Office Systems Administration and Technology Program Assessment Plan 2020-2021 to 2024-2025

The Office Systems Program's graduate will demonstrate effectively the following competencies:

1. Communication skills in English and Spanish
2. Teamwork skills
3. Problem solving and decision making skills
4. Information technologies skills
5. Interpersonal relationships skills
6. Knowledge and skills in office procedures
7. Civic and ethical values
8. Logical and critical thinking skills
9. Knowledge of basic business principles in a global environment (marketing, finance, management, economics, statistics, accounting, and legal environment of business)

Courses / Learning Goals	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				✱					
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									✱

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Common Professional Component	**OSP Learning Outcome**	**Year**	**Course**	**Direct/ Indirect Measure**	**Internal/ External Measure**	**Assessment Means**	**Initial Success Indicator**	**Target Success Indicator**	**Academic Years**
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.	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025
		Third Year	SOFI 3317 – Introduction to English Transcription	Direct	Internal	Comprehensive English Language Test	70% of students with 70% or more of effectiveness.	75% of students with 70% or more of effectiveness.	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025
			SOFI 3505 – Administrative Procedures for Office Professionals	Direct	Internal	Rubric to assess ability to communicate orally in Spanish	85% of students will obtain 3 or 4 on a 4 scale	85% of students will obtain 3 or 4 on a 4 scale	2020-2021 2021-2022 2023-2024 2024-2025
		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	70% of students will obtain 3 or 4 on a 4 scale	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025
				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	Teamwork skills	First Year	SOFI 3017 – Interpersonal Relations in the Office	Direct	Internal	Rubrics to assess teamwork skills	75% of students will obtain 3 or 4 on a 4 scale	75% of students will obtain 3 or 4 on a 4 scale	2020-2021 2022-2023 2024-2025
		Third Year	SOFI 3505 Administrative Procedures for Office Professionals	Direct	Internal	Rubrics to assess teamwork skills	85% of students will obtain 3 or 4 on a 4 scale	85% of students will obtain 3 or 4 on a 4 scale	2021-2022 2023-2024
		Fourth Year	SOFI 4505 – Training Techniques for In-service Personnel	Direct	Internal	Rubrics to assess teamwork skills	85% of students will obtain 3 or 4 on a 4 scale	85% of students will obtain 3 or 4 on a 4 scale	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025

Common Professional Component	OSP Learning Outcome	Year	Course	Direct/ Indirect Measure	Internal/ External Measure	Assessment Means	Initial Success Indicator	Target Success Indicator	Academic Years
			SOFI 4985 – Internship and Seminar	Direct	External	Internship Evaluation Sheet	90% of students will obtain 3 or 4 on a 4 scale	90% of students will obtain 3 or 4 on a 4 scale	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025
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	2020-2021 2022-2023 2024-2025
		Third Year	SOFI 3505 – Administrative Procedures for Office Professionals	Direct	Internal	Rubric to assess problem solving and decision making skills through a case study	75% of students will obtain 3 or 4 on a 4 scale	75% of students will obtain 3 or 4 on a 4 scale	2020-2021 2022-2023 2024-2025
		Fourth Year	SOFI 4038 – Office Administration	Direct	Internal	Rubric to assess problem solving and decision making skills through a case study	75% of students will obtain 3 or 4 on a 4 scale	75% of students will obtain 3 or 4 on a 4 scale	2020-2021 2021-2022 2023-2024 2024-2025
		Fourth Year	SOFI 4985 – Internship and Seminar	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	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025
Technical Skills: Information Systems	Information technologies skills	Second Year	SOFI 3305-3306 – Information Processing/Infor-mation 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	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025

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Common Professional Component	**OSP Learning Outcome**	**Year**	**Course**	**Direct/ Indirect Measure**	**Internal/ External Measure**	**Assessment Means**	**Initial Success Indicator**	**Target Success Indicator**	**Academic Years**
		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	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025
		Fourth Year	SOFI 4985 – Internship and Seminar	Direct	External	Internship Evaluation Sheet	90% of students will obtain 3 or 4 on a 4 scale	90% of students will obtain 3 or 4 on a 4 scale	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025
Functional Area: Management	Interpersonal relationships skills	First Year	SOFI 3017 - Interpersonal Relations in the Office	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	2020-2021 2022-2023 2024-2025
		Third Year	SOFI 3505 – Administrative Procedures for Office Professionals	Direct	Internal	Rubric to assess interpersonal relationships skills	85% of students will obtain 3 or 4 on a 4 scale	85% of students will obtain 3 or 4 on a 4 scale	2021-2022 2023-2024
		Fourth Year	SOFI 4985 – Internship and Seminar	Direct	External	Internship Evaluation Sheet	90% of students will obtain 3 or 4 on a 4 scale	90% of students will obtain 3 or 4 on a 4 scale	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025
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	75% of students with 75% or more of effectiveness	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025
		Third Year	SOFI 3505 – Administrative Procedures for Office Professionals	Direct	Internal	Comprehensive test	80% of students with 75% or more of effectiveness	80% of students with 75% or more of effectiveness	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025

