Career-Oriented Programs

Office of Institutional Research and Effectiveness
0 1: FCC Rules & Regs

Outcome
Demonstrate behaviors that comply with appropriate child care statutes established by local, state and federal agencies governing licensed child care facilities, family child care homes.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics, Global Awareness

Measures and Action Plans

Measure
Measured using DCF Competency exam - Family Child Care Home Rules and Regulations and (HEV0118) Rules and Regulations for Family Child Care. Data was collected by the state and submitted to the college.

Achievement Target
80% of students will achieve a passing score on the competency exam

Findings
100% of students achieved a passing score on the DCF competency exam exceeding the 80% benchmark.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

0 2: Child Abuse and Neglect

Outcome
Recognize and distinguish between the various signs, symptoms and indicators of child abuse and neglect that might be observed by a child care professional.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
M 2.1: CAN

Measure
Measured using DCF competency exam - identifying and reporting child abuse and neglect, as well as, (HEV0115) 24-Hour Introduction to Child Care Worker Certification. Data was collected by the State and submitted to the college.

Achievement Target
80% of students will achieve a passing score on the competency exam.

Findings
90% of students achieved a passing score on the DCF competency exam exceeding the 80% benchmark.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The action plan previously implemented for this PLO was successful with 88% and 90% the past two cycles surpassing the 80% benchmark. Although the benchmark has been exceeded each cycle this outcome will be focused for improvement. A meeting will be held with instructors to brainstorm strategies that will improve the student success rate for this outcome.

3: Child Growth & Development

Outcome
Demonstrate an understanding of the basic child growth and developmental principles by providing a learning environment for typically and atypically developing children that illustrate these principles in children's learning.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
3.1: CGD

Measure
Measured using the DCF competency exam - Child Growth and Development and (HEV0115) 24-Hour Introduction to Child Care Worker Certification. Data was collected by the state and submitted to the college.

Achievement Target
80% of students will achieve a passing score on the competency exam.

Findings
94% of students achieved a passing score on the DCF competency exam exceeding the 80% benchmark for this PLO.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Health, Safety & Nutrition

Outcome
Identify the characteristics of healthy, children, elements of a safe environment, communicable diseases and methods of preventing the spread of disease while effectively demonstrating how it relates to providing safe child care.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

4.1: HSN

Measure
Measured using DCF competency exam - Health, Safety and Nutrition and (HEV0115) 24-Hour Introduction to Child Care Worker Certification. Data is collected by the State and submitted to the college.

Achievement Target
80% of students will achieve a passing score on the exam

Findings
100% of students achieved a passing score on the DCF competency exam meeting the 100% benchmark set for this PLO.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Behavioral Observation & Screening
Outcome
Demonstrate the ability to understand and describe the child care professional’s role in the observing and screening process of children in a childcare environment.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking

Measures and Action Plans

Measure
Measured using DCF competency exam - Behavioral Observation and Screening, as well as, (HEV0115) 24-Hour Introduction to Child Care Worker Certification. Data was collected by the state and submitted to the college.

Achievement Target
80% of students will achieve a passing score on the competency exam.

Findings
94% of students achieved a passing score on the DCF competency exam exceeding the 80% benchmark set for this PLO.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
During the prior cycle the PLO assessment results met the 80% benchmark, however, an action plan was implemented to increase the student success rate. The action plan was successful based on the results of this cycle; students achieved 94%.
1: Child Growth & Development

Outcome
Demonstrate an understanding of the basic child growth and developmental principles by providing a learning environment for typically and atypically developing children that illustrate these principles in children’s learning.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 1.1: CGD

Measure
Measured using the DCF competency exam - Child Growth and Development and 24-Hour Introduction to Child Care Worker Certification course (HEV 0115). Data was collected by the state and submitted to the college.

Achievement Target
80% of students will achieve a passing score on the competency exam.

Findings
90% of the students achieved a passing score on the DCF competency exam exceeding the 80% benchmark set for this PLO.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Although the PLO assessment results of 90% exceeded the 80% benchmark it was the lowest assessment results for this cycle, therefore, this outcome has been focused for improvement. The action plan will to be implemented will include meeting with the instructors to discuss the results and strategize to develop a plan to increase the success rate for the next cycle.

2: Child Abuse and Neglect

Outcome
Recognize and distinguish between the various signs, symptoms and indicators of child abuse and neglect that might be observed by a child care professional.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
2.1: CAN

**Measure**
Measured using the DCF competency exam - Identifying and Reporting Child Abuse and Neglect (HEV 0115). Data was collected by the state and submitted to the college.

**Achievement Target**
80% of students will achieve a passing score on the competency exam.

**Findings**
92% of students achieved a passing score on the DCF competency exam exceeding the 80% benchmark set for this PLO.

**Target Met?:** Met  
**Targeted for improvement in this cycle?:** No  
**Targeted for improvement in prior cycle?:** No

**Action Plan/Progress Report**

3: Developmentally Appropriate Practices

**Outcome**
Demonstrate an understanding of the principles of child/youth development by providing a learning environment, appropriate learning experiences and expectations for individual children/youth according to their developmental level, strengths and needs.

**Learning Outcome?:** Yes  
**General Education/ Institutional Learning Outcomes Supported?:** Critical Thinking

**Measures and Action Plans**

3.1: DAP

**Measure**
Measured using the DCF competency exams - Appropriate Practices Preschool, or Appropriate Practices Infant/Toddler; and associated courses HEV0167 and HEV0106 respectively. Data was collected by the state and submitted to the college.

**Achievement Target**
80% of students will achieve a passing score on the exam

**Findings**
97% of the students achieved a passing score on the DCF competency exam exceeding the 80% benchmark set for this PLO.

**Target Met?:** Met  
**Targeted for improvement in this cycle?:** No  
**Targeted for improvement in prior cycle?:** No

**Action Plan/Progress Report**
4: Health, Safety & Nutrition

Outcome
Identify the characteristics of healthy children, elements of a safe environment, communicable diseases and methods of preventing the spread of disease while effectively demonstrating how it relates to providing safe child care.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

Measure
Measured using the DCF competency exam - Health, Safety & Nutrition and 24-Hour Introduction to Child Care Worker Certification course (HEV 0115). Data was collected by the state and submitted to the college.

Achievement Target
80% of students will achieve a passing score on the exam

Findings
100% of the students achieved a passing score on the DCF competency exam exceeding the 80% benchmark set for this PLO.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Behavioral Observation & Screening

Outcome
Demonstrate the ability to understand and describe the child care professional’s role in the observing and screening process of children in a childcare environment.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking

Measures and Action Plans
5.1: BOS

Measure
Measured using the DCF competency exam - Behavioral Observation and Screening and 24-Hour Introduction to Child Care Worker Certification course (HEV 0115). Data was collected by the state and submitted to the college.

Achievement Target
80% of students will achieve a passing score on the competency exam.

Findings
93% of the students achieved a passing score on the competency exam exceeding the 80% benchmark set for this PLO.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
During the prior cycle the action plan implemented was successful increasing the success rate from 90% to 93% still exceeding the 80% benchmark.

6: Center-based Rules & Regs

Outcome
Demonstrate behaviors that comply with appropriate child care statutes established by Local, State and Federal agencies governing licensed childcare facilities and family childcare homes.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics, Global Awareness

Measures and Action Plans

6.1: CBRR

Measure
Measured using the DCF competency exam - Childcare Facility Rules and Regulations and Rules and Regulations Center-base course (HEV 0114). Data was collected by the state and submitted to the college.

Achievement Target
80% of students will achieve a passing score on the DCF competency exam.

Findings
98% of the students achieved a passing competency exam score exceeding the 80% benchmark.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Accounting Technology (AAS/AS)

1: Taxation

Outcome
Demonstrate an understanding of the fundamentals of taxation for individuals and corporations.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences

Measures and Action Plans

Measure
For this cycle we will assess the students’ ability to prepare a tax return for a corporation (Form 1120). In TAX 2010 (Federal Income Tax 2) as a separate project, the students will be asked to prepare a Form 1120 for a corporation.

Achievement Target
All students will achieve an average of 75% on the assignment.

Findings
During the Spring 2013 semester, the average score on this project was 84 out of the 100-point scale (84%). The program is satisfied with these results.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Decision Making

Outcome
Analyze financial information to evaluate and make decisions regarding the internal operations of a company.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences

Measures and Action Plans
2.1: Decision Making

Measure
For this cycle we will measure the accounting related to materials. In ACG 2360 (Cost Accounting) as part of test 1 (question #22) students will be asked to determine the Order Point, Economic Order Quantity and Total Ordering and Carrying Costs for a manufacturer.

Achievement Target
All students will achieve an average of 75% on the related question.

Findings
During the Spring 2013 semester, the average score on this problem was 8.4 out of the 11-point scale (76%). The program is satisfied with these results.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
The prior year action plan was to have the instructor devote more time and additional problems to the topic. This was done and the score now meets the target. The program is satisfied with these results and will maintain the changes in the action plan from the prior year.

3: Analyze Business Transactions

Outcome
Demonstrate the ability to analyze and record business transactions for various entities in compliance with generally accepted accounting principles.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences

Measures and Action Plans
3.1: Analyze Business Transactions

Measure
For this assessment cycle we will measure the accounting related to the adjusting process. In ACG 2100 (Intermediate Accounting) as part of Test 1 (question #27) the students were asked to complete adjusting journal entries for an organization.

Achievement Target
Students will achieve an average of 75% on the selected problem,

Findings
During the Fall 2013 semester, the average score on this problem was 8.0 out of the 10-point scale (80%). The program is satisfied with these results.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Accounting Software

Outcome
Demonstrate the ability to utilize accounting software to analyze and record business transactions.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences

Measures and Action Plans

M 4.1: Accounting Software

Measure
In APA 2172 (Computerized Bookkeeping) as part of an assignment (Chapter 11 - Project), students will be asked to record accounting transactions and complete the accounting cycle (through closing) using Peachtree bookkeeping software.

Achievement Target
All students will achieve an average of 75% on the assignment.

Findings
During the Fall 2013 semester, the average score on the project was 88.4 out of the 100-point scale (88.4%). The program is satisfied with these results.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
5: Financial Statements

Outcome
Prepare basic financial statements.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences

Measures and Action Plans

5.1: Financial Statements

Measure
For this cycle we will measure the preparation of the Income Statement. In ACG 2100 (Intermediate Accounting) as part of Test 1 (question #29) the students will be asked to complete a multiple-step Income Statement.

Achievement Target
The students will achieve an average of 75% on the problem.

Findings
During the Fall 2013 semester, the average score on the problem was 7.3 out of the 10-point scale (73%).

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The instructor will devote more time to the topic in class and assign additional practice problems.
Aeronautical Science - Operations Concentration (AS)

1: Aviation Weather

Outcome
Accurately interpret and apply aviation weather.

Learning Outcome?: Yes

General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

M 1.1: Aviation Weather

Measure
Measured in ATT1100 as part of the VFR Cross Country Project, Part 1.

Achievement Target
90% of students will submit an FAA License Endorsement.

Findings
More than 90% of students submitted FAA License endorsements.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The Aeronautical Science programs have been undergoing significant strengthening of academic standards in the math and physics pre-requisite areas in an effort to increase degree completions. The effort was approved by the Curriculum Committee and Academic Leadership Council earlier this year. We believe that the increased rigor will cause improved degree completion outcomes over time. Simultaneously, several of the measures and targets are being reviewed and modified to reflect more realism (ie- the elimination of "100% of the students will score this value or better." types of targets) and account for performance variance outside of the program control.

2: Aircraft Systems

Outcome
Demonstrate knowledge of the elements of aircraft systems.

Learning Outcome?: Yes

General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans
M 2.1: Aircraft Systems

Measure
Measured as part of the VFR cross country project, Part I.

Achievement Target
80% of students will achieve a score of 80% or higher.

Findings
More than 80% of students scored 80% or better.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The Aeronautical Science programs have been undergoing significant strengthening of academic standards in the math and physics pre-requisite areas in an effort to increase degree completions. The effort was approved by the Curriculum Committee and Academic Leadership Council earlier this year. We believe that the increased rigor will cause improved degree completion outcomes over time. Simultaneously, several of the measures and targets are being reviewed and modified to reflect more realism (i.e., elimination of "100% of the students will score this value or better." types of targets) and account for performance variance outside of the program control.

O 3: Aviation Law

Outcome
Accurately interpret and apply aviation-related laws as they apply to airport operations and maintenance management operations.

Learning Outcome?: Yes
General Education/Institutional Learning Outcomes Supported?:
Measures and Action Plans
3.1: Aviation Law

Measure
Measured in ASC1310 as part of a Safety Project.

Achievement Target
80% of students will achieve a score of 80% or higher.

Findings
More than 90% of students scored 80% or better.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The Aeronautical Science programs have been undergoing significant strengthening of academic standards in the math and physics pre-requisite areas in an effort to increase degree completions. The effort was approved by the Curriculum Committee and Academic Leadership Council earlier this year. We believe that the increased rigor will cause improved degree completion outcomes over time. Simultaneously, several of the measures and targets are being reviewed and modified to reflect more realism (ie- the elimination of ”100% of the students will score this value or better.” types of targets) and account for performance variance outside of the program control.

4: Aviation Accident Prevention

Outcome
Analyze the causes of aviation accidents and identify measures for prevention.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:
Measures and Action Plans
4.1: Aviation Accident Prevention

Measure
Measured in ASC1310 as part of the Safety Project.

Achievement Target
80% of students will achieve a score of 90% or higher.

Findings
More than 90% of students scored at least 90%.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The Aeronautical Science programs have been undergoing significant strengthening of academic standards in the math and physics pre-requisite areas in an effort to increase degree completions. The effort was approved by the Curriculum Committee and Academic Leadership Council earlier this year. We believe that the increased rigor will cause improved degree completion outcomes over time. Simultaneously, several of the measures and targets are being reviewed and modified to reflect more realism (i.e. elimination of "100% of the students will score this value or better." types of targets) and account for performance variance outside of the program control.

5: Principles of Business

Outcome
Demonstrate the principles of business as they apply to aviation operations and/or maintenance management operations.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
M 5.1: Principles of Business

Measure
Students in ASC1310 (Aero Safety and Regulations) course will be assessed on the correlation between safe flight and effective maintenance management, a critical business principle in aviation operations. The activity measured is the second of two student presentations on Flight Safety.

Achievement Target
80% of the students will score at least 75% on the second student presentation on flight safety.

Findings
This measure was not assessed in this cycle due to curricular changes.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
During the Spring 2015 semester, the ASC 1310 Faculty, Department Chair, and Associate Dean will establish a general method and structure for aligning the second student presentation to the maintenance management contribution toward flight safety. Data collection for scoring student achievement shall begin immediately with results reported next fall.

6: Physics laws application

Outcome
Describe how physics laws apply to aviation-related activity.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
There are no measures and action plans.
Aeronautical Science - Professional Pilot Concentration/Helicopter Concentration (AS)

1: FAA Licensure Tests

**Outcome**
Accurately demonstrate all private, instrument rating and commercial flight maneuvers in order to successfully complete the FAA licensure tests.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Critical Thinking

**Measures and Action Plans**

**M 1.1: FAA Licensure Tests**

**Measure**
Measured in the FAA License Endorsement courses (ATF2204C- Commercial Pilot Flight Airplane and ATF2241C - Commercial Pilot Flight Helicopter).

**Achievement Target**
90% of students will submit an FAA License Endorsement.

**Findings**
More than 90% of students submitted an FAA License Endorsement.

**Target Met?**: Met
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**
The Aeronautical Science programs have been undergoing significant strengthening of academic standards in the math and physics pre-requisite areas in an effort to increase degree completions. The effort was approved by the Curriculum Committee and Academic Leadership Council earlier this year. We believe that the increased rigor will cause improved degree completion outcomes over time. Simultaneously, several of the measures and targets are being reviewed and modified to reflect more realism (ie- the elimination of "100% of the students will score this value or better." types of targets) and account for performance variance outside of the program control.

2: Aviation Law

**Outcome**
Accurately interpret and apply aviation-related laws.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Critical Thinking

**Measures and Action Plans**
2.2: Aviation Law

Measure
Measured by using an FAA Knowledge Test assignment of the FAR/AIM in ATT2131.

Achievement Target
80% of the Students will achieve a score of 80% or better.

Findings
More than 80% of students scored 80% or more.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The Aeronautical Science programs have been undergoing significant strengthening of academic standards in
the math and physics pre-requisite areas in an effort to increase degree completions. The effort was approved by
the Curriculum Committee and Academic Leadership Council earlier this year. We believe that the increased rigor
will cause improved degree completion outcomes over time. Simultaneously, several of the measures and targets
are being reviewed and modified to reflect more realism (ie- the elimination of "100% of the students will score this
value or better." types of targets) and account for performance variance outside of the program control.

