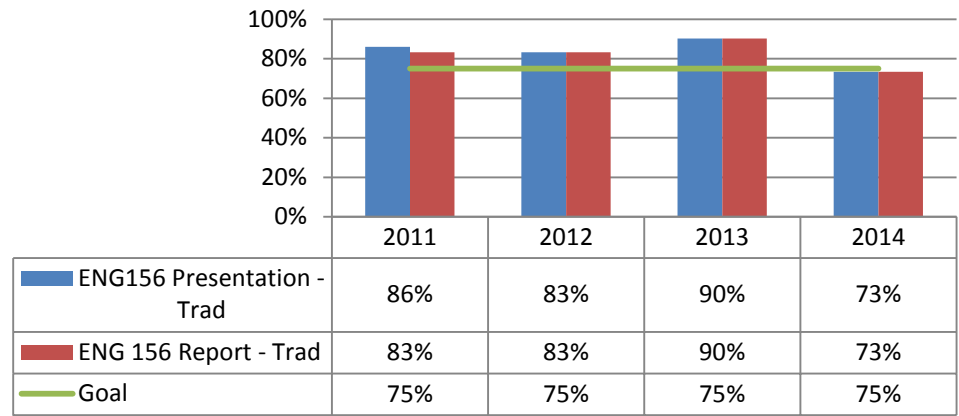


**Table I AOT Department Student Learning Results – 2013/2014**

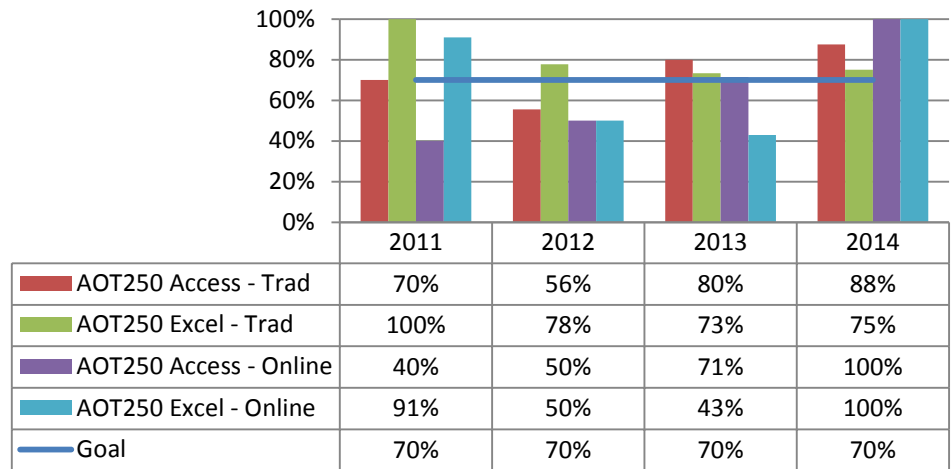
Analysis of Results				
Performance Measure	What is your measurement instrument or process?	Current Results	Analysis of Results	Action Taken or Improvement made
Measurable goal	Grades should not be used	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?
What is your goal?	(Indicate length of cycle)			
<b>AAS.AOT</b>				
Students will employ good verbal and written communication skills. The goal is that 75% of the students will score 75% or better on the project report and presentation.	Students will demonstrate their verbal and written communication skills through the completion of a formal report and oral presentation in ENG 156 – Communications II.	The 73% success rate for both the report and presentation in ENG 156 represents the first time in four years that the goal of 75% has not been met.	Analysis of these results reveals a high reliance on adjunct faculty teaching ENG 156 over the past academic year and some discrepancy between full-time and adjunct faculty in the evaluation of both learning outcomes.	Moving forward, the English Department Chair will facilitate open and regular communication between full-time and adjunct instructors of ENG 156, allowing for consistency of rigor and method of assessment for the learning outcomes.

**Proficient Communication Skills - Learning Outcomes**



		Analysis of Results		
Performance Measure	What is your measurement instrument or process?	Current Results	Analysis of Results	Action Taken or Improvement made
Measurable goal	Grades should not be used	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?
What is your goal?	(Indicate length of cycle)			
<b>AAS.AOT</b>				
Students will demonstrate proficient computer application skills. The goal is that 70% of the students will score 70% or better on the project.	Student success will be demonstrated through completion of the AOT 250 – Advanced Information Processing– course project.	Success was achieved by 75% or more of the students.	Students continue to meet or exceed the goal. Students performed much better in the Excel and Access classes online after the simulations were added for extra practice.	Incorporated SNAP (a textbook publisher online instrument) for tutorial, practice and assignments outside of class. Continue with tutoring.

