

**Office Systems Program Assessment Plan 2015-2016 to 2019-2020**

The Office Systems Program’s graduate will demonstrate effectively the following competencies:		<ol style="list-style-type: none"> <li>5. Interpersonal relationships skills</li> <li>6. Knowledge and skills in office procedures</li> <li>7. Civic and ethical values</li> <li>8. Logical and critical thinking skills</li> <li>9. Knowledge of basic business principles in a global environment (marketing, finance, management, economics, statistics, accounting, and legal environment of business)</li> </ol>								
<i>Courses</i>		<i>Learning Goals</i>								
		1	2	3	4	5	6	7	8	9
First Year	3006 – Document Production Basic Level									
	3008 – Document Production Intermediate Level									
	3015 – Office Systems Concepts and Technologies							*		
	3017 – Interpersonal Relations in the Office		*			*				
Second Year	3010 – Document Production Advanced Level									
	3210 – Records Management			*			*	*	*	
	3217 – Introduction to Spanish Transcription	*								
	3305-3306 – Information Processing/Information Processing Lab				*					
	3329 – Spanish Shorthand									
	ECON 3008 – Basic Concepts of Economics for Office Professionals									*
Third Year	3016 – Basic Concepts of Accounting for the Office Professional									*
	3317 – Introduction to English Transcription	*								
	3327 – Spanish Transcription									
	3505 – Administrative Procedures for Office Professionals	*		*			*		*	
	4005 – Programs Integration for Electronic Processing of Information				*					
	4040 – Planning and Implementation of Office Systems		*			*				
	ESTA 3106 – Basic Concepts of Statistics for Office Professionals									*
	MERC 3118 – Basic Concepts of Marketing for Office Professionals									*
Fourth Year	4030 – Desktop Publishing									
	4038 – Office Administration			*				*	*	*
	4505 – Training Techniques for In-service Personnel		*							
	4985 – Internship and Seminar	*	*	*	*	*	*	*	*	*
	FINA – Basic Concepts of Finance for Office Professionals									*

*Office Systems Program Assessment Plan 2015-2016 to 2019-2020*

<b>Common Professional Component</b>	<b>OSP Learning Outcome</b>	<b>Year</b>	<b>Course</b>	<b>Direct/ Indirect Measure</b>	<b>Internal/ External Measure</b>	<b>Assessment Means</b>	<b>Initial Success Indicator</b>	<b>Target Success Indicator</b>	<b>Academic Years</b>
Functional Area: Management	Communication skills in English and Spanish	Second Year	SOFI 3217 – Introduction to Spanish Transcription	Direct	Internal	Comprehensive Spanish Language Test	70% of students with 70% or more of effectiveness.	70% of students with 70% or more of effectiveness.	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020
		Third Year	SOFI 3317 – Introduction to English Transcription	Direct	Internal	Comprehensive English Language Test	70% of students with 70% or more of effectiveness.	70% of students with 70% or more of effectiveness.	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020
			SOFI 3505 – Administrative Procedures for Office Professionals	Direct	Internal	Rubric to assess ability to communicate orally in Spanish	80% of students will obtain 3 or 4 on a 4 scale	85% of students will obtain 3 or 4 on a 4 scale	2015-2016 2016-2017 2018-2019 2019-2020
		Fourth Year	SOFI 4985 - Internship and Seminar	Direct	Internal	Rubric to assess reflexive paper written in Spanish	70% of students will obtain 3 or 4 on a 4 scale	75% of students will obtain 3 or 4 on a 4 scale	2015-2016 2016-2017 2017-2018 2018-2019
				Direct	External	Internship Evaluation Sheet	85% of students will obtain 3 or 4 on a 4 scale	85% of students will obtain 3 or 4 on a 4 scale	2019-2020
Functional Area: Management	Teamwork skills	First Year	SOFI 3017 – Interpersonal Relations in the Office	Direct	Internal	Rubrics to assess teamwork skills	70% of students will obtain 3 or 4 on a 4 scale	75% of students will obtain 3 or 4 on a 4 scale	2016-2017 2017-2018 2019-2020
		Third Year	SOFI 4040 – Planning and Implementation of Office Systems	Direct	Internal	Rubrics to assess teamwork skills	80% of students will obtain 3 or 4 on a 4 scale	85% of students will obtain 3 or 4 on a 4 scale	2015-2016 2016-2017 2018-2019 2019-2020
		Fourth Year	SOFI 4505 – Training Techniques for In-service Personnel	Direct	Internal	Rubrics to assess teamwork skills	80% of students will obtain 3 or 4 on a 4 scale	85% of students will obtain 3 or 4 on a 4 scale	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020