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Common Professional Component	OSP Learning Outcome	Year	Course	Direct/ Indirect Measure	Internal/ External Measure	Assessment Means	Initial Success Indicator	Target Success Indicator	Academic Years
		Fourth Year	SOFI 4985 – Internship and Seminar	Direct	External	Internship Evaluation Sheet	90% of students will obtain 3 or 4 on a 4 scale	90% of students will obtain 3 or 4 on a 4 scale	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025
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	75% of students will obtain 3 or 4 on a 4 scale	75% of students will obtain 3 or 4 on a 4 scale	2020-2021 2021-2022 2023-2024 2024-2025
		Second Year	SOFI 3210 – Records Management	Direct	Internal	Tests items to assess ethical values	75% of students will obtain 3 or more items correct out of 5	80% of students will obtain 3 or more items correct out of 5	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025
		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	75% of students will obtain 3 or 4 on a 4 scale	2020-2021 2022-2023 2024-2025
			SOFI 4985 – Internship and Seminar	Direct	Internal	Rubric to assess civic values through a community service project	90% of students will obtain 3 or 4 on a 4 scale	90% of students will obtain 3 or 4 on a 4 scale	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025
				Direct	External	Internship Evaluation Sheet	90% 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	2020-2021 2022-2023 2024-2025
		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	70% of students will obtain 3 or 4 on a 4 scale	2020-2021 2022-2023 2024-2025

Common Professional Component	OSP Learning Outcome	Year	Course	Direct/ Indirect Measure	Internal/ External Measure	Assessment Means	Initial Success Indicator	Target Success Indicator	Academic Years
		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	70% of students will obtain 3 or 4 on a 4 scale	2020-2021 2022-2023 2024-2025
			SOFI 4985 – Internship and Seminar	Direct	Internal	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	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025
Functional Areas: Marketing, Accounting, and Management Business Environment: Legal Environment: Ethics, and Economics Integrative Areas: Business Policies	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	70% of students with 70% or more of effectiveness	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025
		Third Year	SOFI 3016 – Basic Concepts of Accounting for the Office Professional	Direct	Internal	Comprehensive Theory Test	70% of students with 70% or more of effectiveness	70% of students with 70% or more of effectiveness	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025
			ESTA 3106 – Basic Concepts of Statistics for Office Professionals	Direct	Internal	Tests	70% of students with 70% or more of effectiveness	70% of students with 70% or more of effectiveness	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025
			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	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025
		Fourth Year	SOFI 4038 – Office Administration	Direct	Internal	Comprehensive Theory Test	70% of students with 70% or more of effectiveness	75% of students with 70% or more of effectiveness	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025

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Common Professional Component	**OSP Learning Outcome**	**Year**	**Course**	**Direct/ Indirect Measure**	**Internal/ External Measure**	**Assessment Means**	**Initial Success Indicator**	**Target Success Indicator**	**Academic Years**
			FINA 3108 – Basic Concepts of Finance for Office Professionals	Direct	Internal	Tests	70% of students with 70% or more of effectiveness	70% of students with 70% or more of effectiveness	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025
			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	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025
Functional Areas: Marketing, Business Finance, Accounting, and Management Business Environment: Legal Enrionment, Ethics, and Economics Technical Skills: Infoermation Systems, Quantitative Techniques/Statistics Integrative Areas: Business policies, integrative experience	All OS learning outcomes	Yearly	SOFI 4985 – Internship and Seminar	Indirect	Internal	Survey of competencies attainment to be completed by students	85% of Internship students will indicate that possess the necessary competencies to perform effectively in the OS area 85% of Internship students will assess as excellent or good the academic preparation received in the OS Department	85% of Internship students will indicate that possess the necessary competencies to perform effectively in the OS area 85% of Internship students will assess as excellent or good the academic preparation received in the OS Department	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025

Common Professional Component	OSP Learning Outcome	Year	Course	Direct/ Indirect Measure	Internal/ External Measure	Assessment Means	Initial Success Indicator	Target Success Indicator	Academic Years
			SOFI 4985 – Internship and Seminar	Indirect	External	Survey to be completed by Internship supervisors	80% of Internship supervisors will assess as excellent or good the academic preparation received by students in the OS Department 80% of Internship supervisors will assess as excellent or good the students' performance regarding their work during the Internship	80% of Internship supervisors will assess as excellent or good the academic preparation received by students in the OS Department 80% of Internship supervisors will assess as excellent or good the students' performance regarding their work during the Internship	2020-2021 2021-2022 2022-2023 2023-2024 2024-2025
		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 academic preparation received in the OS Department 85% of alumni will be very satisfied or	85% of alumni will assess as excellent or good the academic preparation received in the OS Department 85% of alumni will be very satisfied or	2018-2019 2021-2022 2024-2025

Common Professional Component	OSP Learning Outcome	Year	Course	Direct/ Indirect Measure	Internal/ External Measure	Assessment Means	Initial Success Indicator	Target Success Indicator	Academic Years
							satisfied with the OS Bachelor Program	satisfied with the OS Bachelor Program	
			N/A	Indirect	External	Survey to be completed by alumni employers	80% of alumni employers will assess as excellent or good the academic preparation received by alumni in the OS Department 80% of alumni employers will assess as excellent or good the alumni performance regarding their work	80% of alumni employers will assess as excellent or good the academic preparation received by alumni in the OS Department 80% of alumni employers will assess as excellent or good the alumni performance regarding their work	2018-2019 2021-2022 2024-2025

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