### Proficient Computer Skills Learning Outcome

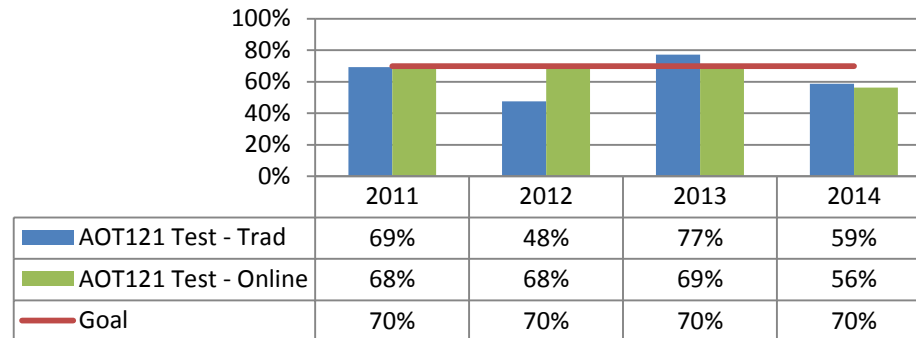


		Analysis of Results																						
Performance Measure	What is your measurement instrument or process?	Current Results	Analysis of Results	Action Taken or Improvement made																				
Measurable goal	Grades should not be used	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?																				
What is your goal?	(Indicate length of cycle)																							
<b>AAS.AOT</b>																								
Students will demonstrate awareness of technology's effect within global business practice. The goal is that 75% of the students will score 75% or better on the assessment.	Student success will be demonstrated by an embedded question on the final exam in the HSS 205 – Technology and Society course.	Students met the goal in the traditional class although the percentage slipped 4% from 81% (2013) to 77% (2014). Online students continue to fall short of the goal (66%).	Most traditional students understood the concept. While online students were repetitively faced with the issue throughout the semester, they did not seem to give adequate thought to the concept on the assessment.	We will place greater emphasis on the concept because of modern logistics and communication. Add a reflection paper regarding the concept to the online course earlier in the semester in addition to the embedded question.																				
<h3>Technology Impact Awareness Learning Outcome</h3> <table border="1"> <thead> <tr> <th></th> <th>2011</th> <th>2012</th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>HSS 205 Exam - Trad</td> <td>73%</td> <td>76%</td> <td>81%</td> <td>77%</td> </tr> <tr> <td>HSS 205 Exam - Online</td> <td></td> <td>61%</td> <td>68%</td> <td>66%</td> </tr> <tr> <td>Goal</td> <td>75%</td> <td>75%</td> <td>75%</td> <td>75%</td> </tr> </tbody> </table>						2011	2012	2013	2014	HSS 205 Exam - Trad	73%	76%	81%	77%	HSS 205 Exam - Online		61%	68%	66%	Goal	75%	75%	75%	75%
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What is your goal?	(Indicate length of cycle)																							
<b>AAS.AOT</b>																								
Students will demonstrate substantive disciplinary knowledge and skills by properly formatting business documents using word processing software. The goal is that 70% of the students will score 70% or better on the test.	Student success will be demonstrated through students' completion of an embedded assessment (test) in AOT 110.	Success was achieved by 87% of the traditional students while 88% of the online students achieved the goal.	Students are able to key successfully a letter with a table. The difference in the online success is likely due to the difference in instructors.	Increase goal to 80%. Update assessment.																				
<h3>Substantive Disciplinary Knowledge &amp; Skills - Keyboarding Learning Outcome</h3> <table border="1"> <thead> <tr> <th></th> <th>2011</th> <th>2012</th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>AOT110 Project - Trad</td> <td>86%</td> <td>89%</td> <td>95%</td> <td>87%</td> </tr> <tr> <td>AOT110 Project - Online</td> <td>96%</td> <td>70%</td> <td>67%</td> <td>88%</td> </tr> <tr> <td>Goal</td> <td>70%</td> <td>70%</td> <td>70%</td> <td>70%</td> </tr> </tbody> </table>						2011	2012	2013	2014	AOT110 Project - Trad	86%	89%	95%	87%	AOT110 Project - Online	96%	70%	67%	88%	Goal	70%	70%	70%	70%
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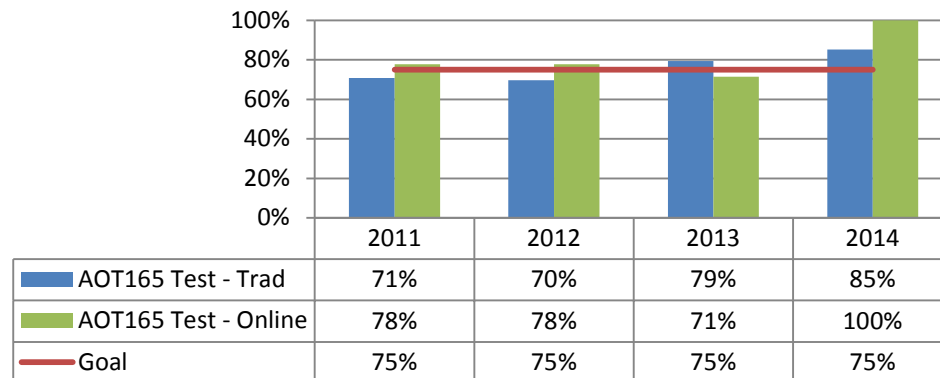
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Performance Measure	What is your measurement instrument or process?	Current Results	Analysis of Results	Action Taken or Improvement made
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What is your goal?	(Indicate length of cycle)			
<b>AAS.AOT</b>				
Students will transcribe error-free and develop error-free business correspondence. Student success will be demonstrated by 70% of the students scoring 70% or better on the AOT 121 test.	Student success will be demonstrated through an error-free transcription test.	Traditional and online success rates were 59% and 56%.	Students did not achieve the 70% goal. Due to the low number of students enrolled in AOT 121, there were fewer traditional sections. Online class may have been the only option for some students. (Videos were added to course. Students were encouraged to view graded work and discuss new documents.)	Offer course as a hybrid. Students may view graded work, work that is due, or work that was incorrect. Continue to provide audios and videos with examples of transcription documents.

### Substantive Disciplinary Knowledge and Skills - Transcription Learning Outcome



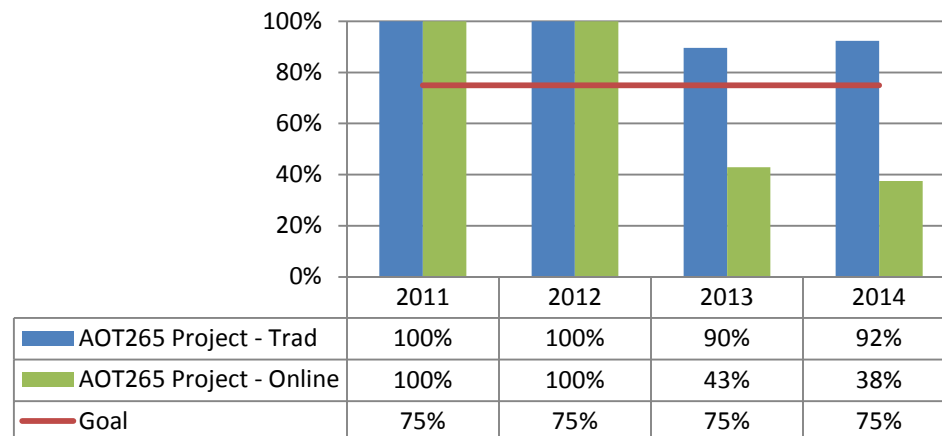
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Performance Measure	What is your measurement instrument or process?	Current Results	Analysis of Results	Action Taken or Improvement made
Measurable goal	Grades should not be used	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?
What is your goal?				
<b>AAS.AOT</b>				
Students will develop error-free business documents. The goal is that 75% of the students will score 75% or better on the test.	Student success will be demonstrated through students' completion of a hands-on test in AOT 165.	Traditional students achieved 86% success. Online students achieved 100% success.	Traditional students continue to exceed the goal. The success rate increased from 79% to 86%. Online student performance took increased significantly from 71% to 100%.	Actions to improve success further: Develop additional practice activities and provide feedback, incorporate review of formatting business letters, provide instructional videos in D2L, and continue to use SNAP to provide tutorials and additional practice.

### Substantive Disciplinary Knowledge and Skills - Word Processing Learning Outcome



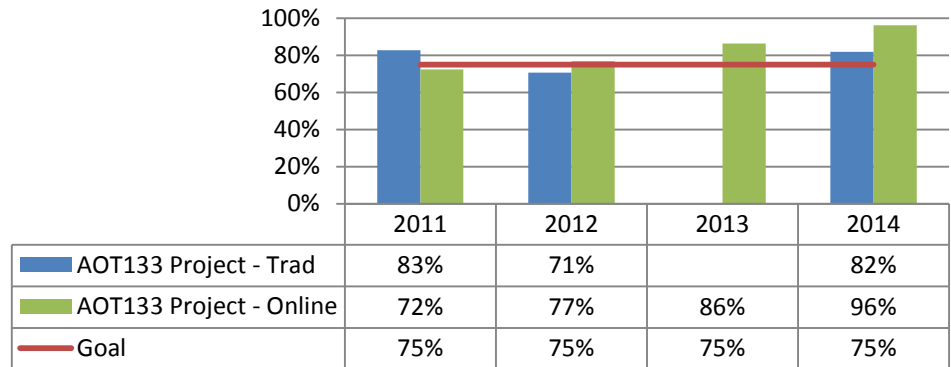
		Analysis of Results		
Performance Measure	What is your measurement instrument or process?	Current Results	Analysis of Results	Action Taken or Improvement made
Measurable goal	Grades should not be used	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?
What is your goal?	(Indicate length of cycle)			
<b>AAS.AOT</b>				
Students will plan and develop web pages. The goal is that 75% of the students will score 75% or better on the project.	Student success will be demonstrated through students' completion of a web design project in AOT 265.	Traditional students achieved 92%. Online students achieved 38%.	Traditional students continue to exceed the goal of 70%. The success rate increased from 90% to 92% for traditional students. Online students still are not meeting the goal of 70%. The success rate decreased from 43% to 38% for online students. There is a need to improve online assessment.	Created instructional videos and made available via D2L and restructured content to help students locate resources easier. Continue to provide one-on-one tutoring. Plan to incorporate tutoring via teleconference/webinar and incorporate activity to help students to prepare for oral presentations.

### Substantive Disciplinary Knowledge and Skills - Web Page Development Learning Outcome



		Analysis of Results		
Performance Measure	What is your measurement instrument or process?	Current Results	Analysis of Results	Action Taken or Improvement made
Measurable goal	Grades should not be used	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?
What is your goal?	(Indicate length of cycle)			
<b>AAS.AOT</b>				
Students will display good work habits, time management skills, and self-discipline. The goal is that 75 percent of the students will score 75 percent or better.	Student success will be demonstrated through students' completion of a project in AOT 133.	Traditional students achieved 82% success, and online students achieved 96% success.	Students exceeded the goal. Students demonstrated appropriate knowledge to complete the project.	Increase goal to 80%.

