands-on Word Project Results <table border="1"> <caption>Hands-on Word Project Results</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>F08</td> <td>92.6%</td> </tr> <tr> <td>S09</td> <td>94.6%</td> </tr> <tr> <td>F09</td> <td>93.4%</td> </tr> <tr> <td>S10</td> <td>95.7%</td> </tr> <tr> <td>F10</td> <td>85.2%</td> </tr> <tr> <td>S11</td> <td>93.6%</td> </tr> </tbody> </table>					Year	Percentage	F08	92.6%	S09	94.6%	F09	93.4%	S10	95.7%	F10	85.2%	S11	93.6%
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BUSA1065 Microcomputer Applications Students will master the concepts of spreadsheets and create, format, save, and print spreadsheets and charts averaging 90% or higher	Hands-on project applying concepts. (Summative, Internal, and Comparative)	Overall class success—except F09.	Will continue to review results and revise instruction following semesters.	S11 results improved.	Hands-on Excel Project Results																		

Student Learning Results—Business

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<p>BUSA1065 Microcomputer Applications Students will master the concepts of databases and create, format, save, and print documents, queries and reports averaging 90% or higher</p>	<p>Hands-on project applying concepts. (Summative, Internal, and Comparative)</p>	<p>Overall class success.</p>	<p>Will continue to review results and revise instruction following semesters.</p>	<p>S11 results dropped. Will review 10/11 data in preparation for F11.</p>	<p>Hands-on Access Project Results</p>  <table border="1"> <caption>Hands-on Access Project Results</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>F08</td> <td>90.5%</td> </tr> <tr> <td>S09</td> <td>91.3%</td> </tr> <tr> <td>F09</td> <td>93.6%</td> </tr> <tr> <td>S10</td> <td>94.8%</td> </tr> <tr> <td>F10</td> <td>92.3%</td> </tr> <tr> <td>S11</td> <td>91.8%</td> </tr> </tbody> </table>	Year	Percentage	F08	90.5%	S09	91.3%	F09	93.6%	S10	94.8%	F10	92.3%	S11	91.8%
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<p>BUSA1065 Microcomputer Applications Students will master the concepts of presentation software and create, format, save, and print documents averaging</p>	<p>Hands-on project applying concepts. (Summative, Internal, and Comparative)</p>	<p>Overall class success.</p>	<p>Will continue to review results and revise instruction following semesters. Additional attention to these areas.</p>		<p>Hands-on PowerPoint Project Results</p>														

Student Learning Results—Business																			
Performance Measure (Competency)	Description of Measurement Instrument	Areas of Success	Analysis and Action Taken	Results of Action Taken	Insert Graph of Resulting Trends for 3-5 Years														
90% or higher					<table border="1"> <caption>Performance Trends (F08-S11)</caption> <thead> <tr> <th>Year</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>F08</td> <td>97.7%</td> </tr> <tr> <td>S09</td> <td>97.6%</td> </tr> <tr> <td>F09</td> <td>95.1%</td> </tr> <tr> <td>S10</td> <td>97.6%</td> </tr> <tr> <td>F10</td> <td>94.5%</td> </tr> <tr> <td>S11</td> <td>94.3%</td> </tr> </tbody> </table>	Year	Performance (%)	F08	97.7%	S09	97.6%	F09	95.1%	S10	97.6%	F10	94.5%	S11	94.3%
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BUSA1010, Introduction to Business Pretest to Posttest improvement of 50%	50 multiple choice question test developed by instructors. (Summative, Internal, and Comparative)	Improvement was shown at 50%.	Increase rate to 60% for following semester. Review posttest results to determine deficiency areas and stress these areas in the future.	Continue to increase rate by 5% per year until goal of 80% is reached.	<table border="1"> <caption>Pretest to Posttest Improvement</caption> <thead> <tr> <th>Year</th> <th>Improvement (%)</th> </tr> </thead> <tbody> <tr> <td>S10</td> <td>61.1%</td> </tr> <tr> <td>F10</td> <td>57.1%</td> </tr> <tr> <td>S11</td> <td>60.1%</td> </tr> </tbody> </table>	Year	Improvement (%)	S10	61.1%	F10	57.1%	S11	60.1%						
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BUSA1050, Personal Finance Pretest to Posttest improvement of 50%.	50 question multiple choice test developed by instructor. (Summative, Internal, and Comparative)	Improvement was over 50% the first semester and close to 50% for second semester.	Increase rate to 60% for following semester. Review posttest results to determine deficiency areas and provide additional attention to these areas.	Continue to increase rate by 5% per year until goal of 80% is reached.	<p>Pretest to Posttest Improvement</p> <table border="1"> <caption>Pretest to Posttest Improvement Data for BUSA1050</caption> <thead> <tr> <th>Year</th> <th>Improvement (%)</th> </tr> </thead> <tbody> <tr> <td>S10</td> <td>57.4%</td> </tr> <tr> <td>F10</td> <td>47.4%</td> </tr> <tr> <td>S11</td> <td>67.1%</td> </tr> </tbody> </table>	Year	Improvement (%)	S10	57.4%	F10	47.4%	S11	67.1%						
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Organizational Performance Results—Business