3: Aviation Weather

Outcome
Accurately interpret and apply aviation weather.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
3.1: Aviation Weather

**Measure**
Measured using the VFR Cross Country Project (ATT 1100 - Private Pilot Ground School).

**Achievement Target**
80% of the Students will achieve a score of 80% or better.

**Findings**
More than 80% of students scored at least 80%.

**Target Met?: Met**
**Targeted for improvement in this cycle?: No**
**Targeted for improvement in prior cycle?: No**

**Action Plan/Progress Report**
The Aeronautical Science programs have been undergoing significant strengthening of academic standards in the math and physics pre-requisite areas in an effort to increase degree completions. The effort was approved by the Curriculum Committee and Academic Leadership Council earlier this year. We believe that the increased rigor will cause improved degree completion outcomes over time. Simultaneously, several of the measures and targets are being reviewed and modified to reflect more realism (ie- the elimination of "100% of the students will score this value or better." types of targets) and account for performance variance outside of the program control.

4: Performance and Limitations of Aircraft

**Outcome**
Demonstrate knowledge of the performance and limitations of aircraft.

**Learning Outcome?: Yes**
**General Education/ Institutional Learning Outcomes Supported?: Critical Thinking**

**Measures and Action Plans**
4.1: Performance and Limitations of Aircraft

Measure
Measured using the VFR Cross Country Project (ATT 1100 - Private Pilot Ground School).

Achievement Target
80% of the Students will achieve a score of 80% or better.

Findings
More than 80% of students scored at least 80%.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The Aeronautical Science programs have been undergoing significant strengthening of academic standards in the math and physics pre-requisite areas in an effort to increase degree completions. The effort was approved by the Curriculum Committee and Academic Leadership Council earlier this year. We believe that the increased rigor will cause improved degree completion outcomes over time. Simultaneously, several of the measures and targets are being reviewed and modified to reflect more realism (ie- the elimination of "100% of the students will score this value or better." types of targets) and account for performance variance outside of the program control.

5: Aircraft Equipment and Systems

Outcome
Demonstrate knowledge of the elements of aircraft equipment and systems.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
5.1: Aircraft Equipment and Systems

Measure
Measured by an assignment of Aircraft Equipment and Systems taken in ATT2131.

Achievement Target
80% of the Students will achieve a score of 80% or better.

Findings
More than 80% of students scored at least 80%

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The Aeronautical Science programs have been undergoing significant strengthening of academic standards in the math and physics pre-requisite areas in an effort to increase degree completions. The effort was approved by the Curriculum Committee and Academic Leadership Council earlier this year. We believe that the increased rigor will cause improved degree completion outcomes over time. Simultaneously, several of the measures and targets are being reviewed and modified to reflect more realism (ie- the elimination of "100% of the students will score this value or better." types of targets) and account for performance variance outside of the program control.

6: Aeronautical Decision-Making

Outcome
Demonstrate sound aeronautical decision-making and judgment.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
M 6.1: Aeronautical Decision-Making

Measure
Measured using the VFR Cross Country Project (ATT 1100 - Private Pilot Ground School).

Achievement Target
All students will achieve a score of 90% or better.

Findings
At least 80% of the students scored 90% or better.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The Aeronautical Science programs have been undergoing significant strengthening of academic standards in the math and physics pre-requisite areas in an effort to increase degree completions. The effort was approved by the Curriculum Committee and Academic Leadership Council earlier this year. We believe that the increased rigor will cause improved degree completion outcomes over time. Simultaneously, several of the measures and targets are being reviewed and modified to reflect more realism (ie- the elimination of "100% of the students will score this value or better." types of targets) and account for performance variance outside of the program control.
Automotive Service Technology 2 (PSAV)

1: Engine Performance

Outcome
Demonstrate entry level knowledge and skills in Automotive Engine Performance and Diagnostics.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

Measure
Engine Performance section of the National Automotive Skills Standards Assessment [http://www.na3sa.com/] or AER0891 and AER0892 course final exams.

Achievement Target
70% of students will pass the course final exams or a State approved Technical Skills Attainment exam (if testing window coincides with course).

Findings
During the 2013-2014 assessment cycle, 89% of the students in the Automotive Service Technology 2 Program passed the ASE-NATEF skills attainment assessment or a course final exam in Automotive Engine Performance.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Safety and Pollution Prevention

Outcome
Demonstrate knowledge of mechanical safety, pollution prevention and perform vehicle lift safety as required in the automotive service technology industry.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
M 2.2: Safety and Pollution Prevention

Measure
Written exam and practical demonstration (Lift Safety Institute) and SP2 Exams [http://www.sp2.org](http://www.sp2.org) (course used in measure AER0891).

Achievement Target
100% of students will achieve an average score of 80% in the safety, pollution prevention and lift safety exams.

Findings
During 2013-2014 assessment cycle, 100% of the Automotive Service Technology 2 students achieved an average of 92% in the safety, pollution prevention and lift safety exams.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

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4: Heating and Air Conditioning

Outcome
Demonstrate entry level knowledge and skills in Automotive Heating and Air Conditioning.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 4.1: Heating and Air Conditioning

Measure
Heating and Air Conditioning Section of the National Automotive Skills Standards Assessment [http://www.na3sa.com/](http://www.na3sa.com/) or AER0759 course final exam.

Achievement Target
70% of students will pass the course final exam or a State approved Technical Skills Attainment exam (if testing window coincides with course).

Findings
During the 2013-2014 assessment cycle, 96% of the students in the Automotive Service Technology 2 Program passed an ASE-NATEF technical skills attainment exam or a course final exam in Automotive Heating and Air Conditioning.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
5: Technical Skill Attainment

Outcome
The program graduate will pass the state or board licensure/certification exam (where applicable).

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

5.1: Technical Skill Attainment

Measure
National Automotive Skills Standards Assessment http://www.na3sa.com/ or ASE certification exam (courses used in measure AER0891, AER0892, AER0759, AER0399, & AER0299)

Achievement Target
70% of students will pass at least one component of the National Automotive Skills standards assessment or an ASE Certification exam.

Findings
During the 2013-2014 assessment cycle, 94% of the students passed at least one component of the ASE Student Certification Exam.

http://www.asestudentcertification.com/

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: NATEF Tasks

Outcome
Interpret manufacturer's specifications and perform prescribed procedures utilizing computerized manuals for diagnosis and repair of automotive engine performance, heating and air conditioning, manual transmissions & automatic transmissions.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
6.1: NATEF Tasks

Measure
NATEF Accreditation Standards [http://www.natef.org](http://www.natef.org) (courses used in measure AER0891, AER0892, AER0759, AER0399 & AER0299).

Achievement Target
90% of students will successfully complete 95% of the Priority 1 Tasks, 80% of the Priority 2 Tasks and 50% of the Priority 3 Tasks.

Findings
During the 2013-2014 assessment cycle, 89% of the students successfully completed 89% of the Priority 1 Tasks, 89% of the Priority 2 Tasks and 88% of the Priority 3 Tasks.

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Measure: NATEF Tasks | Outcome/Objective: NATEF Tasks

Findings: An instructor was found to be not keeping accurate records of the Lab Task assignments completed by their students.

Implementation:
The instructor is no longer with the college.

Projected Completion Date: A progress report on 12/14/2014

Responsible Person/Group: Program Director, Associate Dean and Human Resources

Additional Resources: none.

Budget Amount Requested: 0

Priority: High

7: Transmissions

Outcome
Demonstrate entry level knowledge and skills in Automotive Manual Transmissions or Automatic Transmissions & Transaxles.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

7.1: Transmissions

Measure
Transmissions section of the National Automotive Skills Standards Assessment [http://www.na3sa.com/](http://www.na3sa.com/) or AER0399 and AER0299 course final exams.

Achievement Target
70% of students will pass the course final exam or a State approved Technical Skills Attainment exam (if testing window coincides with course).

Findings
During the 2013-2014 assessment cycle, 86% of the students in the Automotive Service Technology 2 Program passed an ASE-NATEF technical skills attainment exam or a course final exam in Automotive Transmissions.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Automotive Service Technology 1 (PSAV)

0 1: Brakes

**Outcome**
Demonstrate entry level knowledge and skills in Automotive Brake systems.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Critical Thinking

Measures and Action Plans
M 1.1: Brakes

Measure

Achievement Target
70% of students will pass the course final exam or a State approved Technical Skills Attainment exam (if testing window coincides with course).

Findings
During the 2013-2014 assessment cycle 82% of students passed the ASE-NATEF technical skills attainment exam or an automotive brake systems final exam.

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
TARGET: Increase assessment target from 70% to 85%

The assessment target for Automotive Brakes Systems needs to be increased from 70% to 85%. This adjustment is required to help improve the student's proficiency in the operation and repair of automotive brake systems. Brake repair is considered an essential requirement for entry level employment as an apprentice automotive service technician.

Relationships (Measure | Outcome/Objective): Measure: Brakes | Outcome/Objective: Brakes

Implementation Description:

1. Periodic brake system reviews and assessments will be embedded in the following courses: AER0006: Introduction to Automotive Services AER0599: Automotive Brake Systems AER0499: Automotive Steering & Suspension and AER0080: Workplace Skills.

2. Instructors will be responsible for covering the curriculum in automotive brakes established by NATEF (accreditation body).

3. Students and Instructors must adhere to the Student Progress and Performance Standards (please refer to Automotive Guidelines).

Automotive Guidelines

4. Instructors will submit, in a timely manner, their student's graded lab task assignments.

5. A third party assessment, developed by ASE/NATEF, will be used to measure the student's performance:

Projected Completion Date: Spring 2015
Responsible Person/Group: All full time and adjunct Automotive Service Instructors. Program Director

Additional Resources: On the Car Brake Lathe (FY14/15 Budget).

2: Electrical and Electronic Systems

Outcome
Demonstrate entry level knowledge and skills in Automotive Electrical and Electronics systems.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 2.1: Electrical & Electronic Systems

Measure
Electrical and Electronic Systems component of the National Automotive Skills Standards Assessment
http://www.na3sa.com/ or AER0691 and AER0692 course final exams.

Achievement Target
70% of students will pass the course final exams or a State approved Technical Skills Attainment exam (if testing window coincides with course).

Findings
During the 2013-2014 assessment cycle, 88% of students passed the ASE-NATEF technical skills attainment exam or the course final exam in Automotive Electrical & Electronic Systems.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Technical Skill Attainment

Outcome
The program graduate will pass the state or board licensure/certification exam (where applicable).

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
4.1: Technical Skill Attainment

Measure

Achievement Target
70% of students will pass at least one component of the National Automotive Skills Standards Assessment or an ASE Certification exam.

Findings
During the 2013-2014 assessment cycle, 88% of students passed the ASE-NATEF technical skills attainment exam or an automotive engine repair course final exam.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: NATEF Tasks

Outcome
Interpret manufacturer's specifications and perform prescribed procedures utilizing computerized manuals for diagnosis and repair of automotive electrical/electronic systems, engines systems, brakes systems and steering & suspensions.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
5.1: NATEF Tasks

Measure
NATEF Accreditation Standards http://www.natef.org

Achievement Target
80% of students will successfully complete 95% of the Priority 1 Tasks, 80% of the Priority 2 Tasks and 50% of the Priority 3 Tasks (courses used in measure AER0691, AER0692, AER0599, AER0499 & AER0199).

Findings
During the 2013-2014 assessment cycle, 86% of the students completed 89% of the P1 tasks, 87% of the P2 Tasks and 86% of the P3 tasks.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Measure: NATEF Tasks | Outcome/Objective: NATEF Tasks

Findings: Some instructors are not keeping accurate records of the Lab Task assignments completed by their students. It was also determined that some instructors are not following the procedures for proper student tool control and loss prevention (this impacts the completion of the lab assignments).

Implementation:
UPDATE 12/2014: The faculty member referenced above was terminated by the college. We believe that all other instructors are keeping proper records.

Projected Completion Date: Completed 9/2014

Responsible Person/Group: Program Director, Associate Dean and Human Resources

Additional Resources: none.
Budget Amount Requested: 0
Priority: High

6: Engine Repair

Outcome
Demonstrate entry level knowledge and skills in Automotive Engine systems.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

\[ M \] 6.1: Engine Repair

- **Measure**
  Engine Repair component of the National Automotive Skills Standards Assessment [http://www.na3sa.com/] or AER0199 course final exam.

- **Achievement Target**
  70% of students will pass the course final exam or a State approved Technical Skills Attainment exam (if testing window coincides with course).

- **Findings**
  During the 2013-2014 assessment cycle, 82% of students passed the ASE-NATEF technical skills attainment exam or an automotive engine repair course final exam.

- **Target Met?:** Met
  **Targeted for improvement in this cycle?:** No
  **Targeted for improvement in prior cycle?:** No

Action Plan/Progress Report

7: Safety & Pollution Prevention

- **Outcome**
  Demonstrate knowledge of mechanical safety, pollution prevention and perform vehicle lift safety as required in the automotive service technology industry.

- **Learning Outcome?:** Yes
  **General Education/ Institutional Learning Outcomes Supported?:** Critical Thinking

Measures and Action Plans
7.1: Safety and Pollution Prevention

Measure
Written exam and practical demonstration (Lift Safety Institute) and SP2 Tests http://www.sp2.org

Achievement Target
80% of students will achieve an average score of 80% in the safety, pollution prevention and lift safety exams (courses used in measure: AER0006, AER0033 & AER0080).

Findings
During 2013-2014 assessment cycle, 99% of the Automotive Service Technology 1 students achieved an average of 91% in the safety, pollution prevention and lift safety exams.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

8: Steering & Suspension

Outcome
Demonstrate entry level knowledge and skills in Automotive Steering and Suspension systems (course used in measure AER0006 & AER0499).

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 8.1: Steering and Suspension

Measure
Steering Systems component of the National Automotive Skills Standards Assessment http://www.na3sa.com/ or AER0499 course final exam.

Achievement Target
70% of students will pass the course final exam or State approved Technical Skills Attainment exam (if testing window coincides with course).

Findings
During the 2013-2014 assessment cycle, 95% of students passed the ASE-NATEF technical skills attainment exam or the automotive steering and suspension course final exam.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Auxiliary Law Enforcement Officer (PSAV)

1: Patrol and Traffic Skills

**Outcome**
Demonstrate an understanding of patrol and traffic skills required of an Auxiliary Law Enforcement Officer

**Learning Outcome?**: No

**General Education/ Institutional Learning Outcomes Supported?**: Critical Thinking

**Measures and Action Plans**

**Measure**
Measure based on end of course exam for course "Law Enforcement Auxiliary Patrol and Traffic"

**Achievement Target**
95% of the students will score 80% or higher on the exam

**Findings**
100% of the students achieved this outcome

**Target Met?**: Met

**Targeted for improvement in this cycle?**: No

**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**

2: Investigative skills

**Outcome**
Demonstrate an understanding of the investigative skills required of an Auxiliary Law Enforcement Officer

**Learning Outcome?**: No

**General Education/ Institutional Learning Outcomes Supported?**: Critical Thinking

**Measures and Action Plans**
2.1: Investigative skills

Measure
Measure based on final examination for course "Law Enforcement Auxiliary Investigations"

Achievement Target
95% of the students will score 80% or higher on the exam.

Findings
100% of the students achieved this outcome

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: High liability skills

Outcome
Demonstrate proficiency in all high liability skills

Learning Outcome?: No
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

3.1: High liability skills

Measure
Measured by the demonstration of proficiency in all required aspects for each of the high-liability courses: Firearms, Defensive Tactics, Vehicle Operations, First Aid and Dart-Firing Stun Gun

Achievement Target
90% of the students will demonstrate proficiency in all required aspects.

Findings
90% of the students achieved this outcome

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
We will increase the instructor to student ratio by one for this course.

4: Duties of Auxiliary Officer

Outcome
Demonstrate an understanding of the primary role and duties of an Auxiliary Law Enforcement Officer
Learning Outcome?: No
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking
Measures and Action Plans

4.1: Duties of Auxiliary Officer

**Measure**
Measure based on final examination for course "Law Enforcement Auxiliary Introduction"

**Achievement Target**
95% of the students will score 80% or higher on the exam.

**Findings**
100% of the students achieved this outcome.

**Target Met?: Met**
**Targeted for improvement in this cycle?: No**
**Targeted for improvement in prior cycle?: No**

**Action Plan/Progress Report**
Biotechnology (AS)

1: Comprehend primary literature

Outcome
Demonstrate the ability to read and comprehend primary literature on a fundamental level and to analyze basic experimental results.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences

Measures and Action Plans

1.1: Comprehend primary literature

Measure
Measured by biotechnology research poster symposia project grades in courses BSC 2420L and BSC 2427L.

Achievement Target
Students will achieve an average score of 95%.

Findings
Fall 2013: AVG 96.9% (12 students). 100% for BSC2420L and 93.8% for BSC2427L.

Spring 2014: AVG: 80.3% (20 students). 75% for BSC2420L and 85.5% for BSC2427L.