### Substantive Disciplinary Knowledge and Skills - Professional Behavior Learning Outcome





		Analysis of Results																						
Performance Measure	What is your measurement instrument or process?	Current Results	Analysis of Results	Action Taken or Improvement made																				
Measurable goal	Grades should not be used	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?																				
What is your goal?	(Indicate length of cycle)																							
<b>AAS.AOT</b>																								
Students will practice effective records management techniques. The goal is that 75% of the students will earn a 75 or higher.	Student success will be demonstrated through students' completion of a test in AOT 251.	The success rate is 64% or below.	Students did not achieve the goal but 2014 students performed much better than students in 2013.	Incorporate new activities to assist with students' attainment of the content. Create a new assessment tool.																				
<h3>Substantive Disciplinary Knowledge and Skills - Records Management Learning Outcome</h3> <p>The chart displays the percentage of students who passed the AOT251 Test in Trad (blue bars) and Online (green bars) from 2011 to 2014. A red horizontal line indicates the goal of 75%. The y-axis ranges from 0% to 100% in 20% increments. The x-axis shows the years 2011, 2012, 2013, and 2014. Data points are: 2011 (Trad: 75%), 2012 (Trad: 100%, Online: 85%), 2013 (Trad: 80%, Online: 29%), 2014 (Online: 64%).</p> <table border="1"> <thead> <tr> <th></th> <th>2011</th> <th>2012</th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>AOT251 Test - Trad</td> <td>75%</td> <td>100%</td> <td>80%</td> <td>0%</td> </tr> <tr> <td>AOT251 Test - Online</td> <td></td> <td>85%</td> <td>29%</td> <td>64%</td> </tr> <tr> <td>Goal</td> <td>75%</td> <td>75%</td> <td>75%</td> <td>75%</td> </tr> </tbody> </table>						2011	2012	2013	2014	AOT251 Test - Trad	75%	100%	80%	0%	AOT251 Test - Online		85%	29%	64%	Goal	75%	75%	75%	75%
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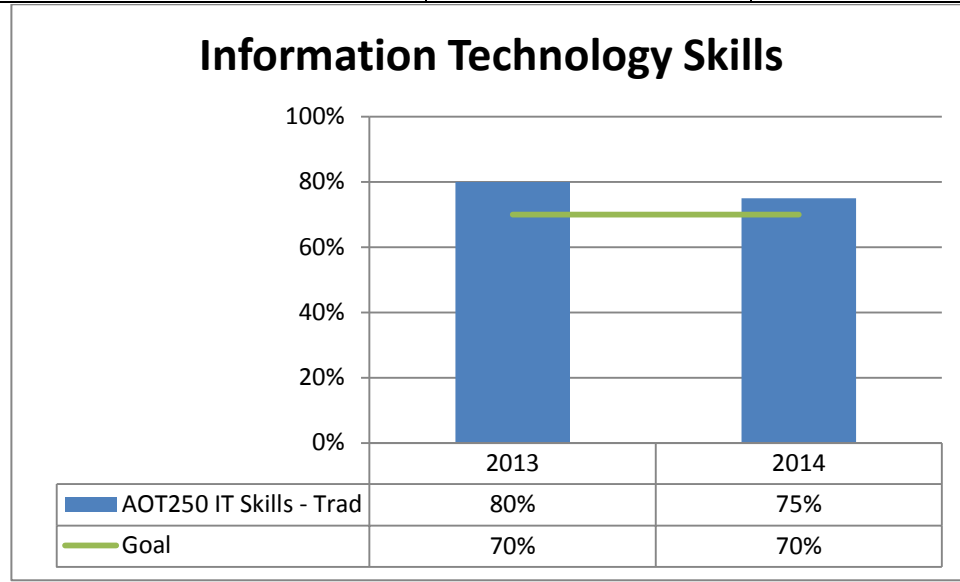
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Measurable goal	Grades should not be used	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?									
What is your goal?	(Indicate length of cycle)												
<b>AAS.AOT</b>													
Students will communicate effectively using oral and written communication skills. The goal is that 70% of the students will earn 70% or higher on both assessments.	Student success will be demonstrated through completion of a report and presentation in AOT 143.	Students achieved 79% success.	Students exceeded the goal.	Identify and incorporate activities to increase oral and written communication skills.									
		<div style="text-align: center;"> <h3>Communication Skills</h3> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>AOT143 Comm Skills - Trad</td> <td>77%</td> <td>79%</td> </tr> <tr> <td>Goal</td> <td>70%</td> <td>70%</td> </tr> </tbody> </table> </div>				2013	2014	AOT143 Comm Skills - Trad	77%	79%	Goal	70%	70%
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Goal	70%	70%											

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What is your goal?	(Indicate length of cycle)												
<b>AAS.AOT</b>													
Students will apply mathematical skills to analyze, to reason, and to use quantitative information. The goal is that 70% of the students will earn 70% or higher on the assignment.	Student success will be demonstrated through completion of an embedded assignment in AOT 267.	Students exceeded the 70% goal by 4%.	Many (74%) students are able to perform the mathematical equations needed in the Excel class.	Continue to require learning activities where students must develop the equations based on a problem.									
		<p style="text-align: center;"><b>Math Skills</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>AOT267 Math Skills - Trad</td> <td>76%</td> <td>74%</td> </tr> <tr> <td>Goal</td> <td>70%</td> <td>70%</td> </tr> </tbody> </table>				2013	2014	AOT267 Math Skills - Trad	76%	74%	Goal	70%	70%
	2013	2014											
AOT267 Math Skills - Trad	76%	74%											
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What is your goal?	(Indicate length of cycle)																		
<b>AAS.AOT</b>																			
Students will make informed decisions by collecting and analyzing information. The goal is that 70% of the students will earn 70% or higher on the report.	Student success will be demonstrated through completion of a report in AOT 167.	Traditional students achieved 100% success.	Success rate exceeded goal. It increased from 88% to 100%. Course improvements have impacted student performance.	Provided additional practice activities, incorporated review of formatting of business letters, provided instructional videos in D2L, use SNAP to provide tutorials and additional practice.															
<p style="text-align: center;"><b>Critical Thinking Skills</b></p> <table border="1"> <thead> <tr> <th></th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>AOT 167 CT Skills - Trad</td> <td>88%</td> <td>100%</td> </tr> <tr> <td>AOT 143 CT Skills - Trad</td> <td>77%</td> <td>79%</td> </tr> <tr> <td>AOT250 CT Skills - Trad</td> <td>73%</td> <td>75%</td> </tr> <tr> <td>Goal</td> <td>70%</td> <td>70%</td> </tr> </tbody> </table>						2013	2014	AOT 167 CT Skills - Trad	88%	100%	AOT 143 CT Skills - Trad	77%	79%	AOT250 CT Skills - Trad	73%	75%	Goal	70%	70%
	2013	2014																	
AOT 167 CT Skills - Trad	88%	100%																	
AOT 143 CT Skills - Trad	77%	79%																	
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Goal	70%	70%																	

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Measurable goal	Grades should not be used	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?									
What is your goal?	(Indicate length of cycle)												
<b>AAS.AOT</b>													
Students will interact in teams/with individuals to accomplish a common goal. The goal is that 70% of the students will earn a 70% or higher on the project.	Student success will be demonstrated through completion of a project in AOT 143.	The success rate is 86%.	Students exceeded the 70% goal.	Provide students with tools to gather additional information about businesses.									
<div style="text-align: center;"> <h3>Interpersonal Skills</h3> <p>The chart displays the percentage of students achieving interpersonal skills in AOT 143. The y-axis ranges from 0% to 100% in 20% increments. Two blue bars represent the data for 2013 (93%) and 2014 (86%). A horizontal red line indicates the goal at 70%.</p> <table border="1"> <thead> <tr> <th></th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>AOT 143 Interpersonal Skills - Trad</td> <td>93%</td> <td>86%</td> </tr> <tr> <td>Goal</td> <td>70%</td> <td>70%</td> </tr> </tbody> </table> </div>						2013	2014	AOT 143 Interpersonal Skills - Trad	93%	86%	Goal	70%	70%
	2013	2014											
AOT 143 Interpersonal Skills - Trad	93%	86%											
Goal	70%	70%											

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Measurable goal	Grades should not be used	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?
What is your goal?	(Indicate length of cycle)			
<b>AAS.AOT</b>				
Students will use basic computer skills and access/evaluate information. The goal is that 70% of the students will earn 70% or higher on the project.	Student success will be demonstrated through completion of a project in AOT 250.	Seventy-five percent of the student demonstrated the ability to use spreadsheets and databases to access and evaluate information.	By the time AOT students get to the AOT 250 course in their second year of coursework, they have developed the necessary skills to find and evaluate information and use software to manipulate data.	Increase the goal to 75%.