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			SOFI 4985 – Internship and Seminar	Direct	External	Internship Evaluation Sheet	85% of students will obtain 3 or 4 on a 4 scale	90% of students will obtain 3 or 4 on a 4 scale	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020
Functional Area: Management	Problem solving and decision making skills	Second Year	SOFI 3210 – Records Management	Direct	Internal	Rubric to assess problem solving and decision making skills through a case study	70% of students will obtain 3 or 4 on a 4 scale	70% of students will obtain 3 or 4 on a 4 scale	2016-2017 2017-2018 2019-2020
		Third Year	SOFI 3505 – Administrative Procedures for Office Professionals	Direct	Internal	Rubric to assess problem solving and decision making skills through a case study	70% of students will obtain 3 or 4 on a 4 scale	75% of students will obtain 3 or 4 on a 4 scale	2015-2016 2017-2018 2019-2020
		Fourth Year	SOFI 4038 – Office Administration	Direct	Internal	Rubric to assess problem solving and decision making skills through a case study	70% of students will obtain 3 or 4 on a 4 scale	75% of students will obtain 3 or 4 on a 4 scale	2016-2017 2018-2019 2019-2020
		Fourth Year	SOFI 4985 – Internship and Seminar	Direct	External	Internship Evaluation Sheet	80% of students will obtain 3 or 4 on a 4 scale	85% of students will obtain 3 or 4 on a 4 scale	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020
Technical Skills: Information Systems	Information technologies skills	Second Year	SOFI 3305-3306 – Information Processing/Information Processing Lab	Direct	Internal	Performance Tests using Excel and Access	70% of students with 75% or more of effectiveness	75% of students with 75% or more of effectiveness	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020

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		Third Year	SOFI 4005 – Programs Integration for Electronic Processing of Information	Direct	Internal	Performance Tests using Word, Excel, and Access	75% of students with 75% or more of effectiveness	80% of students with 75% or more of effectiveness	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020
		Fourth Year	SOFI 4985 – Internship and Seminar	Direct	External	Internship Evaluation Sheet	85% of students will obtain 3 or 4 on a 4 scale	90% of students will obtain 3 or 4 on a 4 scale	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020
Functional Area: Management	Interpersonal relationships skills	First Year	SOFI 3017 - Interpersonal Relations in the Office	Direct	Internal	Rubric to assess interpersonal relationships skills	75% of students will obtain 3 or 4 on a 4 scale	80% of students will obtain 3 or 4 on a 4 scale	2016-2017 2017-2018 2019-2020
		Third Year	SOFI 4040 – Planning and Implementation of Office Systems	Direct	Internal	Rubric to assess interpersonal relationships skills	80% of students will obtain 3 or 4 on a 4 scale	85% of students will obtain 3 or 4 on a 4 scale	2015-2016 2016-2017 2018-2019 2019-2020
		Fourth Year	SOFI 4985 – Internship and Seminar	Direct	External	Internship Evaluation Sheet	85% of students will obtain 3 or 4 on a 4 scale	90% of students will obtain 3 or 4 on a 4 scale	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020
Functional Area: Management	Knowledge and skills in office procedures	Second Year	SOFI 3210 – Records Management	Direct	Internal	Filing techniques application test	70% of students with 75% or more of effectiveness	70% of students with 75% or more of effectiveness	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020
		Third Year	SOFI 3505 – Administrative Procedures for Office Professionals	Direct	Internal	Comprehensive test	75% of students with 75% or more of effectiveness	80% of students with 75% or more of effectiveness	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020

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		Fourth Year	SOFI 4985 – Internship and Seminar	Direct	External	Internship Evaluation Sheet	85% of students will obtain 3 or 4 on a 4 scale	90% of students will obtain 3 or 4 on a 4 scale	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020
Business Environment: Business Ethics	Civic and ethical values	First Year	SOFI 3015 – Office Systems Concepts and Technologies	Direct	Internal	Rubric to assess ethical behavior through a case study	70% of students will obtain 3 or 4 on a 4 scale	75% of students will obtain 3 or 4 on a 4 scale	2015-2016 2016-2017 2018-2019 2019-2020
		Second Year	SOFI 3210 – Records Management	Direct	Internal	Tests items to assess ethical values	70% of students will obtain 3 or more items correct out of 5	75% of students will obtain 3 or more items correct out of 5	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020
		Fourth Year	SOFI 4038 – Office Administration	Direct	Internal	Rubric to assess ethical behavior through a case study	75% of students will obtain 3 or 4 on a 4 scale	80% of students will obtain 3 or 4 on a 4 scale	2015-2016 2017-2018 2019-2020
			SOFI 4985 – Internship and Seminar	Direct	Internal	Rubric to assess civic values through a community service project	85% of students will obtain 3 or 4 on a 4 scale	90% of students will obtain 3 or 4 on a 4 scale	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020
				Direct	External	Internship Evaluation Sheet	85% of students will obtain 3 or 4 on a 4 scale	90% of students will obtain 3 or 4 on a 4 scale	
Functional Area: Management	Logical and critical thinking	Second Year	SOFI 3210 – Records Management	Direct	Internal	Rubric to assess critical thinking through a case study	70% of students will obtain 3 or 4 on a 4 scale	70% of students will obtain 3 or 4 on a 4 scale	2016-2017 2017-2018 2019-2020
		Third Year	SOFI 3505 – Administrative Procedures for Office Professionals	Direct	Internal	Rubric to assess critical thinking through a case study	70% of students will obtain 3 or 4 on a 4 scale	75% of students will obtain 3 or 4 on a 4 scale	2015-2016 2017-2018 2019-2020