Grand Total for both semesters was 88.6%. The target was met in Fall 2013 for BSC2420L (taught for the first time by an adjunct). During the Spring 2014 semester we had several students withdraw from the course or earn a grade of "D", resulting in a reduced class average for this measure. Poster presentation rehearsals were added to the BSC2420L course schedule and this has been helpful. In addition, we have created and implemented a numeric 1 to 4 grading rubric to judge the poster presentations.

Target Met?: Partially Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The 95% average grade target is too high and should be lowered to 80%.

2: Distinguish core issues in biotechnology

Outcome
Distinguish core issues in biotechnology.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking
Measures and Action Plans

2.1: Distinguish core issues in biotechnology.

Measure
Measured through lecture presentation grades in course BSC 2420L

Achievement Target
Students will achieve an average grade of 80%.

Findings
This measure needs to be corrected to "BSC2420" and not "BSC2420L".

Fall 2013 and Spring 2014: AVG 100% (17 students total).

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Students are excelling in this measure. This measure needs to be corrected to "BSC2420" and not "BSC2420L."

3: Laboratory equipment

Outcome
Use appropriate laboratory equipment, methods and safety precautions.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Information Literacy

Measures and Action Plans

3.1: Laboratory equipment

Measure
Measured as Laboratory practical and exam grades in course BSC 2421L.

Achievement Target
Students will achieve an average score of 80%.

Findings
Students received an average grade of 94.3% in Spring 2014. No detailed data is available for the Fall 2013 term due to the early departure of the adjunct who was teaching the BSC2421L course.

The current findings are significantly greater than the target, and much greater than previous terms (71.3% and 80%). These new results demonstrate that students are meeting the target measures.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Students are performing well in this measure.
4: Scientific concepts

Outcome
Communicate and write scientific concepts, principles and results.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans

M 4.1: Scientific concepts

Measure
Measured by project grades in course BSC 2421H (Intro. to biotechnology honors) during the Summer MSI semester.

Achievement Target
Students will achieve an average score of 90%.

Findings
The average project presentation grade for students during the 2013 MSI summer session was 78.5%. This assignment is performed by students pairs. There were 2 student groups that scored poorly (60% and 64%, respectively) on their presentation, which reduced the class average. Fortunately, the majority of the class received satisfactory scores above 80%. This target should be changed to 80%. Also, going forward and to more appropriately track student performance, we will change the measure to Poster Presentation Grades of the Biotechnology 1 and Biotechnology 2 lab students.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The target should be changed to 80%. Also, going forward and to more appropriately track student performance, we will change the measure to Poster Presentation Grades of the Biotechnology 1 and Biotechnology 2 lab students.

5: Describe nature and interaction

Outcome
Describe the changing nature of and interaction among science, biotechnology and society.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Global Awareness

Measures and Action Plans
5.1: Describe nature and interaction

Measure
Measured through lecture presentation grades in course BSC 2421L

Achievement Target
Students will achieve an average score of 80%.

Findings
Students obtained a 93% average grade for their research presentations. This measure should be corrected to BSC2421 not BSC2421L

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
This measure should be corrected to BSC2421 not BSC2421L.

6.1: Describe legal, business, and ethical issues

Measure
Measured through lecture presentation grades in course BSC 2427L

Achievement Target
Students will achieve an average score of 80%.

Findings
Students in BSC2427 earned an average grade of 88.7% (Fall 2013) and 80% (Spring 2014). This averages to 84.35%. This measure should be changed to BSC2427 not BSC2427L.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
This measure should be changed to BSC2427 not BSC2427L.

7: Use scientific principles in problem solving

Outcome
Use scientific principles appropriately in problem solving and decision-making.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

7.1: Use scientific principles in problem solving

Measure
Measured through lab report grades in course BSC 2420L & BSC 2427L

Achievement Target
Students will achieve an average score of 80%.

Findings
The past year showed an average lab report grade of 79.6%, as indicated by the breakdown below:

BSC2420L: Fall 2013 average lab report grades were 93.2%. Spring 2014 lab report grades were 78.1%
BSC2427L: Fall 2013 average lab report grades were 64%. Spring 2014 lab report grades were 83.1%

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Students are meeting the target for this measure.

8: Laboratory skills

Outcome
Demonstrate the ability to perform basic biotechnology laboratory skills and use standard techniques in recombinant DNA/RNA technology and protein science.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Information Literacy

Measures and Action Plans
M 8.1: Laboratory skills

Measure
Measured through lab report grades in course BSC 2421L.

Achievement Target
Students will achieve an average score of 80%.

Findings
Lab report grades for students in BSC2421L averaged 87.34% in Spring 2014. No results are available from FALL 2013 as we had an adjunct who left before the end of the term. However, all students in the Fall 2013 term of BSC2421L passed with a grade of B or higher (two students withdrew from the course).

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
As a result of bringing in Supplemental Instructors, and adding bi-weekly reports on course progress from faculty, we have seen improvements in student performance. However, additional attendance at faculty meetings and communication is needed from our adjunct faculty, who are often slow to respond to requests for information.
Business Administration and Management - Banking Concentration, Marketing Concentration, Supervision Concentration (AS)

1. Communicate business information effectively

Outcome
Communicate business information in a clear, concise, and well-organized manner through written documents, oral presentations, and use of technology.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans
1.1: Communicate business information effectively

Measure
In GEB 2214 (Business Communications), a rubric is used to score the Oral PowerPoint Presentation.

Achievement Target
80% of the students will score at least 3 on the 4-point scale and the mean scores will be at least 4.0.

Findings
Below are the mean scores and percentages of students that received a 4 or 5 on the rubric for each of the seven items on the rubric.

<table>
<thead>
<tr>
<th>Means</th>
<th>Percentages</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Eye Contact</td>
<td>3.57   58.7</td>
</tr>
<tr>
<td>2. Body Language</td>
<td>3.32   34.8</td>
</tr>
<tr>
<td>3. Delivery</td>
<td>3.51   47.8</td>
</tr>
<tr>
<td>4. Visual Aids</td>
<td>3.52   58.7</td>
</tr>
<tr>
<td>5. Subject Knowledge</td>
<td>3.57   58.7</td>
</tr>
<tr>
<td>6. Organization</td>
<td>3.61   63.0</td>
</tr>
<tr>
<td>7. Mechanics</td>
<td>3.49   50.0</td>
</tr>
</tbody>
</table>

All of the means are above 3.25 and all but two percentages are above 50%. (Body Language & Delivery)

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Students will be shown videos of proper presentations. Presentations will be required in some other business courses, using same or very similar rubric.

2: Analyze legal and ethical issues

Outcome
Analyze legal and ethical issues from a global awareness perspective within the operation of a business.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics, Global Awareness
Measures and Action Plans
2.1: Analyze legal and ethical issues

Measure
In GEB 1011 (Introduction to Business), a rubric is used to grade the Case Study assignment.

Achievement Target
80% of the students will score at least 4 on the 5-point scale and the mean scores will be at least 4.0.

Findings
Mean scores and the percentage of students who received a score of 4 in the rubric is listed below for each of the three items in the rubric.

<table>
<thead>
<tr>
<th>Means</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Content and Development</td>
<td>3.40</td>
</tr>
<tr>
<td>2. Organization and Analysis</td>
<td>3.41</td>
</tr>
<tr>
<td>3. Grammar, et al.</td>
<td>3.44</td>
</tr>
</tbody>
</table>

All means above 3.0 and all percentages above 40%

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Nature of marketing

Outcome
Analyze the nature of marketing and the elements and interrelationships of the marketing mix.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
3.1: Nature of marketing

Measure
In MAR 2011 (Principles of Marketing), a rubric is used to grade the Marketing Plan assignment.

Achievement Target
80% of the students will score at least 4 on the 5-point scale and the mean scores will be at least 4.0.

Findings
Below are the means and percentage of 4 or 5 on the rubric for each of the 9 items on the rubric:

<table>
<thead>
<tr>
<th>Means</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Mission Statement</td>
<td>4.81</td>
</tr>
<tr>
<td>2. Environmental Scanning</td>
<td>4.78</td>
</tr>
<tr>
<td>3. Trends in Sales/Market Share</td>
<td>4.67</td>
</tr>
<tr>
<td>4. Market Opportunity Analysis</td>
<td>4.81</td>
</tr>
<tr>
<td>5. Target Market</td>
<td>4.78</td>
</tr>
<tr>
<td>6. Consumer Behavior</td>
<td>4.69</td>
</tr>
<tr>
<td>7. The 4 P's</td>
<td>4.78</td>
</tr>
<tr>
<td>8. Response of Target Market</td>
<td>4.71</td>
</tr>
<tr>
<td>9. Competitive and Industrial Analysis</td>
<td>4.61</td>
</tr>
</tbody>
</table>

All means are above a 4.00 and all percentages are above 80%

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Management functions

Outcome
Demonstrate, by specific example, the major management functions of planning, organizing, staffing, leading, and controlling.
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Humanities

Measures and Action Plans

M 4.1: Management functions

Measure
In MAN 2021 (Principles of Management), a rubric is used to grade the exam question for each of the management functions.

Achievement Target
80% of the students will score at least 4 on the 5-point scale and the mean scores will be at least 4.0.

Findings
Means and percentage of 4 or 5 scores on the 5-point rubric are listed below for each of the four items on the rubric:

<table>
<thead>
<tr>
<th>Means</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Importance of Planning</td>
<td>4.76</td>
</tr>
<tr>
<td>2. Organizational Structure and Design</td>
<td>4.32</td>
</tr>
<tr>
<td>3. Leading</td>
<td>4.66</td>
</tr>
<tr>
<td>4. Controlling</td>
<td>4.35</td>
</tr>
</tbody>
</table>

All means are above 4.00 but only two percentages (Planning & Leading) are above 80%. Two percentage (Organization Structure/Design & Controlling) are below 80%.

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Professors will add an assignment (graded or not) to have students create an organizational chart. Professors will also emphasize more the three steps in the controlling process.

5: Apply specific business knowledge

Outcome
Apply specific business knowledge – e.g., accounting, economics, marketing, and management – in a manner that identifies and evaluates business practices.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
5.1: Apply specific business knowledge

Measure
In GEB 2930 (Business Capstone), a rubric is used to score the Business Plan assignment.

Achievement Target
80% of the students will score at least 4 on the 5-point scale and the mean scores will be at least 4.0..

Findings
The information below summarizes the scores on the rubrics (n=9)

<table>
<thead>
<tr>
<th>Means</th>
<th>Percentages</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overview</td>
<td>3.22</td>
</tr>
<tr>
<td>2. Executive Summary</td>
<td>3.22</td>
</tr>
<tr>
<td>3. Management Team</td>
<td>2.56</td>
</tr>
<tr>
<td>4. Financial Information</td>
<td>2.56</td>
</tr>
<tr>
<td>5. Marketing Plan</td>
<td>2.67</td>
</tr>
<tr>
<td>6. Location Analysis</td>
<td>2.56</td>
</tr>
<tr>
<td>7. Mechanics</td>
<td>2.89</td>
</tr>
</tbody>
</table>

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?:

Action Plan/Progress Report
More examples of each sections of the Business Plan will be illustrated to the class.

6: Demonstrate knowledge of the business of banking (Banking Concentration)

Outcome
Demonstrate knowledge of the business of banking in the United States and internationally and describe its role in the Financial Service Industry.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Humanities

Measures and Action Plans
Measure
In BAN 1004 (Principles of Banking), a rubric is used to score the Case Study assignment.

Achievement Target
80% of the students will score at least 4 on the 5-point rubric and the mean scores will be at least 4.0.

Findings
Mean scores and percentages of scores or 4 and 5s on each of the 8 items on the rubric.

<table>
<thead>
<tr>
<th></th>
<th>Means</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Format</td>
<td>4.00</td>
<td>72.7</td>
</tr>
<tr>
<td>2. Mechanics</td>
<td>4.45</td>
<td>90.9</td>
</tr>
<tr>
<td>3. Organization</td>
<td>4.73</td>
<td>90.9</td>
</tr>
<tr>
<td>4. Indentification</td>
<td>4.73</td>
<td>90.9</td>
</tr>
<tr>
<td>5. Knowledge</td>
<td>4.45</td>
<td>81.8</td>
</tr>
<tr>
<td>6. Analysis</td>
<td>4.55</td>
<td>90.9</td>
</tr>
<tr>
<td>7. Critical Thinking</td>
<td>4.18</td>
<td>63.6</td>
</tr>
<tr>
<td>8. Fact Finding</td>
<td>3.73</td>
<td>54.5</td>
</tr>
</tbody>
</table>

Measure was met except for the following: Percentage scores for Format and Critical Thinking and mean and percentage scores for Fact Finding

**Target Met?:** Partially Met
**Targeted for improvement in this cycle?:** Yes (enter action plan below)
**Targeted for improvement in prior cycle?:** No

**Action Plan/Progress Report**
The professor will emphasize more the fact finding component of the case study. This includes using tables, charts, and financial statements. The professor will provide more examples of these in the class.

---

7: Personal selling in the marketing mix (Marketing Concentration)

**Outcome**
Explain the role of personal selling in the marketing mix, list the steps of the selling process, explain why personal selling is more efficient than any other forms of promotion, and discuss the key differences between relationship selling and traditional selling.

**Learning Outcome?:** Yes
**General Education/ Institutional Learning Outcomes Supported?:** Humanities

**Measures and Action Plans**
7.1: Personal selling in the marketing mix

Measure
In MKA 2021 (Personal Selling), a rubric is used to grade the Sales Presentation assignment.

Achievement Target
80% of the student will score at least 4 on the 5-point scale and the mean scores will be at least 4.0

Findings
Professor did not conduct the assessment during the class in this review cycle. We be conducted going forward.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

8: Role of advertising in the marketing mix (Marketing Concentration)

Outcome
Explain the role of advertising in the marketing mix, describe advantages and disadvantages of various advertising media, explain the latest advertising techniques, and be able to design an advertising campaign for a product or a service using various media.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Humanities
Measures and Action Plans
8.1: Role of advertising in the marketing mix

**Measure**
In MKA 1511 (Advertising), a rubric is used to grade the Advertising Campaign assignment

**Achievement Target**
80% of the students will score at least 4 on the 5-point scale and the mean scores will be at least 4.0.

**Findings**
Professor did not conduct the assessment in the class during this review cycle. Will be conducted going forward.

**Target Met?:** Not Assessed in this Cycle
**Targeted for improvement in this cycle?:** No
**Targeted for improvement in prior cycle?:** No

**Action Plan/Progress Report**

9: Human behavior at work (Supervision Concentration)

**Outcome**
Identify the major forces influencing human behavior at work.

**Learning Outcome?:** Yes
**General Education/ Institutional Learning Outcomes Supported?:** Humanities

**Measures and Action Plans**
M 9.1: Human behavior at work

**Measure**
In MNA 2100 (Human Relations), a rubric is used to grade the Case Study/Essay on one of the units/chapters dealing with one of the forces assignment.

**Achievement Target**
80% of the students will score at least 4 on the 5-point scale and the mean scores will be at least 4.0.

**Findings**
Means and percentages of students scoring a 4 or 5 on the rubric for each of the 8 items are as follows:

<table>
<thead>
<tr>
<th>Item</th>
<th>Mean</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Format Style</td>
<td>4.42</td>
<td>86.1</td>
</tr>
<tr>
<td>2. Mechanics</td>
<td>4.12</td>
<td>80.4</td>
</tr>
<tr>
<td>3. Organization</td>
<td>4.25</td>
<td>84.3</td>
</tr>
<tr>
<td>4. Identification</td>
<td>4.56</td>
<td>100.0</td>
</tr>
<tr>
<td>5. Knowledge</td>
<td>4.04</td>
<td>76.0</td>
</tr>
<tr>
<td>6. Analysis</td>
<td>3.92</td>
<td>70.0</td>
</tr>
<tr>
<td>7. Critical Thinking</td>
<td>3.82</td>
<td>66.0</td>
</tr>
<tr>
<td>8. Fact Finding</td>
<td>3.80</td>
<td>62.0</td>
</tr>
</tbody>
</table>

Means were above 4.0 except for areas of Analysis, Critical thinking, and Fact Finding. The percentages for each of these three items was below 80% as well. In addition, Knowledge has had a response of 4 or 5 from less than 80% of the students (76%)  

**Target Met?:** Partially Met  
**Targeted for improvement in this cycle?:** Yes (enter action plan below)  
**Targeted for improvement in prior cycle?:** No

**Action Plan/Progress Report**
Professors will provide classroom experiences and additional case studies to assist studies in addressing areas of Knowledge, Analysis, Critical Thinking and Fact Finding.

10: Organization environment (Supervision Concentration)

**Outcome**
Describe the nature, purpose, and importance of human relations in an organization environment.

**Learning Outcome?:** Yes
General Education/ Institutional Learning Outcomes Supported?: Humanities

Measures and Action Plans

M 10.1: Organization environment

Measure
In MNA 2100 (Human Relations), a rubric is used to grade the Essay Question on the last exam.