		Analysis of Results											
Performance Measure	What is your measurement instrument or process?	Current Results	Analysis of Results	Action Taken or Improvement made									
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What is your goal?	(Indicate length of cycle)												
<b>AAS.AOT</b>													
Students will make informed decisions by collecting and analyzing information. The goal is that 70% of the students will earn 70% or higher on the report.	Student success will be demonstrated through completion of a project in AOT 250.	Success was achieved by 75% of the students in AOT 250.	Students in AOT 250 continue to exceed the goal. Since this course is later in their program, this evidence is affirmation that students are attaining critical thinking skills.	Add tutorials, practice and assignments outside of class. We will continue with tutoring. Increase the goal to 75%.									
<h3>Critical Thinking Skills</h3> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>AOT250 CT Skills - Trad</td> <td>73%</td> <td>75%</td> </tr> <tr> <td>Goal</td> <td>70%</td> <td>70%</td> </tr> </tbody> </table>						2013	2014	AOT250 CT Skills - Trad	73%	75%	Goal	70%	70%
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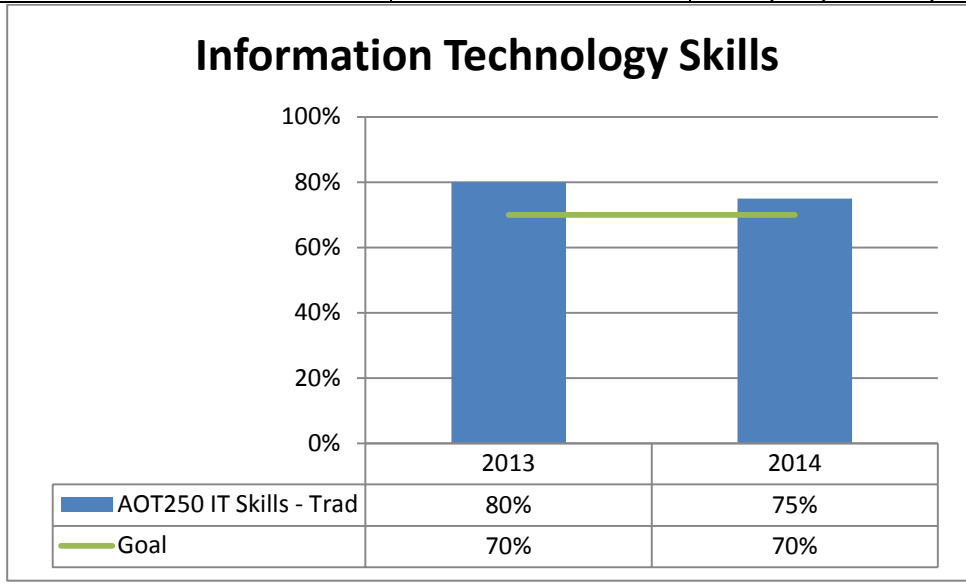
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Students will demonstrate substantive disciplinary knowledge and skills by properly formatting business documents using word processing software. The goal is that 70% of the students will score 70% or better on the test.	Student success will be demonstrated through students' completion an embedded assessment (test) in AOT 110.	Success was achieved by 87% of the traditional students.	Students are able to successfully format and key a letter with a table.	Increase goal to 80%. Update assessment.																				
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What is your goal?	(Indicate length of cycle)			

**CT.AOTDE**

Students will demonstrate proficient computer application skills. The goal is that 70% of the students will score 70% or better on the project.	Student success will be demonstrated through completion of the AOT 250 – Advanced Information Processing – course project.	Success was achieved by 75% of the students.	Students continue to meet or exceed the goal demonstrating that they have good IT skills even though there was a decrease in performance from 2013 (80%) to 2014 (75%).	Incorporated SNAP (a textbook publisher online instrument) for tutorial, practice, and assignments outside of class. Continue with tutoring.
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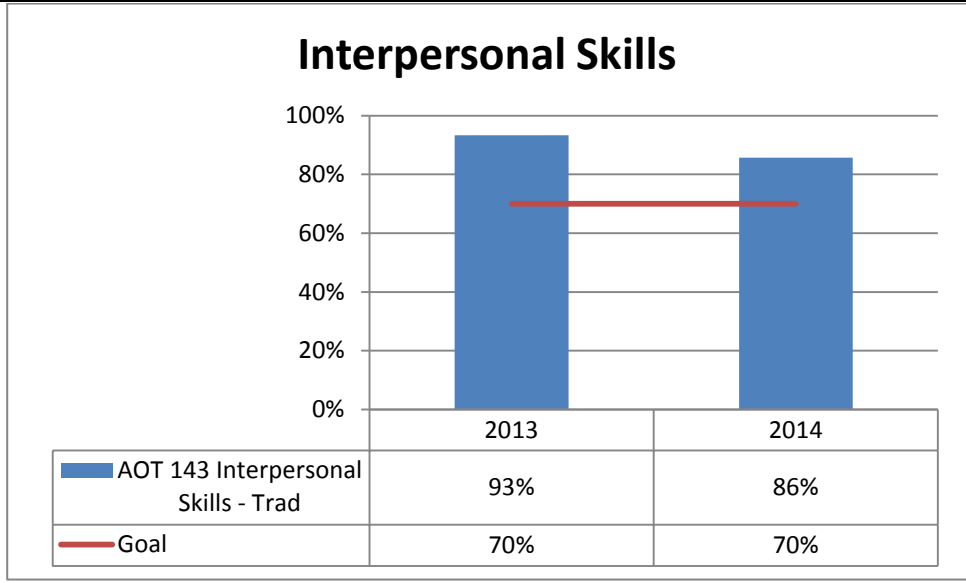


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Measurable goal	Grades should not be used	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?									
What is your goal?	(Indicate length of cycle)												
<b>CT.AOTDE</b>													
Students will communicate effectively using oral and written communication skills. The goal is that 70% of the students will earn 70% or higher on both assessments.	Student success will be demonstrated through completion of a report and presentation in AOT 143.	Students achieved 79% success.	Students exceeded the goal.	Identify and incorporate activities to increase oral and written communication skills. Increase the goal to 75%.									
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Measurable goal	Grades should not be used	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?									
What is your goal?	(Indicate length of cycle)												
<b>CT.AOTDE</b>													
Students will apply mathematical skills to analyze, to reason, and to use quantitative information. The goal is that 70% of the students will earn 70% or higher on the assignment.	Student success will be demonstrated through completion of an embedded assignment in AOT 135.	All of the students in AOT 135 were able to score 70% or higher on the assignment.	The majority of students are demonstrated the ability to analyze, reason, and use quantitative information.	Increase the goal to 75%.									
	<p style="text-align: center;"><b>Math Skills</b></p> <table border="1"> <thead> <tr> <th></th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>AOT135 Math Skills - Online</td> <td>81%</td> <td>100%</td> </tr> <tr> <td>Goal</td> <td>70%</td> <td>70%</td> </tr> </tbody> </table>				2013	2014	AOT135 Math Skills - Online	81%	100%	Goal	70%	70%	
	2013	2014											
AOT135 Math Skills - Online	81%	100%											
Goal	70%	70%											

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<b>CT.AOTDE</b>													
Students will make informed decisions by collecting and analyzing information. The goal is that 70% of the students will earn 70% or higher on the report.	Student success will be demonstrated through completion of a report in AOT 143.	Students achieved 79% success.	Students are demonstrating the ability to think critically even in this first year course.	Identify and incorporate activities to increase level of rigor of critical thinking. Increase goal to 75%.									
<div style="text-align: center;"> <h3>Critical Thinking Skills</h3> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>AOT 143 CT Skills - Trad</td> <td>77%</td> <td>79%</td> </tr> <tr> <td>Goal</td> <td>70%</td> <td>70%</td> </tr> </tbody> </table> </div>						2013	2014	AOT 143 CT Skills - Trad	77%	79%	Goal	70%	70%
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What is your goal?	(Indicate length of cycle)			
<b>CT.AOTDE</b>				
Students will interact in teams/with individuals to accomplish a common goal. The goal is that 70% of the students will earn a 70% or higher on the project.	Student success will be demonstrated through completion of a project in AOT 143.	Students achieved 86% success.	Students exceeded the goal. Data shows a decrease from 93% (2013) to 86% (2014). However, they still exceeded the goal.	Identify and incorporate additional team activities to increase success. Increase the goal to 75%.