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<p>End of Semester Surveys At least 90% of students will complete surveys administrated in each class at the end semester.</p>	<p>Instructor created survey for all BUSA class. Students share their thoughts about class content and structure, and department and program items. (Summative, Internal, and Comparative)</p>	<p>Completion rate continuing to increase</p>	<p>Comments reviewed and changes implemented following semesters. Continue to encourage students to complete survey.</p>	<p>Changes made— directions; revised assignment and quizzes; and adjusted calendar and availability of activities.</p>	<p>Average Completion Rate All BUSA Classes</p> <table border="1"> <caption>Average Completion Rate All BUSA Classes</caption> <thead> <tr> <th>Year</th> <th>Completion Rate</th> </tr> </thead> <tbody> <tr><td>S08</td><td>45%</td></tr> <tr><td>SS08</td><td>86%</td></tr> <tr><td>F08</td><td>60%</td></tr> <tr><td>S09</td><td>50%</td></tr> <tr><td>SS09</td><td>60%</td></tr> <tr><td>F09</td><td>64%</td></tr> <tr><td>S10</td><td>77%</td></tr> <tr><td>SS10</td><td>59%</td></tr> <tr><td>F10</td><td>76%</td></tr> <tr><td>S11</td><td>87%</td></tr> </tbody> </table> <p>Average Completion Rate 1000 Level Classes</p> <table border="1"> <caption>Average Completion Rate 1000 Level Classes</caption> <thead> <tr> <th>Year</th> <th>Completion Rate</th> </tr> </thead> <tbody> <tr><td>S08</td><td>38%</td></tr> <tr><td>SS08</td><td>85%</td></tr> <tr><td>F08</td><td>56%</td></tr> <tr><td>S09</td><td>55%</td></tr> <tr><td>SS09</td><td>60%</td></tr> <tr><td>F09</td><td>63%</td></tr> <tr><td>S10</td><td>72%</td></tr> <tr><td>SS10</td><td>59%</td></tr> <tr><td>F10</td><td>73%</td></tr> <tr><td>S11</td><td>82%</td></tr> </tbody> </table> <p>Average Completion Rate 2000 Level Classes</p>	Year	Completion Rate	S08	45%	SS08	86%	F08	60%	S09	50%	SS09	60%	F09	64%	S10	77%	SS10	59%	F10	76%	S11	87%	Year	Completion Rate	S08	38%	SS08	85%	F08	56%	S09	55%	SS09	60%	F09	63%	S10	72%	SS10	59%	F10	73%	S11	82%
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<p>BUSA Enrollment Maintain FYE of 60 credits per year. Based upon current course offerings, 69 FYE is maximum capacity.</p>	<p>Number of FYEs for all BUSA classes.</p>	<p>Success in 4 out of 5 years.</p>	<p>FY09 and FY11 each had one class cancelled spring semester.</p>	<p>Continue to promote to local high schools and businesses and revise promotional brochure.</p>	<p>BUSA FYE Numbers</p> <table border="1"> <caption>BUSA FYE Numbers Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>FYE Number</th> </tr> </thead> <tbody> <tr> <td>FY 07</td> <td>53.5</td> </tr> <tr> <td>FY 08</td> <td>69.4</td> </tr> <tr> <td>FY 09</td> <td>60.1</td> </tr> <tr> <td>FY 10</td> <td>70.2</td> </tr> <tr> <td>FY 11</td> <td>62.0</td> </tr> </tbody> </table>	Fiscal Year	FYE Number	FY 07	53.5	FY 08	69.4	FY 09	60.1	FY 10	70.2	FY 11	62.0				
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