Achievement Target
80% of the students will score at least 4 on the 5-point scale and the mean scores will be at least 4.0.

Findings
Below summarizes the findings from the assessment:

<table>
<thead>
<tr>
<th></th>
<th>Means</th>
<th>Percentages</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Mechanics</td>
<td>4.21</td>
<td>82.3%</td>
</tr>
<tr>
<td>2. Organization</td>
<td>4.32</td>
<td>87.1%</td>
</tr>
<tr>
<td>3. Identification of Major Forces</td>
<td>4.56</td>
<td>97.8%</td>
</tr>
<tr>
<td>4. Knowledge</td>
<td>4.11</td>
<td>78.7%</td>
</tr>
<tr>
<td>5. Analysis</td>
<td>4.03</td>
<td>73.8%</td>
</tr>
<tr>
<td>6. Critical Thinking</td>
<td>3.95</td>
<td>70.5%</td>
</tr>
</tbody>
</table>

Only mean not at 4.00 is Critical Thinking, but three below 80%

Target Met?: Partially Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?:

Action Plan/Progress Report
For apply specific business knowledge and organization environment, correct collection procedures must be enforced.
Business Entrepreneurship (AS)

1: Effective leadership and team building skills

Outcome
Apply effective leadership and team building skills to create dynamic business partnerships and networks.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Humanities

Measures and Action Plans

\[ M \ 1.1: \text{Effective leadership and team building skills} \]

Measure
In MNA 2345 (Principles of Supervision), a rubric is used to grade the Team Project.

Achievement Target
80% of students will score at least 4 on the 5-point scale.

Findings
The following are the means and percentage of scores of at least a 4 on a five point scale for each item:

<table>
<thead>
<tr>
<th></th>
<th>Means</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Goals</td>
<td>4.20</td>
<td>100%</td>
</tr>
<tr>
<td>Team Development</td>
<td>4.20</td>
<td>100%</td>
</tr>
<tr>
<td>Leadership</td>
<td>4.00</td>
<td>100%</td>
</tr>
<tr>
<td>Team Decision Making</td>
<td>4.20</td>
<td>100%</td>
</tr>
<tr>
<td>Project Plan</td>
<td>4.20</td>
<td>100%</td>
</tr>
<tr>
<td>Communication</td>
<td>4.40</td>
<td>100%</td>
</tr>
<tr>
<td>Team Report</td>
<td>4.40</td>
<td>100%</td>
</tr>
</tbody>
</table>

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Specific business knowledge

Outcome
Apply specific business knowledge – e.g., accounting, economics, marketing, and management – in a manner that identifies and evaluates business practices.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 2.1: Specific business knowledge

Measure
In GEB 2930 (Business Capstone), a rubric is used to grade the Business Plan assignment.

Achievement Target
80% of the students will score at least 4 on the 5-point scale.

Findings
The following are the means and percentages on the 4-point rubric for each of the following items:

<table>
<thead>
<tr>
<th>Mean</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview</td>
<td>3.22</td>
</tr>
<tr>
<td>Executive Summary</td>
<td>3.22</td>
</tr>
<tr>
<td>Management Team</td>
<td>2.56</td>
</tr>
<tr>
<td>Financial Information</td>
<td>2.56</td>
</tr>
<tr>
<td>Marketing Plan</td>
<td>2.67</td>
</tr>
<tr>
<td>Location Analysis</td>
<td>2.56</td>
</tr>
<tr>
<td>Mechanics</td>
<td>2.89</td>
</tr>
</tbody>
</table>

None of the means are above 3.25 and none of the items have a percentage above 80%

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
More examples of quality business plans and the individual components will be shared and discussed in class.

3: Nature of marketing

Outcome
Analyze the nature of marketing and the elements and interrelationships of the marketing mix.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking
M 3.1: Nature of marketing

Measure
In MAR 2011 (Principles of Marketing), a rubric is used to grade the Marketing Plan assignment.

Achievement Target
80% of the students will score at least 4 on the 5-point scale.

Findings
The mean scores and percentages for each item is below:

<table>
<thead>
<tr>
<th>Item</th>
<th>Mean</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Mission Statement</td>
<td>4.81</td>
<td>100.0</td>
</tr>
<tr>
<td>2. Environmental Scanning</td>
<td>4.78</td>
<td>97.2</td>
</tr>
<tr>
<td>3. Trends in Sales/Market Share</td>
<td>4.67</td>
<td>91.7</td>
</tr>
<tr>
<td>4. Market Opportunity Analysis</td>
<td>4.81</td>
<td>97.2</td>
</tr>
<tr>
<td>5. Target Market</td>
<td>4.78</td>
<td>100.0</td>
</tr>
<tr>
<td>6. Consumer Behavior</td>
<td>4.69</td>
<td>94.4</td>
</tr>
<tr>
<td>7. The 4 P’s</td>
<td>4.78</td>
<td>94.4</td>
</tr>
<tr>
<td>8. Response of Target Market</td>
<td>4.71</td>
<td>91.2</td>
</tr>
<tr>
<td>9. Competitive and Industrial Analysis</td>
<td>4.61</td>
<td>91.7</td>
</tr>
</tbody>
</table>

All means are above a 4.00 and all percentages are above 80%

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Acquiring resources needed for creation of new venture

Outcome
Identify the resources and explain how to acquire the resources needed for the creation and implementation of a new venture, including financial, legal, certifications, licensing, and human/managerial resources.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking
Measures and Action Plans
**4.1: Acquiring resources needed for creation of new venture**

**Measure**

In ENT2010 (New Venture Management), a rubric is used to grade the Case Study assignment.

**Achievement Target**

80% of the students will score at least 4 on the 5-point scale.

**Findings**

The scores and percentages of each item on the 5-point rubric is provided:

<table>
<thead>
<tr>
<th>Means</th>
<th>Percentages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliance</td>
<td>4.45</td>
</tr>
<tr>
<td>Grammar</td>
<td>4.45</td>
</tr>
<tr>
<td>Problem Description</td>
<td>3.73</td>
</tr>
<tr>
<td>Alternatives</td>
<td>4.64</td>
</tr>
<tr>
<td>Analysis of Alternatives</td>
<td>4.73</td>
</tr>
<tr>
<td>Entrepreneurial Attributes</td>
<td>4.82</td>
</tr>
<tr>
<td>Comments on Decisions</td>
<td>4.73</td>
</tr>
<tr>
<td>Decision and Reasoning</td>
<td>4.64</td>
</tr>
</tbody>
</table>

With the exception of problem description, all goals are met.

**Target Met?:** Partially Met  
**Targeted for improvement in this cycle?:** Yes (enter action plan below)  
**Targeted for improvement in prior cycle?:** No

**Action Plan/Progress Report**

Professor will focus on getting students to recognize the problems through additional examples in class.

---

**5: Commercialization of the new business venture**

**Outcome**

Describe the entrepreneurial process from idea generation to the commercialization and implementation of the new business venture and discuss the attributes of successful entrepreneurs.

**Learning Outcome?:** Yes  
**General Education/ Institutional Learning Outcomes Supported?:** Humanities  
**Measures and Action Plans**
5.1: Commercialization of the new business venture

Measure
In ENT 1000 (Fundamentals of Entrepreneurship), a rubric is used to grade the Case Study assignment.

Achievement Target
80% of the students will score at least 4 on the 5-point scale.

Findings
The mean scores and the percentage of student receiving at least a 4 on the rubric for each item is:

<table>
<thead>
<tr>
<th>Item</th>
<th>Means</th>
<th>Percentages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliance</td>
<td>4.33</td>
<td>88.9</td>
</tr>
<tr>
<td>Grammar</td>
<td>4.33</td>
<td>87.5</td>
</tr>
<tr>
<td>Problem Description</td>
<td>4.56</td>
<td>90.3</td>
</tr>
<tr>
<td>Alternatives</td>
<td>4.71</td>
<td>93.1</td>
</tr>
<tr>
<td>Analysis of Alternatives</td>
<td>4.65</td>
<td>90.3</td>
</tr>
<tr>
<td>Entrepreneurial Attributes</td>
<td>4.36</td>
<td>86.1</td>
</tr>
<tr>
<td>Comments on Decisions</td>
<td>4.21</td>
<td>79.2</td>
</tr>
<tr>
<td>Decision and Reasoning</td>
<td>4.08</td>
<td>77.8</td>
</tr>
</tbody>
</table>

All means are above 4.00, but two percentages are below 80% (Comments & Reasoning)

Target Met?: Partially Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: Communicate business information effectively

Outcome
Communicate business information in a clear, concise, and well-organized manner through written documents, oral presentations, and use of technology.

Learning Outcome?: Yes
General Education/Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans
M 6.1: Communicate business information effectively

Measure
In GEB 2214 (Business Communications), a rubric is used to grade the Oral PowerPoint Presentation.

Achievement Target
80% of the students will score at least 3 on the 4-point rubric.

Findings
Below are the mean scores and percentages of students that received a 4 on the rubric for each of the seven items on the rubric.

<table>
<thead>
<tr>
<th>Means</th>
<th>Percentages</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Eye Contact</td>
<td>3.57</td>
</tr>
<tr>
<td>2. Body Language</td>
<td>3.32</td>
</tr>
<tr>
<td>3. Delivery</td>
<td>3.51</td>
</tr>
<tr>
<td>4. Visual Aids</td>
<td>3.52</td>
</tr>
<tr>
<td>5. Subject Knowledge</td>
<td>3.57</td>
</tr>
<tr>
<td>6. Organization</td>
<td>3.61</td>
</tr>
<tr>
<td>7. Mechanics</td>
<td>3.49</td>
</tr>
</tbody>
</table>

All of the means are above 3.25 and all but two percentages are above 50%. (Body Language & Delivery)

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Students will be shown videos of proper oral presentation techniques. Also, oral presentations will be included in other required classes in the program.

0 7: Formulating viable solutions

Outcome
Identify problems and issues to formulate viable solutions using basic business, management, and financial concepts.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
7.1: Formulating viable solutions

**Measure**
In ENT 2112 (Planning the Entrepreneurial Venture), a rubric is used to grade the Case Study or Essay Question.

**Achievement Target**
80% of the students will score at least 4 on the 5-point scale.

**Findings**
Not assessed this year.

**Target Met?:** Not Assessed in this Cycle
**Targeted for improvement in this cycle?:** No
**Targeted for improvement in prior cycle?:** No

**Action Plan/Progress Report**
Caring for Children Birth to 3 Years (PSAV)

0 1: Learning Environments

Outcome
Demonstrate knowledge of children’s (Birth through 3 years old) characteristics and needs, the multiple influences on their development and how to create environments supportive and challenging for all children.

Learning Outcome?: Yes

General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 1.1: Learning Environment

Measure
Measured by the knowledge assessment-Learning Environment; and FCCPC Mod I (HEV0807). Data collected and submitted by the instructor.

Achievement Target
85% of students will achieve a passing score.

Findings
96% of students achieved a passing score exceeding the 85% benchmark.

Target Met?: Met

Targeted for improvement in this cycle?: No

Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
The action plan implemented during the previous cycle resulted in a significant improvement from 78% to 96%, therefore, since the current resulted surpassed the 85% benchmark there is no need to target this PLO.

0 2: Safe & Healthy

Outcome
Demonstrate knowledge of regulations governing health, safety and nutrition which responds to children’s health needs and promotes nutrition by designing, maintaining and assessing environments for safety.

Learning Outcome?: Yes

General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
### 2.1: Safe/Healthy

**Measure**
Measured by the knowledge assessment-Safe/Healthy; and FCCPC Mod I (HEV0807). Data collected and submitted by the instructor.

**Achievement Target**
85% of students will achieve a passing score

**Findings**
92% of students achieved a passing score exceeding the 85% benchmark.

**Target Met?**: Met
**Targeted for improvement in this cycle?**: Yes (enter action plan below)
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**
An action plan will be developed for this PLO although the benchmark of 85% was exceeded with 94% of students achieving a passing score. Continued focus will be placed on this PLO to ensure that the assessment results continue to increase over future terms. Instructors will brainstorm on strategies to use in the classroom to reinforce the content and identify supplemental resources.

---

### 3: Professionalism

**Outcome**
Achieve professional status and recognition, set goals for personal and professional growth while practicing ethical standards and other professional guidelines established within the early childhood field.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Ethics, Global Awareness

**Measures and Action Plans**

#### 3.1: Professionalism

**Measure**
Measured using the knowledge assessment - Professionalism; and FCCPC Mod III (HEV0809). Data was collected by the state and submitted by the instructor.

**Achievement Target**
80% of students will achieve a passing score.

**Findings**
100% of students achieved a passing score exceeding the 80% benchmark.

**Target Met?**: Met
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**
4: Social/Emotional Development

Outcome
Design, implement and evaluate experiences that promote positive ways to support social/emotional development and learning for all children.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 4.1: Social/Emotional

Measure
Measured by the knowledge assessment-Social; and FCCPC Mod II (HEV0808). Data collected and submitted by the instructor.

Achievement Target
85% of students will achieve a passing score.

Findings
100% of students achieved a passing score exceeding the 85% benchmark.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Program Management

Outcome
Demonstrate how organizations develop and grow through implementing administrative practices that maintain and support strong early care and education programs while ensuring the programs meet the diverse needs of children, families, staff and community.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking, Global Awareness

Measures and Action Plans
5.1: Program Management

Measure
Measured using the knowledge assessment-Program Management; and FCCPC Mod III (HEV0809). Data was collected by the state and submitted by the instructor.

Achievement Target
85% of students will achieve a passing score.

Findings
100% of students achieved a passing score exceeding the 85% benchmark.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: Physical/Cognitive/Creative Development

Outcome
Design, implement and evaluate experiences that will promote steps to advance children's physical and intellectual development through the use of developmentally effective approaches to teaching, learning and knowledge of academic disciplines.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

6.1: Physical/Cognitive/Creative

Measure
Measured by knowledge assessments-Physical, Cognitive, Communication, Creative & Self; and FCCPC Mod I & II (HEV0807 & 0808).

Achievement Target
85% of students will achieve a passing score

Findings
94% of students achieved a passing score exceeding the 85% benchmark.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

7: Relationships with Children and Families

Outcome
Recognize and demonstrate the importance and complex characteristics of children, families and communities by creating family and community relationships that support children's learning and development.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Global Awareness

Measures and Action Plans

Measure
Measured using the knowledge assessment-Families; and FCCPC Mod I (HEV 0807). Data was collected by the state and submitted by the instructor.

Achievement Target
85% of students will achieve a passing score.

Findings
100% of students achieved a passing score which exceeded the 85% benchmark.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

8: Guidance

Outcome
Demonstrate the goals, benefits and uses of assessment techniques, tools and approaches in the classroom to support learning and development of young children.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
8.1: Guidance

Measure
Measured by the knowledge assessment - Guidance; and FCCPC Mod III (HEV0809). Data collected and submitted by the instructor.

Achievement Target
85% of students will achieve a passing score

Findings
95% of students achieved a passing score which exceeded the 85% benchmark.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Computed Tomography (ATC)

1: Identifying anatomical structures

Outcome
Identify normal and abnormal anatomical structures in multi planar format as pertinent to advanced imaging.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 1.1: Identifying anatomical structures

Measure
Measured with scores from a cross-sectional final examination in course RTE 2762.

Achievement Target
90% of the students will pass the exam with a 75% or higher.

Findings
100 % of students scored 75% or higher on the examination.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Consider purchasing software to enhance online component of course.

2: Protocols

Outcome
Describe scan protocols and state the application of protocols in specific situations and describe criteria for imaging various studies

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans
2.1: Protocols

Measure
Measured by scores from final exam items: 1-51, 53, 54, 55, 62-75, in course RTE 2571 during the month of May 2009.

Achievement Target
90% of the students will pass the exam with a 75% or higher.

Findings
100% of students scored 75% or higher on exam.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Continue work to develop online component of course.

3: Safe environment

Outcome
Create and maintain a safe environment according to the “As Low as Reasonably Achievable” (ALARA) philosophy for radiation safety.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Global Awareness

Measures and Action Plans

3.1: Safe environment

Measure
Measured by the scores of the final examination items 52, 56-61 in course RTE 2571 during the month of May 2009.

Achievement Target
90% of the students will pass the exam with a 75% or higher.

Findings
100% of students scored above 75% on exam.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Instructors will emphasize the new measures of patient dosage and MR/radiation safety to be in compliance with hospital accreditation requirements.
Computer Information Security (ATC)

1: Staying Current about Security Topics

Outcome
Demonstrate the ability to implement and configure IDS and PKI to deter attacks and intrusion attempts in order to secure the network as well as the ability to respond to network break-ins and to assess the damage from the attacks utilizing the most current information on vulnerabilities and other security topics.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

1.1: Staying Current about Security Topics

Measure
Measured using the Midterm Exams (CNT2405: Intrusion Detection Systems, Countermeasures and PKI - Questions: 12, 44, 47, and 49) during the Spring 2010 semester. Data was collected by the state and submitted by the instructor.