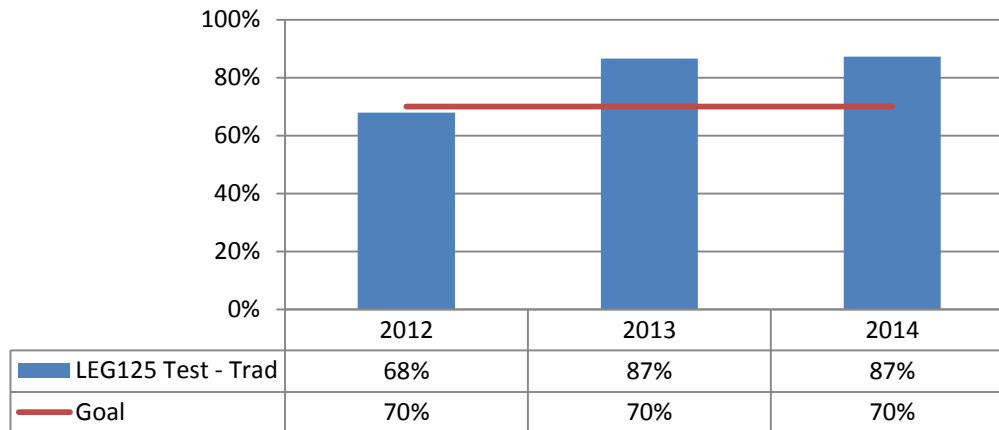


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<b>CT.AOTDE</b>													
Students will use basic computer skills and access/evaluate information. The goal is that 70% of the students will earn 70% or higher on the project.	Student success will be demonstrated through completion of a project in AOT 250.	Success was achieved by 75% of the students in AOT 250.	Students in AOT 250 continue to exceed the goal. Since this course is later in their program, this evidence is affirmation that students are attaining critical thinking skills.	Add tutorials, practice and assignments outside of class. We will continue with tutoring. Increase the goal to 75%.									
<p style="text-align: center;"><b>Critical Thinking Skills</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>AOT250 CT Skills - Trad</td> <td>73%</td> <td>75%</td> </tr> <tr> <td>Goal</td> <td>70%</td> <td>70%</td> </tr> </tbody> </table>						2013	2014	AOT250 CT Skills - Trad	73%	75%	Goal	70%	70%
	2013	2014											
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What is your goal?	(Indicate length of cycle)																							
<b>CT.AOTLA</b>																								
Students will demonstrate substantive disciplinary knowledge and skills by properly formatting business documents using word processing software. The goal is that 70% of the students will score 70% or better on the test.	Student success will be demonstrated through students' completion an embedded assessment (test) in AOT 110.	Success was achieved by 87% of the traditional students while 88% of the online students achieved the goal.	Students are able to key successfully a letter with a table. The difference in the online success is likely due to the difference in instructors.	Increase goal to 80%. Update assessment.																				
<h3>Substantive Disciplinary Knowledge &amp; Skills - Keyboarding Learning Outcome</h3> <p>The bar chart displays the percentage of students achieving the keyboarding learning outcome for two groups: AOT110 Project - Trad (green bars) and AOT110 Project - Online (purple bars) from 2011 to 2014. A red horizontal line indicates the goal at 70%. The data shows that both groups consistently exceeded the goal, with the Online group's performance fluctuating around the goal and the Trad group's performance generally higher.</p> <table border="1"> <thead> <tr> <th></th> <th>2011</th> <th>2012</th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>AOT110 Project - Trad</td> <td>86%</td> <td>89%</td> <td>95%</td> <td>87%</td> </tr> <tr> <td>AOT110 Project - Online</td> <td>96%</td> <td>70%</td> <td>67%</td> <td>88%</td> </tr> <tr> <td>Goal</td> <td>70%</td> <td>70%</td> <td>70%</td> <td>70%</td> </tr> </tbody> </table>						2011	2012	2013	2014	AOT110 Project - Trad	86%	89%	95%	87%	AOT110 Project - Online	96%	70%	67%	88%	Goal	70%	70%	70%	70%
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What is your goal?	(Indicate length of cycle)			
<b>CT.AOTLA</b>				
Students will demonstrate knowledge of laws that affect them in their professional and personal lives. The goal is that 70% of the students will score 70% or better on the test.	Student success will be demonstrated through successful completion of LEG 125 Theory Test 2. Students will demonstrate proficiency in preparing, studying, and retaining course material.	Students exceeded the 70% goal.	Students demonstrated the same level of success as the previous year. Some students may have benefited from the review sheets provided for all sections of the class.	Continue to provide review sheets and inform students of the importance of the test. Increase the overall goal to a 75% success rate.