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		Fourth Year	SOFI 4038 – Office Administration	Direct	Internal	Rubric to assess critical thinking through a case study	70% of students will obtain 3 or 4 on a 4 scale	75% of students will obtain 3 or 4 on a 4 scale	2015-2016 2017-2018 2019-2020	
			SOFI 4985 – Internship and Seminar	Direct	Internal	Internship Evaluation Sheet	75% of students will obtain 3 or 4 on a 4 scale	80% of students will obtain 3 or 4 on a 4 scale	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020	
Functional Areas: Marketing, Accounting, and Management	Knowledge of business principles in a global environment: marketing, finance, management, economics, statistics, accounting, and legal environment of business	Second Year	ECON 3008 – Basic Concepts of Economics for Office Professionals	Direct	Internal	Tests	70% of students with 70% or more of effectiveness	75% of students with 70% or more of effectiveness	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020	
Business Environment: Legal Environment: Ethics, and Economics		Third Year	SOFI 3016 – Basic Concepts of Accounting for the Office Professional	Direct	Internal	Comprehensive Test	70% of students with 70% or more of effectiveness	70% of students with 70% or more of effectiveness	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020	
Integrative Areas: Business Policies				ESTA 3106 – Basic Concepts of Statistics for Office Professionals	Direct	Internal	Tests	70% of students with 70% or more of effectiveness	75% of students with 70% or more of effectiveness	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020
				MERC 3118 – Basic Concepts of Marketing for Office Professionals	Direct	Internal	Tests	70% of students with 70% or more of effectiveness	70% of students with 70% or more of effectiveness	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020
			Fourth Year	SOFI 4038 – Office Administration	Direct	Internal	Comprehensive Test	70% of students with 70% or more of effectiveness	75% of students with 70% or more of effectiveness	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020

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			FINA 3108 – Basic Concepts of Finance for Office Professionals	Direct	Internal	Tests	70% of students with 70% or more of effectiveness	75% of students with 70% or more of effectiveness	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020
			SOFI 4985 – Internship and Seminar	Direct	External	Comprehensive Systemic Test for the Administration/ Office Systems Programs	60% of students with 70% or more of effectiveness	60% of students with 70% or more of effectiveness	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020
Functional Areas: Marketing, Business Finance, Accounting, and Management Business Environment: Legal Environment, Ethics, and Economics Technical Skills: Information Systems, Quantitative Techniques/Statistics Integrative Areas: Business policies, integrative experience	All OS learning outcomes	Each semester	SOFI 4985 – Internship and Seminar	Indirect	Internal	Survey of competencies attainment to be completed by students	85% of Internship students will assess as excellent or good the attainment of 95% or more of the OS learning goals	85% of Internship students will assess as excellent or good the attainment of 95% or more of the OS learning goals	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020
			SOFI 4985 – Internship and Seminar	Indirect	External	Survey to be completed by Internship supervisors	80% of Internship’s supervisors will assess as excellent or good students’ attainment of 85% or more of the OS learning goals.	80% of Internship’s supervisors will assess as excellent or good students’ attainment of 85% or more of the OS learning goals.	2015-2016 2016-2017 2017-2018 2018-2019 2019-2020

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		Every Three Years	N/A	Indirect	External	Survey of competencies attainment to be completed by alumni	85% of alumni will assess as excellent or good the attainment of 95% or more of the OS learning goals	85% of alumni will assess as excellent or good the attainment of 95% or more of the OS learning goals	2015-2016 2018-2019
			N/A	Indirect	External	Survey to be completed by Internship employers	80% employers will assess as excellent or good alumni attainment of 85% or more of the OS learning goals.	80% employers will assess as excellent or good alumni attainment of 85% or more of the OS learning goals.	2015-2016 2018-2019