Achievement Target
80% of students will answer these questions correctly.

Findings
No findings available due to no courses in this program offered during this assessment cycle.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Implementation of Security Tools

Outcome
Examine and use different security tools to implement network encryption, authentication and Digital Certificate, IPSec, Firewalls, VPNs and security management tools.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans
2.1: Implementation of Security Tools

**Measure**
Measured using the Midterm Exams (CNT2404: Network Attacks and Introduction to TCP/IP Security - Questions: 7, 18, and 40) during the Spring 2010 semester. Data was collected by the state and submitted by the instructor.

**Achievement Target**
80% of students will answer these questions correctly.

**Findings**
No findings available due to no courses in this program offered during this assessment cycle.

**Target Met?**: Not Assessed in this Cycle
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

Action Plan/Progress Report

3: Effective Management of Firewalls and VPNs

**Outcome**
Demonstrate skills to plan, develop, implement, maintain, manage, and troubleshoot security policies and procedures, assess security risks and common types of security attacks and vulnerabilities of Transmission Control Protocol/Internet Protocol (TCP/IP) protocol suite utilizing different security technologies and tools within the entire network including Wireless, routers and switches security.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**:

Measures and Action Plans

3.1: Effective Management of Firewalls and VPNs

**Measure**
Measured using selected questions on the final exam in CNT 2407.

**Achievement Target**
80% of students will answer these questions correctly.

**Findings**
No findings available due to no courses in this program offered during this assessment cycle.

**Target Met?**: Not Assessed in this Cycle
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

Action Plan/Progress Report

4: Skills to Effectively Adhere to Policies and Procedures
Outcome
Demonstrate the ability to understand and describe fundamentals of security concepts, standards, policies, procedures, Firewalls, Virtual Private Networks (VPN), Intrusion Detection Systems (IDS), Cryptography, Public Key Infrastructure (PKI), and Digital Certificate.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

M 4.1: Skills to Effectively Adhere to Policies and Procedures

Measure
Measured using selected questions on the final exam in CNT 2401.

Achievement Target
80% of students will answer these questions correctly.

Findings
No findings available due to no courses in this program offered during this assessment cycle.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Computer Programming (AS)

1: Solving problems

Outcome
Demonstrate the ability to understand a problem and develop logically structured and modular solutions through the use of flowcharts, pseudo-code, UML charts and diagrams.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences

Measures and Action Plans

1.1: Solving problems

Measure
Measured by a yearly Visual basic programming quiz five in course COP 1332 Visual Basic Programming as an in-class exam.

Achievement Target
80% of students will answer this question correctly.

Findings
The score was 92.17% in the fall 2013 section for the quiz.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Students who received a C or below are required to attend weekly one hour tutoring sessions in the SLC Lab with a programming tutor.

2: Using modern programming languages

Outcome
Design and implement computer solutions for problems using modern programming languages such as C, C++, Java, and Visual Basic .NET.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
2.1: Using modern programming languages

Measure
Visual Basic programming quiz five average.

Achievement Target
80% of students will answer this question correctly.

Findings
Students earned 92.71% on the quiz in the fall 2013.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Students who received a C or below are required to attend weekly one hour tutoring sessions in the SLC Lab with a programming tutor.

3: Create control structures

Outcome
Create control structures, methods with the appropriate parameters, data structures of the appropriate type, and implement algorithms to solve problems.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Information Literacy

Measures and Action Plans
3.1: Create Control Structures

Measure
Quiz two in the COP 1000 Introduction to Programming Logic class administered by the professor is the measure used.

Achievement Target
Students need to earn 80% or above on quiz.

Findings
Students in the spring, summer, and fall 2013 had an average of 77.06% on the quiz covering this topic.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Students who received a C or below are required to attend weekly one hour tutoring sessions in the SLC Lab with a programming tutor.

4: Data from databases

Outcome
Develop application software that can access files and databases.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Information Literacy

Measures and Action Plans
4.1: Data from databases

Measure
Measured by a yearly server-side programming - JSP and MySQL quiz in COP 2840 as in-class exam.

Achievement Target
80% of students will answer this question correctly.

Findings
Students earned 87.94% on the quiz that covered JSP and databases.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Students who received a C or below are required to attend weekly one hour tutoring sessions in the SLC Lab with a programming tutor.

5: Software Design

Outcome
Develop a strategy for software development.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Information Literacy

Measures and Action Plans
5.1: Software Design

Measure
Measured by the midterm in CIS 2513 Information Technology Project Management administered by the professor.

Achievement Target
Students will earn 80% or higher on midterm.

Findings
I have no responses from faculty who taught this class in 2013.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Cosmetology (PSAV)

1: Beauty Procedures

Outcome
Analyze and perform various beauty skills and procedures using professional industry standards in accordance with a client's needs or expectations.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

Measure
Measured through a rubric in courses COS 0200, COS 0400, COS 0301, COS 0600 and COS 0700.

Achievement Target
90% will score "Satisfactory" or "Proficient" on rubric.

Findings
The 45-90 degree haircut RUBRIC 100% of students scored 75% or higher ie: finger position, angle position and following traveling guide.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
The 45-90 degree haircut showed there was improvement and target met. The students demonstrated improvement in finger and angle position as well as transitioning from stationary to traveling guide. However to make additional improvements students will need to use standard professional equipment and tools.

Kits have been ordered and distributed to all students during the Intro Class. All students will have professional grade shears and cutting equipment to continue to improve their cutting skills.

2: Entrepreneur & Management

Outcome
Practice entrepreneurship & management skills.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans


M 2.1: Entrepreneur & Management

Measure
Measured by Rubrics in COS0870

Achievement Target
95% of students will score 75% or higher.

Findings
100% of students scored 75% or higher on Portfolio project RUBRIC

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

O 3: Application of Science and Mathematics

Outcome
Demonstrate appropriate understanding and application of science and mathematics as related to grooming and salon services.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences

Measures and Action Plans
M 3.1: Application of Science and Mathematics

Measure
Measure by Exam & Rubrics. Measured in COSO 600 and COSO700

Achievement Target
All students will score an average of 75% or higher

Findings
On Chemical Exam 100% of students scored 75% or higher
On RUBRIC for Relaxer retouch 100% of students scored 75% or higher

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

O 4: Safety and Sanitation

Outcome
Maintain a safe work area and demonstrate safety and sanitation knowledge according to Occupational Safety and Health
Learning Outcome?: Yes  
General Education/ Institutional Learning Outcomes Supported?: Ethics  

Measures and Action Plans

4.1: Safety and Sanitation

Measure

Achievement Target
100% of students will meet OSHA safety standards.

Findings
100% of students received 75% or higher

Target Met?: Met  
Targeted for improvement in this cycle?: No  
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Communication with Clients

Outcome
Competently communicate with clients on services requested and implemented.

Learning Outcome?: Yes  
General Education/ Institutional Learning Outcomes Supported?: Communications  

Measures and Action Plans

5.1: Communication with Clients

Measure
Measured by using a rubric system in courses CSP 0011 and CSP 0300 by the Instructor.

Achievement Target
90% of students will receive positive responses on all eight items on the rubric.

Findings
100% of students scored 75% or higher

Target Met?: Met  
Targeted for improvement in this cycle?: No  
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: Fl Law
Outcome
Apply and demonstrate knowledge of FL Law and State Board Requirements

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics

Measures and Action Plans

M 6.1: FL Law

Measure
Measured by FL Law sample exam. Measured in COS0870.

Achievement Target
95% of students will pass

Findings
100% of students scored 75% or higher on FL Law exam

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

7: Chemicals

Outcome
Effectively use Chemicals, implements and equipment appropriate to program content.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 7.1: Chemicals

Measure
Measured by Rubrics and exams. Measured in Chemistry COS0600 and COS0700

Achievement Target
90% of students will score 75% or higher.

Findings
In Cos0700 ch 21 color exam 100% of students scored 75% or higher
On 6 required RUBRICS 100% of students scored 75% or higher

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
8: Employability Skills

**Outcome**
Demonstrate basic business & employability skills which include competently running reception desk

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Humanities

**Measures and Action Plans**

8.1: Employability Skills

**Measure**
Measured by RUBRICS, appt book operate front desk

**Achievement Target**
95% of students will complete with a 75% or higher.

**Findings**
100% of students scored 75% or higher

**Target Met?**: Met
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**
Cosmetology (PSAV) - Belle Glade

1: Beauty Procedures

Outcome
Analyze and perform various beauty skills and procedures using professional industry standards in accordance with a client's needs or expectations.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

Measure
Measured through a rubric in courses COS 0200, COS 0400, COS 0301, COS 0600 and COS 0700.

Achievement Target
90% will score "Satisfactory" or "Proficient" on rubric.

Findings
100% of students scored an eighty or above on the goal.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Entrepreneur & Management

Outcome
Practice entrepreneurship & management skills.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
2.1: Entrepreneur & Management

**Measure**
Measured by Rubrics in COS0870

**Achievement Target**
95% of students will score 75% or higher.

**Findings**
Seven of nine students pass this goal with 100%. Two students did not complete the test.

**Target Met?**: Not Met
**Targeted for improvement in this cycle?**: Yes (enter action plan below)
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**
Students in Salon Management classes will be given more than one opportunity to achieve this goal within the program.

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3: Application of Science and Mathematics

**Outcome**
Demonstrate appropriate understanding and application of science and mathematics as related to grooming and salon services.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Natural Sciences

**Measures and Action Plans**

3.1: Application of Science and Mathematics

**Measure**
Measure by Exam & Rubrics. Measured in COSO 600 and COSO700

**Achievement Target**
All students will score an average of 75% or higher.

**Findings**
All students received a 75% or higher on this goal.

**Target Met?**: Met
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**
Outcome
Maintain a safe work area and demonstrate safety and sanitation knowledge according to Occupational Safety and Health Administration (OSHA) regulations.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics

Measures and Action Plans
M 4.1: Safety and Sanitation

Measure

Achievement Target
100% of students will meet OSHA safety standards.

Findings
Eleven out of twelve students passed the OSHA standard. One student dropped from the class.

Target Met?: Partially Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Communication with Clients

Outcome
Competently communicate with clients on services requested and implemented.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans
5.1: Communication with Clients

Measure
Measured by using a rubric system in courses CSP 0011 and CSP 0300 by the Instructor.

Achievement Target
90% of students will receive positive responses on all eight items on the rubric.

Findings
Ninety percent of students received positive response on all eight items on the rubric.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: FL Law

Outcome
Apply and demonstrate knowledge of FL Law and State Board Requirements

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics

Measures and Action Plans

M 6.1: FL Law

Measure
Measured by FL Law sample exam. Measured in COS 0870

Achievement Target
95% of students will pass

Findings
The Belle Glade campus did not measure this goal.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The Belle Glade campus will obtain a copy of the Florida Law Exam and measure the students in COS 0870.

7: Chemicals

Outcome
Effectively use Chemicals, implements and equipment appropriate to program content.
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking
Measures and Action Plans

M 7.1: Chemicals

Measure
Measured by Rubrics and exams. Measured in Chemistry COS0600 and COS0700

Achievement Target

90% of students will score 75% or higher.

Findings
100% of students passed with a 75 or above.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

8: Employability Skills

Outcome
Demonstrate basic business & employability skills which include competently running reception desk

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Humanities
Measures and Action Plans

M 8.1: Employability Skills

Measure
Measured by RUBRICS, appt book operate front desk

Achievement Target
95% of students will complete with a 75% or higher.

Findings
100% of students passed with a 75% or higher.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Crime Scene Technology (AS)

1: Biological Evidence

**Outcome**
Demonstrate the basic principles and procedures of biological evidence to include DNA and PCR (polymerase chain reaction) analysis.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Information Literacy

**Measures and Action Plans**

1.1: Biological Evidence

**Measure**
In Biological Evidence course, the final exam is used to measure this outcome.

**Achievement Target**
The class average will be 95% on the final exam.

**Findings**
The class average on the final exam was 88%.

**Target Met?**: Not Met
**Targeted for improvement in this cycle?**: Yes (enter action plan below)
**Targeted for improvement in prior cycle?**: Yes, (enter progress report below)

**Action Plan/Progress Report**
The two sections offered of this course has exhibited a downward tend in total grade averages. Investigating remedies have been narrowed to a change of text. Also will discuss instructor change for both sections after the next assessment using new instructional materials not limited to just a text change.

2: Crime Scene Safety

**Outcome**
Demonstrate crime scene safety procedures to include chemical, mechanical and thermal environments that present a threat to the crime scene investigator, public safety workers and the public.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Humanities

**Measures and Action Plans**
2.1: Crime Scene Safety

Measure
Measured in Crime Scene Safety course by a final exam.

Achievement Target
Class average on the final exam will be 95% or higher.

Findings
Students did not achieve the desired 90 percentile as hoped for during this assessment period. The average score was 86%.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
A reorganization of syllabi practical exercises and exposure to actual applications rather than the concentration on theory. Increase hands on applications and exposures to real life scenarios to include actual demonstrations of PPE, s and dangerous materials. Also discussion on possible change of instructor.

3: Trace Evidence

Outcome
Demonstrate the basic philosophy of trace evidence, evidence analysis, evidence submission and evidence presentation in a court of law.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
M 3.1: Trace Evidence

Measure
In CJB 1721, a final exam is administered.

Achievement Target
The class average on the final exam will be 95% or higher.

Findings
The class average on the final exam was 95%.

Educational strategies employed has resulted in positive results as all students who did remain in the program did an excellent job of demonstration of executing and demonstrating trace evidence objectives.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

O 4: Demonstrate knowledge of techniques

Outcome
Demonstrate knowledge of basic and advanced techniques of crime scene photography by theoretical and practical applications.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Information Literacy

Measures and Action Plans
4.1: Demonstrate knowledge of techniques

Measure
Measured through a photography project conducted in course CJB 1722, Crime Scene Photography 2. Data was collected and submitted by the instructor. Students are encouraged to use photo equipment and lab time in their off class time.

Achievement Target
Students will achieve an average score of 95%.

Findings
Students exhibited proficiency in excess of course requirements for both sections offered. By means of preparing a Crime Scene portfolio to include demonstrative and other types of photo exhibits further enhanced student learning of the subject matter. Reorganization of the course syllabus also assisted in students taking a greater interest in the subject matter.

The average score was 94.2%. The program director considers this close enough to the goal of 95% to be considered as meeting the target.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Institute the portfolio as a requirement for both sections. Presently only one section is responsible for its creation and presentation. Reorganization of the syllabus so both sections met the same benchmarks at the same time to increase accountability and subject matter immersion.

5: Presentation skills

Outcome
Demonstrate presentation skills of presenting scientific evidence in the criminal justice system.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Humanities, Critical Thinking, Ethics

Measures and Action Plans
5.1: Presentation skills

Measure
Measured by the final exam in course CJB 2704 - Courtroom presentation of scientific evidence.

Achievement Target
Students will achieve an average score of 90%.

Findings
Students did not meet the 90% that was the goal for student to achieve. Lack of courtroom access through the Palm Beach County Courthouse did hamper initiatives. The addition of a new court room for instructional use within the new CJ complex should aid in achievement level. Students did have access to the new courtroom upon the completion of construction at the end of the term.

The class average was 88%.

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Greater concentration will be placed on actual moot court exercises. This should improve now that CJ has a courtroom for instructional purposes. With an actual courtroom further instruction can take place as it will replace the conventional classroom environment with that of a legal one.

6: Demonstrate principles of collection techniques

Outcome
Demonstrate the basic and advanced principles of crime scene evidence collection techniques.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans
6.1: Demonstrate principles of collection techniques

Measure
Measured by a Mock scene analysis in course CJB 1721. Data was collected and submitted by the instructor.

Achievement Target
Students will achieve an average score of 95%.

Findings
Students did meet and exceed as a majority the 95 percentile that was the aim for improvement. The class average was 90.5.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
The majority of students have met or exceeded the goal for 95 percentile in both sections of this course offering.

7: Application of fingerprint identification

Outcome
Demonstrate the theoretical and practical application of fingerprint identification.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Mathematics, Critical Thinking, Ethics

Measures and Action Plans

7.1: Application of fingerprint identification

Measure
Measured by a fingerprint exam in course CJB 2736 - latent fingerprints. Data was collected and submitted by the instructor.

Achievement Target
Students will achieve an average score of 95%.

Findings
Students met a 95 percentile or above on their final proficiency examination.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Students secured their own fingerprint loop (2x magnifier) to assist in their studies at home. Additional drill exercises were also furnished increasing practice times for students as outside class activities. This resulted in students meeting the targeted level of student achievement.
1: Licensure

Outcome
The program graduate will pass the state of board licensure/certification exam

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

Measure
Measured by using the state/board exam results. Data are collected from the state/boards or other agencies and submitted by the Associate Dean.