### Substantive Disciplinary Knowledge and Skills - Legal System Learning Outcome





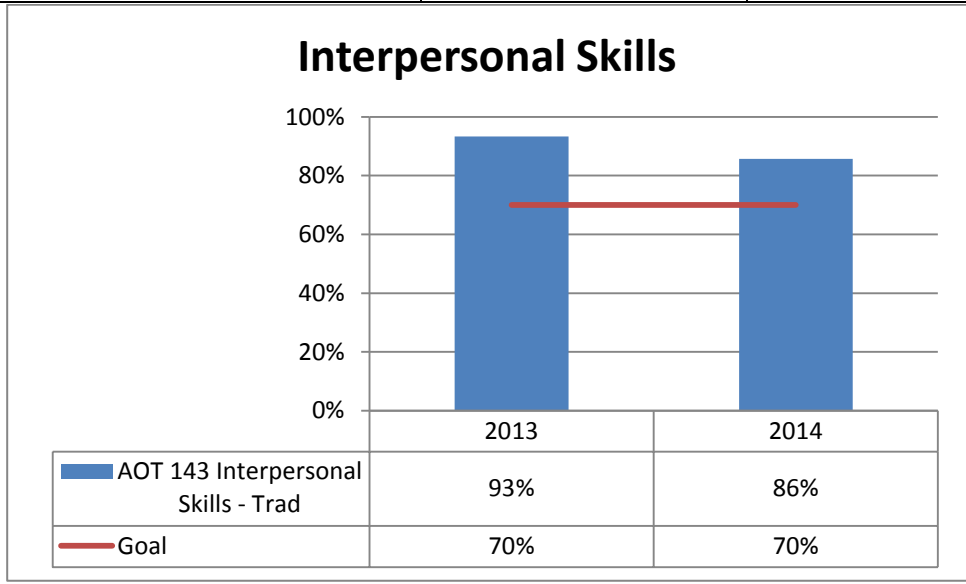
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<b>CT.AOTLA</b>													
Students will communicate effectively using oral and written communication skills. The goal is that 70% of the students will earn 70% or higher on both assessments.	Student success will be demonstrated through completion of a report and presentation in AOT 143.	Students achieved 79% success.	Students exceeded the goal.	Identify and incorporate activities to increase oral and written communication skills. Increase the goal to 75%.									
<div style="text-align: center;"> <h3>Communication Skills</h3> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>AOT143 Comm Skills - Trad</td> <td>77%</td> <td>79%</td> </tr> <tr> <td>Goal</td> <td>70%</td> <td>70%</td> </tr> </tbody> </table> </div>						2013	2014	AOT143 Comm Skills - Trad	77%	79%	Goal	70%	70%
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What is your goal?	(Indicate length of cycle)												
<b>CT.AOTLA</b>													
Students will apply mathematical skills to analyze, to reason, and to use quantitative information. The goal is that 70% of the students will earn 70% or higher on the assignment.	Student success will be demonstrated through completion of an embedded assignment in AOT 267.	Students exceeded the 70% goal by 4%.	Many (74%) students are able to perform the mathematical equations needed in the Excel class.	Continue to require learning activities where students must develop the equations based on a problem.									
	<p style="text-align: center;"><b>Math Skills</b></p> <table border="1"> <thead> <tr> <th></th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>AOT267 Math Skills - Trad</td> <td>76%</td> <td>74%</td> </tr> <tr> <td>Goal</td> <td>70%</td> <td>70%</td> </tr> </tbody> </table>				2013	2014	AOT267 Math Skills - Trad	76%	74%	Goal	70%	70%	
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What is your goal?	(Indicate length of cycle)												
<b>CT.AOTLA</b>													
Students will make informed decisions by collecting and analyzing information. The goal is that 70% of the students will earn 70% or higher on the report.	Student success will be demonstrated through completion of a report in AOT 167.	Traditional students achieved 100% success.	Success rate exceed goal. It increased from 88% to 100%. Course improvements have impacted student performance.	Provided additional practice activities, incorporated review of formatting of business letters, provided instructional videos in D2L, used SNAP to provide tutorials and additional practice. Increase the goal to 75%.									
<p style="text-align: center;"><b>Critical Thinking Skills</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>AOT 167 CT Skills - Trad</td> <td>88%</td> <td>100%</td> </tr> <tr> <td>Goal</td> <td>70%</td> <td>70%</td> </tr> </tbody> </table>						2013	2014	AOT 167 CT Skills - Trad	88%	100%	Goal	70%	70%
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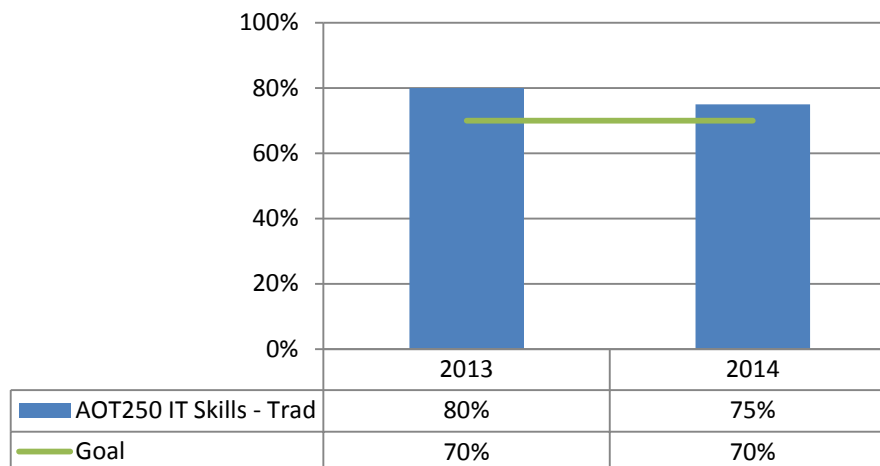
CT.AOTLA				
Students will interact in teams/with individuals to accomplish a common goal. The goal is that 70% of the students will earn a 70% or higher on the project.	Student success will be demonstrated through completion of a project in AOT 143.	Students achieved 86% success.	Students exceeded the goal. Data shows a decrease from the previous year.	Identify and incorporate activities to increase success.



		Analysis of Results		
Performance Measure	What is your measurement instrument or process?	Current Results	Analysis of Results	Action Taken or Improvement made
Measurable goal	Grades should not be used	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?
What is your goal?	(Indicate length of cycle)			

CT.AOTLA				
Students will use basic computer skills and access/evaluate information. The goal is that 70% of the students will earn 70% or higher on the project.	Student success will be demonstrated through completion of a project in AOT 250.	Success was achieved by 75% of the students in AOT 250.	Students in AOT 250 continue to exceed the goal. Since this course is later in their program, this evidence is affirmation that students are attaining critical thinking skills.	Add tutorials, practice and assignments outside of class. We will continue with tutoring. Increase the goal to 75%.

### Information Technology Skills

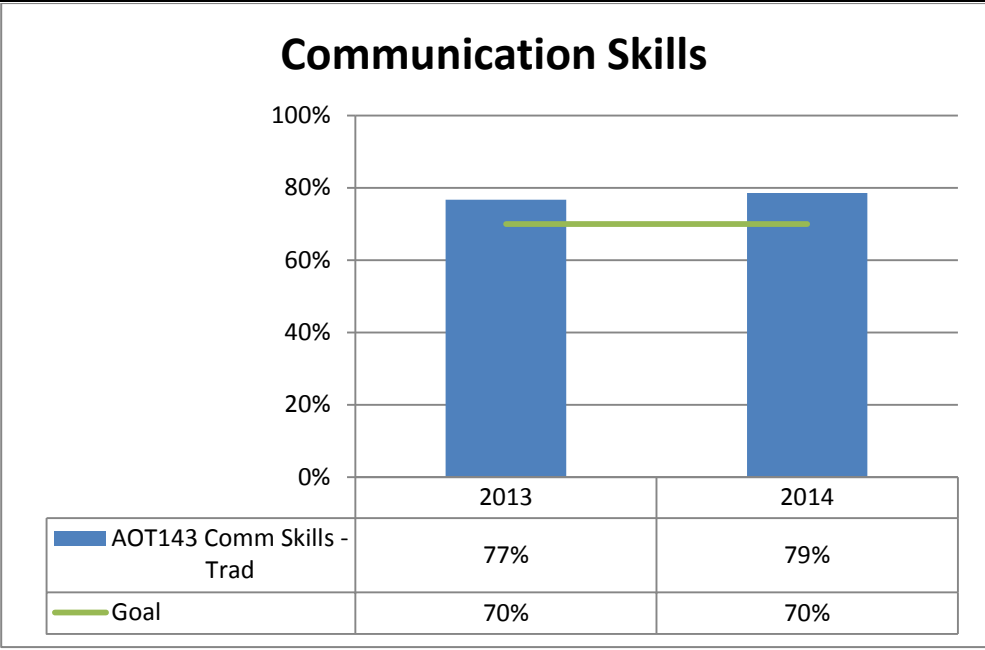


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Performance Measure	What is your measurement instrument or process?	Current Results	Analysis of Results	Action Taken or Improvement made																
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What is your goal?	(Indicate length of cycle)																			
<b>CT.AOTMC</b>																				
Student will demonstrate the development of proficiency in integrating skills commonly performed in medical offices. The goal is that 70% of the students will score 70% or better on the project.	Student success will be reflected through completion of the AOT 252 course project.	Traditional and online students continue to exceed the goal of 70%.	Course improvements have impacted student performance. The success rate increased from 82% to 100% for traditional students and from 85% to 88% for online students. Some improvements still are needed for online students.	Restructured assignment instructions to help students understand project expectations and provided hands-on practice assignment on which individual feedback was given. Plan to add demonstration videos.																
<h3>Substantive Disciplinary Knowledge and Skills - Medical Office Procedures Learning Outcome</h3> <p>The chart displays the success rates for two groups of students (Traditional and Online) over three years (2012, 2013, 2014). A red horizontal line indicates the goal of 70%. The Traditional group (blue bars) shows success rates of 85% in 2012, 82% in 2013, and 100% in 2014. The Online group (green bars) shows success rates of 54% in 2012, 85% in 2013, and 88% in 2014. The goal line is constant at 70% across all years.</p> <table border="1"> <thead> <tr> <th></th> <th>2012</th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>AOT252 Project - Trad</td> <td>85%</td> <td>82%</td> <td>100%</td> </tr> <tr> <td>AOT252 Project - Online</td> <td>54%</td> <td>85%</td> <td>88%</td> </tr> <tr> <td>Goal</td> <td>70%</td> <td>70%</td> <td>70%</td> </tr> </tbody> </table>						2012	2013	2014	AOT252 Project - Trad	85%	82%	100%	AOT252 Project - Online	54%	85%	88%	Goal	70%	70%	70%
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Measurable goal	Grades should not be used	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?
What is your goal?	(Indicate length of cycle)			