Achievement Target
80% of the students will pass state board exam

Findings
82% of the students achieved this outcome.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Demonstrate Physical Conditioning

Outcome
Demonstrate a level of physical conditioning that is appropriate for performance of a Correctional Officer.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: None
Measures and Action Plans
2.1: Demonstrate Physical Conditioning

Measure
Measured by comparing initial physical assessment with final physical assessment as report on Academy Physical Fitness Standards Report, CJSTC-67A

Achievement Target
95% of the students who enter needing additional physical conditioning will show improvement between initial and final physical assessment

Findings
100% of the students achieved this outcome

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Demonstrate Proficiency

Outcome
Demonstrate proficiency in all high liability skills: Firearms, Defensive Tactics, and First Aid

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

3.1: Demonstrate Proficiency

Measure
Measured by the FDLE proficiency sheets for Firearms, Defensive Tactics, and First Aid

Achievement Target
95% or more of the students will demonstrate proficiency in all of the high liability skills.

Findings
92% of the students achieved this outcome

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
This course is limited to 80 hours of instruction, we will increase the instructor to student ratio by one to provide closer monitoring and instruction.

4: Demonstrate Understanding

Outcome
Demonstrate understanding of the fundamental skills of Corrections required of a certified correctional officer to include: Introduction to Corrections, Communications, Officer Safety, Facility and Equipment, Intake and Release, Supervising in a Correctional Facility, Supervising Special Populations, and Responding to Incidents and Emergencies.

**Learning Outcome**: Yes

**General Education/ Institutional Learning Outcomes Supported**: Critical Thinking

**Measures and Action Plans**

**M 4.1: Demonstrate Understanding**

**Measure**

Measured by end of block exams for Introduction to Corrections, Communications, Officer Safety, Facility and Equipment, Intake and Release, Supervising in a Correctional Facility, Supervising Special Populations, and Responding to Incidents and Emergencies.

**Achievement Target**

95% or more of the students will achieve a passing score on each of the cognitive examinations.

**Findings**

100% of the students achieved this outcome.

**Target Met**: Met

**Targeted for improvement in this cycle**: Yes (enter action plan below)

**Targeted for improvement in prior cycle**: No

**Action Plan/Progress Report**

We will continue to stress the importance of sound study habits, encourage student work study groups, and ensure that all students are familiar with the college's student assistance programs.

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**5: Demonstrate Discipline**

**Outcome**

Demonstrate proper discipline and personal accountability expected in the corrections profession.

**Learning Outcome**: Yes

**General Education/ Institutional Learning Outcomes Supported**: Ethics

**Measures and Action Plans**
5.1: Demonstrate Discipline

Measure
Measured by the percent of students who face disciplinary dismissal.

Achievement Target
95% or more students will not face disciplinary dismissal

Findings
100% of the students achieved this outcome.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Criminal Justice Academy: Law Enforcement Officer Program (PSAV)

1: Demonstrate Physical Conditioning

Outcome
Demonstrate a level of physical conditioning that is appropriate for the performance of a law enforcement officer

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: None

Measures and Action Plans

\[ M \] 1.1: Demonstrate Physical Conditioning

Measure
Measured by comparing initial physical assessment with final physical assessment as reported on Academy Physical Fitness Standards Report, CJSTC-67A

Achievement Target

95% of students who enter needing additional physical conditioning will show improvement between initial and final physical assessment.

Findings
100% of the students achieved this outcome

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Demonstrate Discipline

Outcome
Demonstrate proper discipline and personal accountability expected in the law enforcement profession

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics

Measures and Action Plans
2.1: Demonstrate Discipline

Measure
Percent of students who face disciplinary dismissal

Achievement Target
95% or more students will not face disciplinary dismissal.

Findings
100% of the students achieved this outcome

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Demonstrate Proficiency

Outcome
Demonstrate proficiency in all high liability skills: Firearms, Defensive Tactics, Vehicle Operations, First Aid and Dart Firing Stun Gun

Learning Outcome?: Yes

General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

3.1: Demonstrate Proficiency

Measure
Demonstrate proficiency in all high liability skills: Firearms, Defensive Tactics, Vehicle Operations, First Aid and Dart Firing Stun Gun

Achievement Target
95% or more of the students will demonstrate proficiency in all of the high liability skills

Findings
97% of the students achieved this outcome

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
We will split large classes to allow for lower instructor to student ratios.

4: Pass State/Board Exam

Outcome
The program graduate will pass the state or board licensure/certificate exam
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Measures and Action Plans

M 4.1: Pass state/board exam

Measure
Measured by state or board exams results. Student will pass state or board exams, results are submitted from state boards or other agencies.

Achievement Target
90% of the completing students will pass the State Officer Certification Examination.

Findings
95% of the students achieved this outcome

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Demonstrate Understanding

Outcome

Demonstrate an understanding of the fundamental skills of a law enforcement officer to include: Introduction to Law Enforcement, Legal, Communications, Human Issues, Patrol 1, Patrol 2, Crime Scene Investigations, Criminal Investigations, Traffic Stops, DUI Traffic Stops, Traffic Crash Investigations.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking
Measures and Action Plans
5.1: Demonstrate Understanding

Measure


Achievement Target
95% or more of the students will achieve a passing score on each of the cognitive examinations.

Findings
98% of the students achieved this outcome.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Student completed instructor evaluations will be reviewed and evaluated, greater emphasis will be placed on study habits and test taking skills and the availability of college tutoring assistance will be emphasized
Criminal Justice Technology: Law Enforcement, Non-Sworn Tracks (AS)

1: Articulate Basic Philosophies

Outcome
Articulate the basic philosophies that guide policing, corrections, courts, juvenile justice, probation and parole, and victimology.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Humanities, Critical Thinking, Ethics

Measures and Action Plans

Measure
The assessment utilized a rubric designed for the capstone course CJE1711.

Achievement Target
Students will achieve an average score of 90%.

Findings
Students met or exceeded the 90 percentile as hoped for.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Designed a new rubric and broke assignments into smaller units. Offered more technological instruction in regard to research methods and APA style writing.

2: Basic Criminological Theory

Outcome
Demonstrate a fundamental understanding of human behavior from a historical, criminological and sociological perspective.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Humanities

Measures and Action Plans
2.1: Criminological Theory

Measure
Final exam administered in CCJ 1010.

Achievement Target
Students will achieve a class average of 90% on the final exam.

Findings
A review of all sections offered during this period (8) yielded below the 90 percentile which was the goal. An indepth analysis yielded a dispropotinate of (W'S) from on line offering sections which was in contrast from the year before where very few (w's) were noted from the on line class offerings. In disussing the findings with the on line instructor he concurred that the w's were prominent but no direct measure could be ascertained. The grades of the students that did receive a W ranged from fair to good although many were late on assignments. Blackboard does not allow for the submission of late assignments and that is the belief why students did decide to withdraw. An analysis of in class sections yielded many B and C grades were the result on continously being to late for many classes and syllabi yields for most sections that 3 lates equal an abscent mark. Also late submissions of term papers and work projects also suffered a letter grade loss due to late submission practices. Student lack of accountability was noticeable as a common thread. During cluster new strategies will be discussed.

The class average was __86 percent__.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Cluster discussion will take place of what different strategies can be employed for both in class and on line student accountability measures. Will also seek outside advice from other chairs within different departments to gain ideas for other strategies.

3: Various Roles of Corrections

Outcome
Demonstrate a working knowledge of the role of corrections at various levels of government within the state.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Humanities, Critical Thinking, Ethics
Measures and Action Plans
M 3.1: Various Roles of Corrections

Measure
Measured using the Final Exam (CCJ1300 - Police Administration).

Achievement Target
Students will achieve an average score of 90%

Findings
Goal of 90 percentile was partially met. In class sections all met the goal. On line offerings with two different instructors did not meet the goal. Analysis yields that a percentile of students tried to submit late assignments to the Blackboard platform and once the closing date and time occurs there are no late submissions accepted. There is a rigidity of OL class formats. Student accountability of at times a lack of understanding the technology yields a higher percentile of W's and lower letter grades.

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
All classroom offerings did quite well meeting the 90 percentile goal. The same did not as it related to OL offerings for reasons discussed in the findings section of this report. Through cluster and other departments will seek advice and strategies to employ improvement in OL offerings and student assistance.

4: Understanding Federal Procedures

Outcome
Demonstrate an understanding of the procedures outlined by the United States Constitution and the Bill of Rights for criminal procedure.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Humanities, Critical Thinking, Ethics

Measures and Action Plans
4.1: Understanding Federal Procedures

Measure
Measured using the Final Exam (CCJ1300 - Police Administration)

Achievement Target
Students will achieve an average score of 90%.

Findings
Goal of 90 percentile was partially met. In class sections all met the goal. On line offerings with two different instructors did not meet the goal. Analysis yields that a percentile of students tried to submit late assignments to the Blackboard platform and once the closing date and time occurs there are no late submissions accepted. There is a rigidity of OL class formats. Student accountability at times a lack of understanding the technology yields a higher percentile of W's and lower letter grades.

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
All classroom offerings did quite well meeting the 90 percentile goal. The same did not as it related to OL offerings for reasons discussed in the findings section of this report. Through cluster and other departments will seek advice and strategies to employ improvement in OL offerings and student assistance.

5: Administration of Criminal Justice

Outcome
Demonstrate critical reasoning, problem solving abilities, communication skills, technology skills and ethical concerns in criminal justice.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
5.1: Administration of Criminal Justice

Measure
Final exam in CCJ 1020 (Administration of Criminal Justice)

Achievement Target
The class average on the final exam will be 90% or higher.

Findings
All classroom offerings did quite well meeting the 90 percentile goal. The same did not as it related to OL offerings for reasons discussed in the findings section of this report. Through cluster and other departments will seek advice and strategies to employ improvement in OL offerings and student assistance.

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
All classroom offerings did quite well meeting the 90 percentile goal. The same did not as it related to OL offerings for reasons discussed in the findings section of this report. Through cluster and other departments will seek advice and strategies to employ improvement in OL offerings and student assistance.
Dental Assisting (PSAV)

1: Promote oral and general health to the public

Outcome
Promote the values of oral and general health and wellness to the public and organizations within and outside the profession.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 1.1: Promote oral and general health to the public

Measure
Measured by externship, evaluation and rubric for student journal, in course DEA 0851L (Clinical Practice III Lab).

Achievement Target
100% of students to achieve 75% or higher

Findings
100% of the students achieved 75% or higher

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Organize Data

Outcome
Collect, maintains, and organizes data in a dental environment

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans
2.1: Organize Data

**Measure**
Collect, maintains, and organizes data in a dental environment:

**Achievement Target**
100% of the students will achieve 75% or higher

**Findings**
100% of the students received a 75% or better via Student Journals and TalEval electronic grading program.

**Target Met?**: Met  
**Targeted for improvement in this cycle?**: No  
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**

3: Patient Safety

**Outcome**
Understand and utilize proper procedures and protocol for patient safety risk factors by demonstrating knowledge and understanding of medical/dental/social histories

**Learning Outcome?**: Yes  
**General Education/ Institutional Learning Outcomes Supported?**: 

**Measures and Action Plans**

3.1: Patient Safety

**Measure**
Understand and utilize proper procedures and protocol for patient safety risk factors by demonstrating knowledge and understanding of medical/dental/social histories:

**Achievement Target**
100% of the students will achieve 75% or higher

**Findings**
100% of the students received a 75% or higher via Student Journals and TalEval electronic grading program.

**Target Met?**: Met  
**Targeted for improvement in this cycle?**: No  
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**

4: Licensure

**Outcome**
The program graduate will pass the state or board licensure/certification exam
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:
Measures and Action Plans

4.1: Licensure

Measure
Measured by the Dental Assisting National Board (DANB) exam results, in May/June 2009. Data was collected by the DANB and submitted by the Dental Assisting Department Chair.

Achievement Target
100% of the students will pass the DANB exam

Findings
Out of the 18 2013 graduating Dental Assisting Students, 17 graduates sat for the the Dental Assisting national Board exam. Of the 17, 13 successfully passed all 3 portions of the exam

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Improve the licensure pass rate. We have purchased a web program called NorthStar Learning that we will continue utilizing. We will also continue to encourage the dental assisting students to sit for the DANB exam. In addition we have revised the curriculum to include a DANB review course. The next step is to incorporate as part of the course that students register and take the exam before the end of the course. It is hope that this will increase the overall pass rate of which is a current measure.

5: Service Activities

Outcome
Advance the profession through service activities and affiliations with professional organizations.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:
Measures and Action Plans
5.1: Service Activities

Measure
Advance the profession through service activities and affiliations with professional organizations: 100% of the students will conduct community service activities as well as participate in campus activities and attend professional meetings

Achievement Target
100% of the graduates completed their required community service activities.

Findings
100% of the graduates completed their required community service activities.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: Disease Prevention

Outcome
Evaluate factors that can be used to promote patient/client adherence to disease prevention and/or health maintenance strategies.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

6.1: Disease Prevention

Measure
in DEAO130, grade on nutritional counselling journal; graded with a rubric.

Achievement Target
100% will pass at 75% or higher

Findings
100% of the students in DEAO130 successfully achieved a 75% or higher on nutritional counselling.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

7: Ethics

Outcome
Understand and identify the importance of professional ethics in a dental environment.
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics

Measures and Action Plans

7.1: Ethics

Measure
Grade on the module targeting ethics in DEA0801.

Achievement Target
100% will get a grade of 75% or higher.

Findings
100% of the students received a grade of 75% or higher on the Ethics module in DEA 0801

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

8: Federal and State Laws

Outcome
Adhere to state and federal laws, recommendations and regulations in the provision of dental assisting care.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics

Measures and Action Plans

8.1: Federal and State Laws

Measure
Grade on the module exam in DEA0850.

Achievement Target
100% will receive a grade of 75% or better.

Findings
100% of the students received a 75% or better on the Federal and State Laws module exam in DEA 0850

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

9: Ability to multi-task

Outcome
Demonstrate the ability to handle multi-tasks simultaneously and to operate in a logical, sequential, and orderly manner.

**Learning Outcome?:** Yes  
**General Education/ Institutional Learning Outcomes Supported?:**

**Measures and Action Plans**

**M 9.1: Ability to multi-task**

**Measure**
Measured by clinical evaluations and using a rubric for student journals in courses DEA 0800L (Clinical Practice I Lab) and DEA 0801L (Clinical Practice II Lab).

**Achievement Target**
100% of students to achieve 75% or higher

**Findings**
Using the Clinical Evaluation and rubric for DEA 0800 Clinical Practice I and DEA 0800L Clinical Practice I Lab all students achieved a 75% or higher in both courses.

**Target Met?:** Met  
**Targeted for improvement in this cycle?:** No  
**Targeted for improvement in prior cycle?:** No

**Action Plan/Progress Report**
Dental Hygiene (AS)

1: Ensuring health and safety of Client

Outcome
Evaluate and utilize methods to ensure the health and safety of the patient/client and the dental professional in the delivery of dental treatment.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Global Awareness

Measures and Action Plans

1.1: Ensuring health and safety of Client

Measure
Measured by using a Clinical exam as a mock board exam in courses DEH 2806/2806L- Dental Hygiene Clinic IV. Data is collected by the lead faculty member in DEH 2806/2806L.

Achievement Target
100% of the students will pass the Mock Board examination at 75% or higher.

Findings
100% of students successfully passed the Mock Board at 75% or higher.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Faculty will give guidance to students as to patient criteria for NERB clinic exam. Skill sessions will be available for students who have not successfully passed the Mock Clinical Exam and give additional support in patient assessment.

2: Provide dental care

Outcome
Provide dental care to promote patient/client health and wellness using critical thinking and problem solving in the provision of evidenced-based practice.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
2.1: Provide dental care

Measure
Case study report and presentation in Clinic IV.

Achievement Target
100% of students will be successful in the development of a case study at 75% or higher.

Findings
100% of the students achieved 75% or higher on the case study

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Formulating dental health services

Outcome
Collaborate with the patient/client and/or other health professionals to formulate a comprehensive dental health services care plan that is patient/client-centered and based on current scientific evidence.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans

3.1: Formulating dental health services

Measure
Measured by the case-based portion of the National Board Dental Hygiene exam. Data is collected by the American Dental Association and submitted by the dental hygiene coordinator.

Achievement Target
100% of the graduates will pass the Case Based portion of the National Board Examination at 75% or higher.

Findings
100% of the students passed the Case Based component of the National Board Exam with a score of 75% or higher.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
DH curriculum included additional case based studies as part of all program classes/related course work.

4: Licensure

Outcome
The program graduate will pass the state or board licensure/certification exam.

Learning Outcome?: Yes  
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking  

Measures and Action Plans

M 4.1: Licensure

Measure
Licensure is measured by the National Board Dental Hygiene Exam. Data is collected by the American Dental Association (ADA) and submitted by Palm Beach State’s dental hygiene coordinator.

Achievement Target
100% of the graduates will pass the National Board Dental Hygiene Exam at 75% or higher.

Findings
100% of the DH students passed the National Board at 75% or higher.

Target Met?: Met  
Targeted for improvement in this cycle?: Yes (enter action plan below)  
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Offer students review courses of all dental hygiene coursework, as well as test taking skills strategies to be successful in passing the National Board above national norm.

O 5: Oral and Health Status

Outcome
Systematically collect, analyze and record data on the general, oral and psychosocial health status of a variety of patients/clients using methods consistent with medical/legal principles.

Learning Outcome?: Yes  
General Education/ Institutional Learning Outcomes Supported?: Information Literacy

Measures and Action Plans
5.1: Oral and Health Status

**Measure**
Mock Board Patient Assessment

**Achievement Target**
100% of students will complete the Mock Board Assessment Form at 75% or higher.

**Findings**
100% of students passed the Mock Clinical Board with a score of 75% or higher on the patient assessment form.

**Target Met?:** Met
**Targeted for improvement in this cycle?:** Yes (enter action plan below)
**Targeted for improvement in prior cycle?:** Yes, (enter progress report below)

**Action Plan/Progress Report**
Assist students in clinic with selection of patients that meet stated criteria in the NERB licensing examination, as well as offering a review of assessment skills to obtain higher scores. (even though all passed at 75%)

6: Advance the Profession

**Outcome**
Advance the profession through services activities and affiliations with other health related professional organizations.

**Learning Outcome?:** Yes
**General Education/ Institutional Learning Outcomes Supported?:**

**Measures and Action Plans**

6.1: Advance the Profession

**Measure**
Records are kept of student participation in professional, campus and community activities each semester.

**Achievement Target**
100% of students will participate in professional, campus and community activities each semester.

**Findings**
100% of the students participated in professional campus and community activities each semester

**Target Met?:** Met
**Targeted for improvement in this cycle?:** No
**Targeted for improvement in prior cycle?:** No

**Action Plan/Progress Report**

7: Respect goals, values, beliefs of clients

**Outcome**
Respect the goals, values, beliefs and preferences of the patient/client while promoting optimal oral and general health.
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans

\[ \text{M} \] 7.1: Respect goals, values, beliefs of clients

 Measure
Patients indicate satisfaction on selected items on the Patient Exit Interview.

 Achievement Target
All student will score a 5 (out of a possible 5) on all selected items on the Patient Exit Survey.

 Findings
All students scored a 5 (out of a possible 5) on all selected items on the Patient Exit Survey.

 Target Met?: Met
 Targeted for improvement in this cycle?: No
 Targeted for improvement in prior cycle?: No

 Action Plan/Progress Report

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8: Life-long Learning

 Outcome
Continuously perform self-assessment for life-long learning and professional growth.

 Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

\[ \text{M} \] 8.1: Life-Long Learning

 Measure
Students submit an end of program self assessment portfolio that evaluates their academic and clinical progress and future goals.

 Achievement Target
100% of students will submit a satisfactory self assessment portfolio that evaluates their academic and clinical progress and future goals.

 Findings
100% of students submited a satisfactory self assessment portfolio that evaluates their academic and clinical progress and future goals.

 Target Met?: Met
 Targeted for improvement in this cycle?: No
 Targeted for improvement in prior cycle?: No

 Action Plan/Progress Report
9: Health Awareness

Outcome
Promote the values of oral and general health and wellness to the public and organizations within and outside the profession.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Global Awareness

Measures and Action Plans

9.1: Health Awareness

Measure
The results of the written component of the State Licensure examination.

Achievement Target
100% of students will pass the exam at 75%.

Findings
100% of the student successfully passed the written and clinical components of the Dental Hygiene Licensure Examination administered by the Northeastern Regional Board (NERB) with scores greater than 75%.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
100% of the student successfully passed the written and clinical components of the Dental Hygiene Licensure Examination administered by the Northeastern Regional Board (NERB) with scores greater than 75%.

NERB is making changes to the examination. Program faculty will continue to review the updates to the examination criteria with students beginning in their third semester which will enhance their overall knowledge and understanding of the required criteria in preparation for the licensure examination.

10: Risk factors

Outcome
Identify individuals and population risk factors and develop strategies the promote health-related quality of life.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
10.1: Risk factors

**Measure**
TalEval clinical evaluation assessment.

**Achievement Target**
100% of students will correctly identify risk factors and develop strategies that promote health related quality of life.

**Findings**
100% of students correctly identified risk factors and developed strategies that promote health related quality of life.

**Target Met?**: Met
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**
Diesel Technology 1 (PSAV)

1: Diesel Engine Systems

Outcome
Demonstrate entry level knowledge and skills in Diesel Engine Systems.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

1.1: Diesel Engine Systems

Measure

Achievement Target
70% of students will pass the course final exam or a State approved Technical Skills Attainment exam (if testing window coincides with course).

Findings
During the 2013-2014 assessment cycle, 100% of the students enrolled in Diesel Technology 1 Program passed an ASE- NATEF national skills assessment or a course final exam in Diesel Engine Systems.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The assessment target for Diesel Engine Systems in being increased from 70% to 80% to raise academic standards of the program. Additionally, students will earn an ASE Student Certification for each test they pass. We are confident that our student will be successful with the new, higher standards.

. Please refer to new website:

http://www.asestudentcertification.com/

2: Safety and Pollution Prevention

Outcome
Demonstrate knowledge of mechanical safety, pollution prevention and perform vehicle lift safety as required in the Diesel Technology industry.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
2.1: Safety and Pollution Prevention

Measure
Written exam and practical demonstration (Lift Safety Institute) SP2 Tests [http://www.sp2.org](http://www.sp2.org) (course used in measure DIM0004).

Achievement Target
80% of students will achieve an average score of 80% in the safety, pollution prevention and lift safety exams.

Findings
Findings: During the 2013-14 assessment cycle, 100% of the Diesel Tech 1 students scored an average of 92% in the safety, pollution prevention and lift safety exams.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Heavy Truck Brake Systems

Outcome
Demonstrate entry level knowledge and skills in Heavy Truck Brake Systems.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 4.1: Heavy Truck Brake Systems

Measure
Heavy Truck Brakes Systems section of the National Automotive Skills Standards Assessment [http://www.na3sa.com](http://www.na3sa.com) or the DIM0007 & DIM0008 course final exams.

Achievement Target
70% of students will pass the State approved Technical Skills Attainment exams.

Findings
During the 2013-2014 assessment cycle, 100% of the students enrolled in Diesel Technology 1 Program passed an ASE-NATEF technical skills attainment assessment or a course final exam in Heavy Truck Brake Systems.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
5: NATEF Tasks

Outcome
Interpret manufacturer's specifications and perform prescribed procedures utilizing computerized manuals for diagnosis and repair of electrical/electronic systems, diesel engines systems, and heavy truck brakes systems.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
5.1: NATEF Tasks

Measure
NATEF Accreditation Standards http://www.natef.org (courses used in measure DIM0014, DIM0006, DIM0302, DIM0303, DIM007 & DIM0008).

Achievement Target
80% of students will successfully complete 95% of the Priority 1 Tasks, 70% of the Priority 2 Tasks and 25% of the Priority 3 Tasks

Findings
During the 2013-2014 assessment cycle, 100% of the students successfully completed 99% of the Priority 1 Tasks, 98% of the Priority 2 Tasks and 90% of the Priority 3 Tasks.

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Access to WI-FI in the Diesel Labs is still in the process of being evaluated by the College’s Computer Resources Department.

Today's Diesel Technician must have access to specifications and other manufacturer information while servicing vehicles. Availability of Wi-Fi will allow our students to have access to the necessary data as well as to learn the process that is standard in the Heavy and Medium Truck industry. The students will have access to the computer and required information on the shop floor without the lost time and energy of running "back and forth" to a remotely located computer. When working on a diesel vehicle, a technician must determine the problem with the vehicle, the cause of the problem and the proper procedures required to correct the malfunction for each particular year, make and model vehicle. Almost all technicians in dealerships have laptop wireless computers, so the information they need to work effectively and correctly is at their fingertips.

BENEFITS OF HAVING WIFI ACCESS:
1. Enables student to use the Blackboard and CDX Systems (Online) in the lab area to view the safety requirements and complete their NATEF Task assignments.
2. Allows student access the Mitchell systems (online) to look up parts, wiring schematics, diagnostic trees, vehicle service manuals, repair estimates and work orders (PLO 1, 3, 4, 6 & 7 and NATEF Standard 3B).
3. Move towards a paperless NATEF task tracking system and helps improve accountability (see NATEF
Standard 6.5).

4. Allows us to teach new online systems used by industry to diagnose vehicles

6: Electrical and Electronic Systems

Outcome
Demonstrate entry level knowledge and skills in Electrical and Electronic Systems.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 6.1: Electrical and Electronic Systems

Measure
Electrical and Electronics Systems section of the National Automotive Skills Standards Assessment [http://www.na3sa.com/](http://www.na3sa.com/) or DIM0302 & DIM0303 course final exams.

Achievement Target
70% of students will pass the course final exams or State approved Technical Skills Attainment exam (if testing window coincides with course).

Findings
During the 2013-2014 assessment cycle, 93% of the students enrolled in Diesel Technology 1 Program passed an ASE-NATEF technical skills attainment assessment or an electrical and electronic systems final exam.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

7: Technical Skill Attainment

Outcome
The program graduate will pass the state or board licensure/certification exam (where applicable).

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
M 7.1: Technical Skill Attainment

Measure

Achievement Target
70% of students will pass one component of the National Automotive Skills Standards Assessments or an ASE Certification Exam.

Findings
During the 2013-14 assessment cycle, **100%** of the students enrolled in Diesel Technology 1 Program passed an ASE Student Certification exam.

- [ASE Student Certifications](http://www.na3sa.com)

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Diesel Technology 2 (PSAV)

1: Heating and Air Conditioning

Outcome
Demonstrate entry level knowledge of Heating and Air Conditioning.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

Measure
Course Final Exam (course used in measure DIM0610).

Achievement Target
70% of students will score satisfactory on the Final Exam.

Findings
During the 2013-2014 assessment cycle, 100% of the students enrolled in the Diesel Technology 2 Program passed the course final exam in Heating and Air Conditioning.

Target Met?: Met
Targeted for improvement in this cycle?:
Targeted for improvement in prior cycle?:

Action Plan/Progress Report

2: Drive Train Systems

Outcome
Demonstrate entry level knowledge of Drive Train Systems.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
M 2.1: Drive Train Systems

Measure
Course Final Exam (course used in measure DIM0201).

Achievement Target
70% of students will score satisfactory on the final exam.

Findings
Not assessed this cycle.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
This measure was not assessed during the cycle. The program has an 18 month duration and so the actual periodicity of measures results in not all measure being assessed in each cycle.

0 3: NATEF Tasks

Outcome
Interpret manufacturer's specifications and perform prescribed procedures utilizing computerized manuals for diagnosis and repair of preventive maintenance, heating and air conditioning, truck steering and suspension, drive train systems and hydraulic systems.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
3.1: NATEF Tasks

Measure
NATEF Accreditation Standards http://www.natef.org (courses used in measure DIM0103, DIM0610, DIM0500, DIM0201 & DIM0106).

Achievement Target
90% of students will successfully complete 95% of the Priority 1 Tasks, 70% of the Priority 2 Tasks and 25% of the Priority 3 Tasks.

Findings
During the 2013-2014 assessment cycle, 100% of the students successfully completed 98% of the Priority 1 tasks, 100% of the Priority 2 Tasks and 97% of the Priority 3 tasks in all DT2 courses.

Target Met?: Partially Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
During previous cycles, the lack of WiFi and a protective canopy were significant issues for our student success. During the past year, the new canopy was installed providing effective protection from the sun, wind, and rain for our students. This will result in a significantly better student learning environment. The WiFi implementation has begun in Trade and Industry and was completed in Automotive. The Diesel wireless signal is a little weak but that is expected to improve this year during the next phase of implementation. The wireless internet connection is used for accessing service manuals, parts lists, and to operate diagnostic scanners.

4: Safety and Pollution Prevention

Outcome
Demonstrate knowledge of mechanical safety, pollution prevention and perform vehicle lift safety as required in the diesel technology industry.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking
Measures and Action Plans
4.1: Safety and Pollution Prevention

Measure
Written exam and practical demonstration (Lift Safety Institute) and SP2 Tests [http://www.sp2.org](http://www.sp2.org) (course used in measure DIM0103)

Achievement Target
100% of students will achieve an average score of 80% in the safety, pollution prevention and lift safety exams.

Findings
During the 2013-2014 assessment cycle, 100% of the students enrolled in the Diesel Technology 2 Program achieved an average score of 92% in the safety, pollution prevention and lift safety exams.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
During previous cycles, the lack of WiFi and a protective canopy were significant issues for our student success. During the past year, the new canopy was installed providing effective protection from the sun, wind, and rain for our students. This will result in a significantly better student learning environment. The WiFi implementation had begun in Trade and Industry and has been completed in Automotive. The Diesel wireless signal is a little weak but that is expected to improve this year during the next phase of implementation. The wireless internet connection is used for accessing service manuals, parts lists, and to operate diagnostic scanners.

5: Technical Skill Attainment

Outcome
The program graduate will pass the state or board licensure/certification exam (where applicable).

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
5.1: Technical Skill Attainment

Measure
National Automotive Skills Standards Assessment [http://www.na3sa.com](http://www.na3sa.com) or ASE Certification Exam.

Achievement Target
70% of students will pass one component of the National Automotive Skills Standards or an ASE Certification Exam.

Findings
During the 2013-2014 assessment cycle, 100% of the students enrolled in the Diesel Technology 2 Program passed an ASE Student Certification Exam.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
During previous cycles, the lack of WiFi and a protective canopy were significant issues for our student success. During the past year, the new canopy was installed providing effective protection from the sun, wind, and rain for our students. This will result in a significantly better student learning environment. The WiFi implementation has begun in Trade and Industry and was completed in Automotive. The Diesel wireless signal is a little weak but that is expected to improve this year during the next phase of implementation. The wireless internet connection is used for accessing service manuals, parts lists, and to operate diagnostic scanners.

7: Truck Steering and Suspension

Outcome
Demonstrate entry level knowledge of Steering and Suspension Systems.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
7.1: Truck Steering and Suspension

Measure
Truck Steering and Suspension section of the National Automotive Student Skills Standards Assessment [http://www.na3sa.com/](http://www.na3sa.com/) or DIM0500 and DIM0106 course final exams.

Achievement Target
70% of students will pass the course final exam or a State approved technical skills attainment exam (if testing window coincides with course).

Findings
During the 2013-2014 assessment cycle, 100% of the students enrolled in the Diesel Technology 2 Program passed an ASE-NATEF technical skills attainment assessment or Truck Steering and Suspension course final exam.

Target
Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
During previous cycles, the lack of WiFi and a protective canopy were significant issues for our student success. During the past year, the new canopy was installed providing effective protection from the sun, wind, and rain for our students. This will result in a significantly better student learning environment. The WiFi implementation has begun in Trade and Industry and was completed in Automotive. The Diesel wireless signal is a little weak but that is expected to improve this year during the next phase of implementation. The wireless internet connection is used for accessing service manuals, parts lists, and to operate diagnostic scanners.
Early Childhood Education (AS)

1: Use of Effective Assessment Strategies

Outcome
Use systematic observations, documentation and other effective assessment strategies in a responsible way, in partnership with families and other professionals, to positively influence children’s development and learning.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans

**Measure**
Measured using the completion of five types of observations (EEC 1601). Each observation is worth 15 points; the maximum points is 75. Data is collected and submitted by the instructor.

Achievement Target
90% of students will score 60 out of 75 points or higher.

Findings
This outcome was measured during the Summer term 2013 in EEC 1601. It found that 85% of students (17 out of 20) scored 60 points or higher on the observations.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Instructors found that, in most cases, when students lost points on this assignment, it was because they did not complete one of the five observations. This year, the instructor will use class time to emphasize the need to complete all five observations and will follow up with students to ensure they do. The instructor will also be incorporating CLASS (Classroom Assessment Scoring System) strategies when recording observations to improve the students’ observational skills.

2: Knowledge of Children's Characteristics

Outcome
Demonstrate a knowledge of young children's characteristics and needs and of multiple interacting influences on children's development and learning to create environments that are healthy, respectful, supportive and challenging for all children.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans
2.1: Knowledge of Children's Characteristics

Measure
Measured by 10 questions on the mid-term exam in CHD 1220.

Achievement Target
80% of students will answer 8 out of the 10 questions correctly.