**CT.AOTMC**

Students will communicate effectively using oral and written communication skills. The goal is that 70% of the students will earn 70% or higher on both assessments.	Student success will be demonstrated through completion of a report and presentation in AOT 143.	Students achieved 79% success.	Students exceeded the goal.	Identify and incorporate activities to increase oral and written communication skills.
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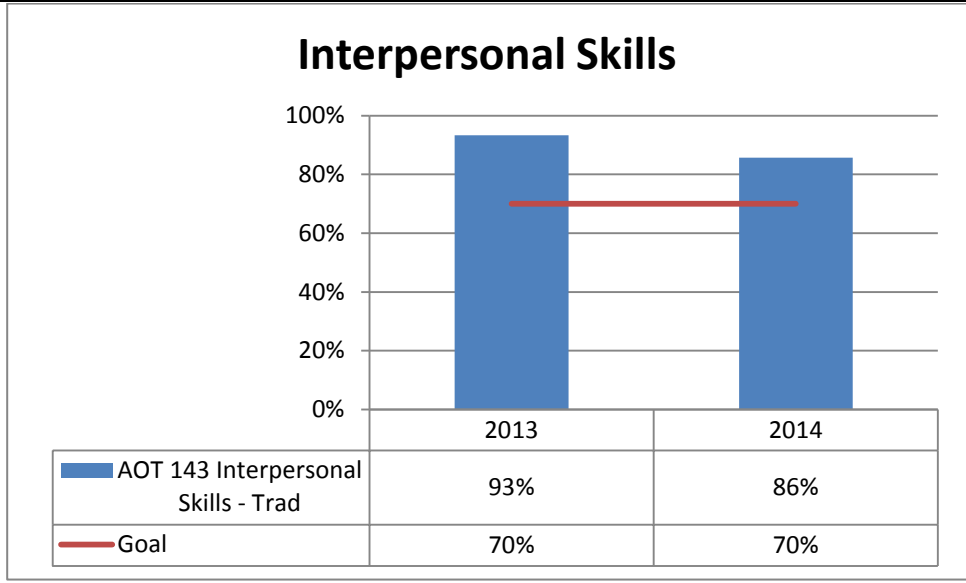
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Performance Measure	What is your measurement instrument or process?	Current Results	Analysis of Results	Action Taken or Improvement made									
Measurable goal	Grades should not be used	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?									
What is your goal?	(Indicate length of cycle)												
<b>CT.AOTMC</b>													
Students will apply mathematical skills to analyze, to reason, and to use quantitative information. The goal is that 70% of the students will earn 70% or higher on the assignment.	Student success will be demonstrated through completion of an embedded assignment in AOT 267.	Students exceeded the 70% goal by 4%.	Many (74%) students are able to perform the mathematical equations needed in the Excel class.	Continue to require learning activities where students must develop the equations based on a problem.									
	<p style="text-align: center;"><b>Math Skills</b></p> <table border="1"> <thead> <tr> <th></th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>AOT267 Math Skills - Trad</td> <td>76%</td> <td>74%</td> </tr> <tr> <td>Goal</td> <td>70%</td> <td>70%</td> </tr> </tbody> </table>				2013	2014	AOT267 Math Skills - Trad	76%	74%	Goal	70%	70%	
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<b>CT.AOTMC</b>													
Students will make informed decisions by collecting and analyzing information. The goal is that 70% of the students will earn 70% or higher on the report.	Student success will be demonstrated through completion of a report in AOT 167.	Traditional students achieved 100% success.	Success rate exceeded goal. It increased from 88% to 100%. Course improvements have impacted student performance.	Provided additional practice activities, incorporated review of formatting of business letters, provided instructional videos in D2L, used SNAP to provide tutorials and additional practice.									
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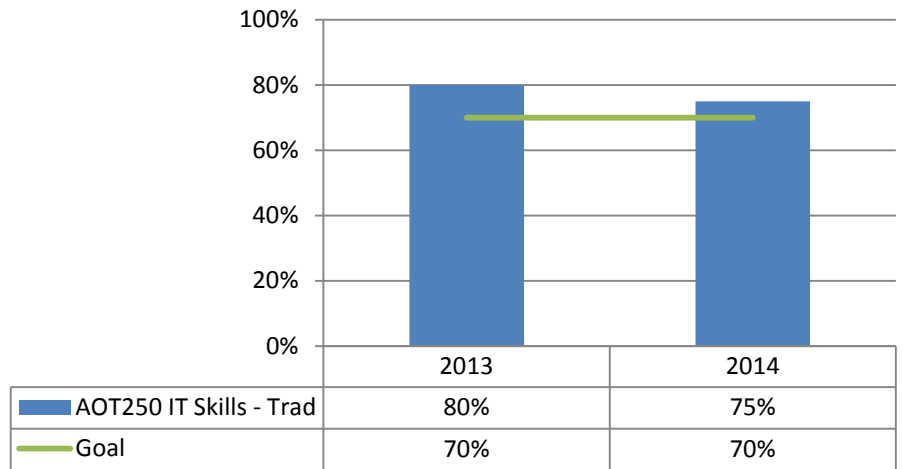
CT.AOTMC				
Students will interact in teams/with individuals to accomplish a common goal. The goal is that 70% of the students will earn a 70% or higher on the project.	Student success will be demonstrated through completion of a project in AOT 143.	Students achieved 86% success.	Students exceeded the goal. Data shows a decrease from the previous year.	Identify and incorporate activities to increase success.



		Analysis of Results		
Performance Measure	What is your measurement instrument or process?	Current Results	Analysis of Results	Action Taken or Improvement made
Measurable goal	Grades should not be used	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?
What is your goal?	(Indicate length of cycle)			

CT.AOTMC				
Students will use basic computer skills and access/evaluate information. The goal is that 70% of the students will earn 70% or higher on the project.	Student success will be demonstrated through completion of a project in AOT 250.	Success was achieved by 75% of the students in AOT 250.	Students in AOT 250 continue to exceed the goal. Since this course is later in their program, this evidence is affirmation that students are attaining critical thinking skills.	Add tutorials, practice and assignments outside of class. We will continue with tutoring. Increase the goal to 75%.

### Information Technology Skills

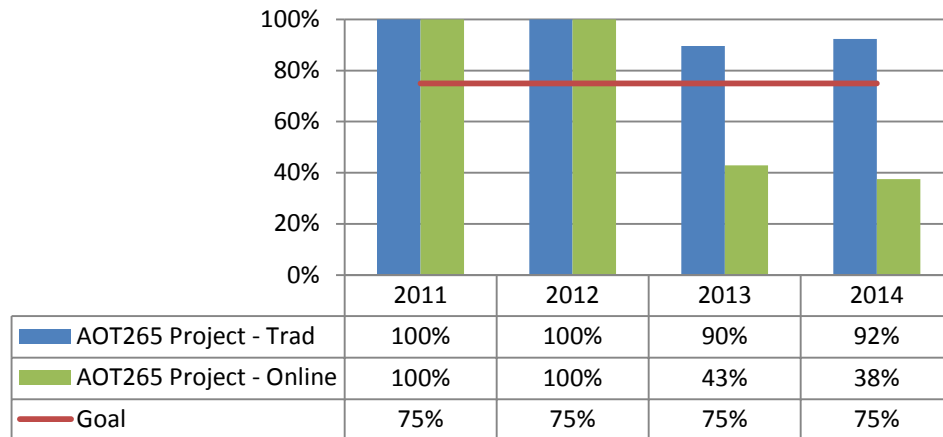


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What is your goal?	(Indicate length of cycle)												
<b>CT.AOTOA</b>													
Students will demonstrate proficient computer application skills. The goal is that 70% of the students will score 70% or better on the project.	Student success will be demonstrated through completion of the AOT 250 – Advanced Information Processing– course project.	Success was achieved by 75% of the students in AOT 250.	Students in AOT 250 continue to exceed the goal. Since this course is later in their program, this evidence is affirmation that students are attaining critical thinking skills.	Add tutorials, practice and assignments outside of class. We will continue with tutoring. Increase the goal to 75%.									
<div style="text-align: center;"> <h3>Information Technology Skills</h3> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>AOT250 IT Skills - Trad</td> <td>80%</td> <td>75%</td> </tr> <tr> <td>Goal</td> <td>70%</td> <td>70%</td> </tr> </tbody> </table> </div>						2013	2014	AOT250 IT Skills - Trad	80%	75%	Goal	70%	70%
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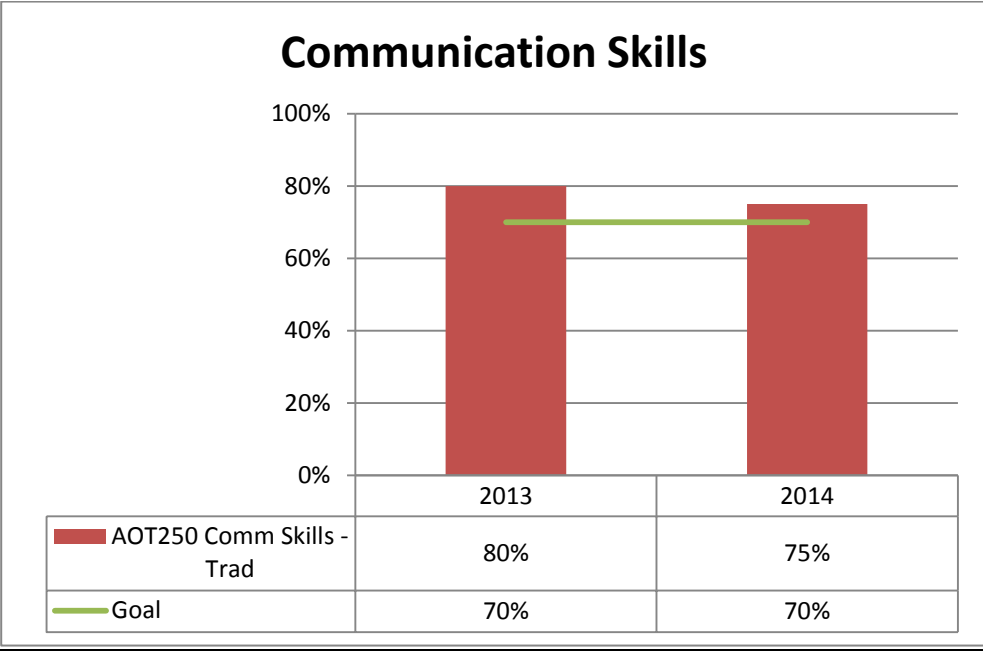
<b>CT.AOTOA</b>				
Students will plan and develop web pages. The goal is that 70% of the students will score 70% or better on the project.	Student success will be demonstrated through students' completion of a web design project in AOT 265.	Traditional students achieved 92% success. Online students achieved 38% success.	Traditional students continue to exceed the goal of 70%. The success rate increased from 90% to 92% for traditional students. Online students still are not meeting the goal of 70%. The success rate decreased from 43% to 38% for online students. There is a need to improve online assessment.	Created instructional videos and made available via D2L and restructured content to help students locate resources easier. Continue to provide one-on-one tutoring. Plan to incorporate tutoring via teleconference/webinar and incorporate activity to help students to prepare for oral presentations.

### Substantive Disciplinary Knowledge and Skills - Web Page Development Learning Outcome



		Analysis of Results		
Performance Measure	What is your measurement instrument or process?	Current Results	Analysis of Results	Action Taken or Improvement made
Measurable goal	Grades should not be used	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?
What is your goal?	(Indicate length of cycle)			

CT.AOTOA				
Students will communicate effectively using oral and written communication skills. The goal is that 70% of the students will earn 70% or higher on both assessments.	Student success will be demonstrated through completion of a report and presentation in AOT 250.	Seventy-five percent of the students achieved the goal.	By the time students are into the second semester of their program, more than 70 percent are demonstrating strong communication skills.	Continue to work with students on activities to improve communication skills.



		Analysis of Results											
Performance Measure	What is your measurement instrument or process?	Current Results	Analysis of Results	Action Taken or Improvement made									
Measurable goal	Grades should not be used	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?									
What is your goal?	(Indicate length of cycle)												
<b>CT.AOTOA</b>													
Students will apply mathematical skills to analyze, to reason, and to use quantitative information. The goal is that 70% of the students will earn 70% or higher on the assignment.	Student success will be demonstrated through completion of an embedded assignment in AOT 267.	Students exceeded the 70% goal by 4%.	Many (74%) students are able to perform the mathematical equations needed in the Excel class.	Continue to require learning activities where students must develop the equations based on a problem.									
	<p style="text-align: center;"><b>Math Skills</b></p> <table border="1"> <thead> <tr> <th></th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>AOT267 Math Skills - Trad</td> <td>76%</td> <td>74%</td> </tr> <tr> <td>Goal</td> <td>70%</td> <td>70%</td> </tr> </tbody> </table>				2013	2014	AOT267 Math Skills - Trad	76%	74%	Goal	70%	70%	
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		Analysis of Results											
Performance Measure	What is your measurement instrument or process?	Current Results	Analysis of Results	Action Taken or Improvement made									
Measurable goal	Grades should not be used	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?									
What is your goal?	(Indicate length of cycle)												
<b>CT.AOTOA</b>													
Students will make informed decisions by collecting and analyzing information. The goal is that 70% of the students will earn 70% or higher on the report.	Student success will be demonstrated through completion of a report in AOT 250.	Students achieved 75% or more on the report.	Students continue to meet or exceed the goal.	Incorporated SNAP (a textbook publisher online instrument) for tutorial, practice and assignments outside of class. We will continue with tutoring.									
<div style="text-align: center;"> <h3>Critical Thinking Skills</h3> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>AOT250 CT Skills - Trad</td> <td>73%</td> <td>75%</td> </tr> <tr> <td>Goal</td> <td>70%</td> <td>70%</td> </tr> </tbody> </table> </div>						2013	2014	AOT250 CT Skills - Trad	73%	75%	Goal	70%	70%
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<b>CT.AOTOA</b>													
Students will interact in teams/with individuals to accomplish a common goal. The goal is that 70% of the students will earn a 70% or higher on the project.	Student success will be demonstrated through completion of a project in AOT 143.	The success rate is 86%.	Students exceeded the 70% goal.	Provide students with tools to gather additional information about businesses.									
<div style="text-align: center;"> <h3>Interpersonal Skills</h3> <p>The chart displays the percentage of students achieving interpersonal skills in AOT 143. The y-axis ranges from 0% to 100% in 20% increments. Two blue bars represent the data for 2013 and 2014. A red horizontal line indicates the 70% goal. The 2013 bar reaches 93%, and the 2014 bar reaches 86%.</p> <table border="1"> <thead> <tr> <th></th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>AOT 143 Interpersonal Skills - Trad</td> <td>93%</td> <td>86%</td> </tr> <tr> <td>Goal</td> <td>70%</td> <td>70%</td> </tr> </tbody> </table> </div>						2013	2014	AOT 143 Interpersonal Skills - Trad	93%	86%	Goal	70%	70%
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What is your goal?	(Indicate length of cycle)												
<b>CT.AOTOA</b>													
Students will use basic computer skills and access/evaluate information. The goal is that 70% of the students will earn 70% or higher on the project.	Student success will be demonstrated through completion of a project in AOT 250.	Success was achieved by 75% of the students in AOT 250.	Students in AOT 250 continue to exceed the goal. Since this course is later in their program, this evidence is affirmation that students are attaining critical thinking skills.	Add tutorials, practice and assignments outside of class. We will continue with tutoring. Increase the goal to 75%.									
<h3>Information Technology Skills</h3> <table border="1"> <thead> <tr> <th></th> <th>2013</th> <th>2014</th> </tr> </thead> <tbody> <tr> <td>AOT250 IT Skills - Trad</td> <td>80%</td> <td>75%</td> </tr> <tr> <td>Goal</td> <td>70%</td> <td>70%</td> </tr> </tbody> </table>						2013	2014	AOT250 IT Skills - Trad	80%	75%	Goal	70%	70%
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