Findings
This outcome was measured during the Spring term 2014 in CHD 1220. It found that 91% of students (30 out of 33) answered 8 out of 10 questions correctly.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
In the previous year (2012-2013), this outcome was measured using a Learning Environment Checklist. The achievement target was that "90% of students will score 15 or higher on the rubric." When measured, only 78% of students (18 out of 23) scored 15 points or higher on the rubric. The action plan was that the instructor would take the students to the computer lab and give them some time to work on the assignment and conference with them to get them going in the right direction. However, this year, a new instructor taught this class and addressed this outcome through a series of questions on the mid-term exam. The benchmark was changed to "80% of students will answer 8 out of 10 questions correctly." This year (2013-2014), 91% of students met this benchmark.

3: Nutrition and Health Needs

Outcome
Identify the nutrition and health needs of children, how to protect children and staff from illness and injury, and model healthy behaviors.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
3.1: Nutrition and Health Needs

Measure
This outcome will be measured by examining 40 related questions on the mid-term exam (EEC 2734).

Achievement Target
90% of students will correctly answer 35 out of the 40 the mid-term questions.

Findings
This outcome was measured during the Fall term 2013 in EEC 2734. It found that 91.6% of students (22 out of 24) correctly answered 35 or more of the mid-term questions.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Personal and Professional Goals

Outcome
Set goals for personal and professional improvement and reflect on professional growth and achievement.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics

Measures and Action Plans

4.1: Personal and Professional Goals

Measure
Measured by students completing a self-assessment and a plan for improvement (EEC1523). Data is collected and submitted by the instructor. Maximum 10 points.

Achievement Target
90% of students will score 8 out of 10 points or higher.

Findings
This outcome was measured during the Summer term 2013 in EEC 1523. It found that 86% of students (25 out of 29) scored 8 out of 10 points or higher on the self-assessment.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
This is the second year we are targeting this outcome. The course in which we measured this outcome has been an online class. This year, we are moving the course to the classroom. The instructor will spend class time emphasizing the requirements for this assignment. Students will complete the self evaluation individually in class and then as a group discuss methods to improve professionally. Using individual reflections and input from the groups, the class will generate a list of ideas to increase professional development and growth.
5: Administrative Practices

Outcome
Select and implement administrative practices that maintain and support strong early care and education programs.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

5.1: Administrative Practices

Measure
This outcome will be measured by examining four questions on the midterm exam (EEC 2202).

Achievement Target
90% of students will answer 3 or 4 of the 4 questions correctly.

Findings
This outcome was measured during the Summer term 2013 in EEC 2202. It found that 90.91% of students (31 out of 33) correctly answered 3 or 4 questions.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: Developmentally Effective Approaches

Outcome
Integrate developmentally effective approaches to teaching and learning and a knowledge of academic disciplines to design, implement and evaluate experiences that promote positive development and learning for all children.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking
Measures and Action Plans
6.1: Developmentally Effective Approaches

Measure
Students will make presentations of lesson plans to the class (EEC 1001). Maximum points earned is 20 points.

Achievement Target
90% of students will score 15 out of 20 points or higher.

Findings
Measured during fall term 2013. 94% of students (51 out of 54) scored 15 points or higher on the presentations.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
1: Physical, Cognitive & Creative

Outcome
Design, implement and evaluate experiences that will promote steps to advance children's physical and intellectual development through the use of developmentally effective approaches to teaching, learning and knowledge of academic academic disciplines.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
M 1.1: Physical-Cognitive-Creative

Measure
Measured by the knowledge assessments- Physical, Cognitive, Communication, Creative & Self and ECPC Mod II (HEV0131). Data collected and submitted by the instructor.

Achievement Target
85% of students will achieve a passing score.

Findings
86% of the students achieved a passing score this cycle which exceeded the 85% benchmark but was lower than the previous cycle results of 93%.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Professionalism

Outcome
Achieve professional status and recognition, set goals for personal and professional growth while practicing ethical standards and other professional guidelines established within the early childhood field.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics, Global Awareness

Measures and Action Plans
2.1: Professionalism

**Measure**
Measured by the knowledge assessment- Professionalism and ECPC Mod III (HEV 0132). Data was collected and submitted by the instructor.

**Achievement Target**
80% of students will achieve a passing score.

**Findings**
100% of the students achieved passing scores this assessment cycle which exceeded the prior cycle results of 96%.

**Target Met?: Met**  
**Targeted for improvement in this cycle?: No**  
**Targeted for improvement in prior cycle?: No**

**Action Plan/Progress Report**

3: Safe & Healthy

**Outcome**
Demonstrate knowledge of regulations governing health, safety and nutrition which responds to children’s health needs and promotes nutrition by designing, maintaining and assessing environments for safety.

**Learning Outcome?: Yes**  
**General Education/ Institutional Learning Outcomes Supported?: Critical Thinking**

**Measures and Action Plans**
M 3.1: Safe/Healthy

Measure
Measured by the knowledge assessment- Safe/Healthy and ECPC Mod I (HEV0130). Data collected and submitted by the instructor.

Achievement Target
85% of students will achieve a passing score.

Findings
73% of the students achieved a passing score which is below the 85% benchmark.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Action Plan:
1) Meet with the fall adjunct instructors to discuss the PLO assessments results, strategize to develop instructional strategies to meet the benchmark(s) set, and identify additional resources/materials to supplement the content;
2) Rotate the adjunct instructor teaching this certificate program which will provide diversity in instruction and a different experience for students participating in the program.

4: Learning Environments

Outcome
Demonstrate knowledge of children's characteristics, needs, multiple influences on development and learning to create environments supportive and challenging for all children.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
4.1: Learning Environments

Measure
Measured by the knowledge assessment - Learning Environments and ECPC Mod I (HEV0130). Data collected and submitted by the instructor.

Achievement Target
85% of students will achieve a passing score.

Findings
The performance standard results for this PLO dropped from 85% of the students achieving passing scores to 83% this cycle.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Action Plan:

1) Meet with the fall adjunct instructors to discuss the PLO assessments results and strategize to develop a plan to meet the benchmark(s) set;

2) Rotate the adjunct instructor teaching this certificate program which will provide diversity in instruction and a different experience for students participating in the program.

5: Guidance

Outcome
Demonstrate the goals, benefits and uses of assessment techniques, tools and approaches in the classroom to support learning and development of young children.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
5.1: Guidance

Measure
Measured by the knowledge assessment - Guidance and ECPC Mod III (HEV0132). Data collected and submitted by the instructor.

Achievement Target
85% of students will achieve a passing score.

Findings
100% of the students achieved a passing score which exceeded the benchmark of 85%.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
This PLO assessment results of 100% exceeded the prior cycle assessment results of 96%.

6: Program Management

Outcome
Demonstrate how organizations develop and grow through implementing administrative practices that maintain and support strong early care and education programs that meet the diverse needs of children, families, staff and community.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking, Global Awareness

Measures and Action Plans

6.1: Program Management

Measure
Measured by the knowledge assessment- Program Management and ECPC Mod II (HEV 0132). Data was collected and submitted by the instructor.

Achievement Target
85% of students will achieve a passing score.

Findings
93% of the students achieved a passing score this assessment cycle.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Design, implement and evaluate experiences that promote positive ways to support social/emotional development and learning for all children.

**Learning Outcome?:** Yes  
**General Education/ Institutional Learning Outcomes Supported?:** Critical Thinking

**Measures and Action Plans**

**M 7.1: Social/Emotional**

**Measure**  
Measured by the knowledge assessment- Social and ECPC Mod III (HEV0132). Data collected and submitted by the instructor.

**Achievement Target**  
85% of students will achieve a passing score.

**Findings**  
86% of students achieved a passing score which exceeded prior cycle results of 76% and the benchmark of 85%.

**Target Met?:** Met  
**Targeted for improvement in this cycle?:** No  
**Targeted for improvement in prior cycle?:** Yes, (enter progress report below)

**Action Plan/Progress Report**  
As a result of the action plan implemented during the prior assessment cycle there has been a marked improvement. This assessment cycle

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8: Relationships with Children and Family

**Outcome**  
Recognize and demonstrate the importance and complex characteristics of children, families and communities by creating family and community relationships that support children’s learning and development.

**Learning Outcome?:** Yes  
**General Education/ Institutional Learning Outcomes Supported?:** Critical Thinking, Global Awareness

**Measures and Action Plans**
M 8.1: Families

Measure
Measured by the knowledge assessment: Families; and ECPC Mod I (HEV 0132). Data was collected and submitted by the instructor.

Achievement Target
85% of students will achieve a passing score.

Findings
100% of students achieved a passing score this assessment cycle which exceeded the prior cycle assessment results of 96%.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Educational Assisting (AS)

0 1: Principles of Critical Thinking

Outcome
Utilize the principles of critical thinking, especially as related to effective classroom management and to individualized behavior interventions.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 1.1: Principles of Critical Thinking

Measure
Measured using student presentations (EDF 1030) and scored with a rubric. Data is collected by the instructor and submitted to the Associate Dean.

Achievement Target
85% of students will receive 80% or above on the rubric.

Findings
Measured during fall term 2013. 27 out of 32 students--85%--received 80% or above on the student presentation.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

0 2: Utilizing Technology

Outcome
Utilize technology to enrich learning opportunities for students in the classroom.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Information Literacy

Measures and Action Plans
M 2.1: Utilizing Technology

Measure
Measured using Technology Presentation, EME 2040. Students research a new technology and present it to the students in the classroom.

Achievement Target
85% of students will obtain 8 out of 10 points or higher.

Findings
This outcome was measured during the Fall term 2013 in EME 2040. It found that 88% of students (15 out of 17) scored 8 out of 10 or higher on this assignment.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Core Curricular Knowledge

Outcome
Demonstrate core curricular knowledge as well as knowledge of learning and developmental theories to provide assistance that supports the intellectual, social, emotional and personal development of diverse students.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Global Awareness, Information Literacy

 Measures and Action Plans

M 3.1: Core Curricular Knowledge

Measure
Measured using Group Topic Presentations in DEP 2102.

Achievement Target
85% of students will score 201 out of 260 or higher on their group grades.

Findings
Measured during fall term 2013. 100% of students scored 201 out of 260 or higher on their group presentations.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Effective Instructional and Assessment Strategies

Outcome
Apply effective instructional and assessment strategies to assist teaching and learning in a diverse classroom setting.

Learning Outcome?: Yes  
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking, Global Awareness  

Measures and Action Plans  

4.1: Effective Instructional and Assessment Strategies  

Measure  
Measured by using a mini-teach assignment. Students create and present lesson plans that include learning/teaching strategies, assessment and activity. Scored with a rubric on a 10-point scale.

Achievement Target  
85% of students will score 8 out of 10 points on the rubric.

Findings
This outcome was measured during the Fall term 2013 in EDF 2085. It found that 94% of the students (34 out of 36) scored 8 out of 10 or higher on the mini-teach assignment.

Target Met?: Met  
Targeted for improvement in this cycle?: No  
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
As determined last year, the instructor spent more time going into detail about implementing the strategies while teaching. She demonstrated by teaching a lesson on using strategies and then asked the students how they would use these strategies in their lessons. This method proved successful, and we exceeded the target with 94% of students scoring 8 out of 10 points or higher on this assignment.

5: Ethical Standards

Outcome
Demonstrate an understanding of ethical standards, especially as related to professional educators and to U.S. education policies and practices.

Learning Outcome?: Yes  
General Education/ Institutional Learning Outcomes Supported?: Ethics  

Measures and Action Plans
M 5.1: Ethical Issues

Measure
Measured as students record their responses to four scenarios on an interactive worksheet. Scored with a rubric on a 40-point scale. Data is collected by the instructor and submitted to the associate dean.

Achievement Target
85% of students will score 30 out of 40 points or higher.

Findings
This outcome was measured during the Fall term 2013 in EDF 2005. It found that 93% of students (27 out of 29) scored 30 out of 40 or higher.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Electric Power Technology (AS)

1: Inspection and maintenance

Outcome
Perform inspection and maintenance of industrial measuring equipment and transmitters, final control elements (pneumatic, hydraulic and electric) and transducers.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Information Literacy

Measures and Action Plans

1.1: Exams and Labs 1

Measure
Final exam questions 1-20 EST2700C Fluid and Pneumatic Controls.
Lab assignments 1, 2 & 3 EST2700C Fluid and Pneumatic Controls.
Final exam questions 1-20 EST2530C Process Control Technology.
Lab assignments 1, 2 & 3 EST2530C Process Control Technology.
80% of students will answer questions correctly.

Achievement Target
80% of students will answer questions correctly.

Findings
ETS2530C Fall 2013:
79.54% of students answered questions correctly.
96.42% of students completed labs correctly.

ETS2700C Spring 2014:
63.18% of students answered questions correctly.
100% of students completed labs correctly.

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Continuous strengthening of training, close relationship and guidance with adjunct instructors, hands-on training (primarily at FPL, but also at FTT and other Business Partnership Council members), cross-curriculum approach to critical thinking, and communicating need for basic math and science knowledge to student body: these action items should improve our results.

2: Instruments and controls

Outcome
Troubleshoot instruments and controls equipment and systems.

**Learning Outcome?**: Yes  
**General Education/ Institutional Learning Outcomes Supported?**: Critical Thinking

**Measures and Action Plans**

### 2.1: Lab Assignment 2

**Measure**  
Lab assignment 2 & 4, EET2930 Special Topics in EE.  
80% of students will complete each lab assignment with at least 80% accuracy.

**Achievement Target**  
80% of students will complete each lab assignment with at least 80% accuracy.

**Findings**  
EET2930 Spring 2014:

- Lab #2  
  - 100% completion rate  
  - 98.46% accuracy rate

- Lab #4  
  - 100% completion rate  
  - 98.46% accuracy rate

**Target Met?**: Met  
**Targeted for improvement in this cycle?**: No  
**Targeted for improvement in prior cycle?**: Yes, (enter progress report below)

**Action Plan/Progress Report**  
Our prior improvement plan resulted in improved completion and success rates, and therefore our target has been met.

### 3: P&D Diagrams

**Outcome**  
Interpret P&D diagrams and control loops.

**Learning Outcome?**: Yes  
**General Education/ Institutional Learning Outcomes Supported?**: Mathematics, Critical Thinking

**Measures and Action Plans**
3.1: Lab Assignments 1

Measure
Lab assignments 1 & 3, EET2930 Special Topics in EE.
80% of students will complete each lab assignment with at least 80% accuracy.

Achievement Target
80% of students will complete each lab assignment with at least 80% accuracy.

Findings
EET2930 Spring 2014:

Lab #1
76.92% completion rate
68.46% accuracy rate among all students; 89% accuracy among completers

Lab #3
88.89% completion rate
80% accuracy rate among all students; 86.66% accuracy among completers

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
This I&C outcome has been targeted in the prior cycle as well. We need to continue strengthening basic math and science knowledge as well as improve coordination among full-time and part-time instructors to ensure more uniform standards and teachings. With the prior cycle plan, we have improved success rate among students who have completed the labs; however the percentage of students completing the labs has dropped. We need to work to ensure higher completion rates.

4: Repair, calibrate, install

Outcome
Repair, calibrate and install industrial equipment, industrial measuring devices and final control elements (pneumatic, hydraulic and electric); specifically, measuring equipment, industrial transmitters (digital & analog), final control elements (pneumatic, hydraulic and electric), final control elements’ positioners (pneumatic and digital) and industrial transducers.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Mathematics, Critical Thinking, Information Literacy

Measures and Action Plans
M 4.1: Exams and Labs 2

Measure
Final exam questions 21-40 EST2700C Fluid and Pneumatic Controls.
Lab assignments 4, 5 & 6 EST2700C Fluid and Pneumatic Controls.
Lab assignments 4, 5 & 6 EST2530C Process Control Technology.
80% of students will answer questions correctly.

Achievement Target
80% of students will answer questions correctly.

Findings
ETS2700C Spring 2014:
75.84% of students answered questions correctly.
100% of student completed labs correctly.

ETS2530C Fall 2013:
100% of students completed labs correctly.

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Continuous strengthening of training, close relationship and guidance with adjunct instructors, hands-on training (primarily at FPL, but also at FTT and other Business Partnership Council members), cross-curriculum approach to critical thinking, and communicating need for basic math and science knowledge to student body: these action items should improve our results.

5: Safety standards

Outcome
Identify environmental, helath and safety standards for trade and industry.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics, Global Awareness

Measures and Action Plans
5.1: Final Exam ETI 1701

Measure
Final exam ETI1701 Environmental Health and Safety. 80% of students will achieve a grade of B or higher.

Achievement Target
80% of students will achieve a grade of B or higher.

Findings
88.88% of students achieved grade B or higher on the final exam.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: Technical Report

Outcome
Demonstrate technical writing and report skills.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans
M 6.1: Project

Measure
Project report and project presentation EET2930 Special Topics in EE.
80% of students will achieve a grade of B or higher for their report; 80% of students will achieve a grade of B or higher for their presentation.

Achievement Target
80% of students will achieve a grade of B or higher for their report; 80% of students will achieve a grade of B or higher for their presentation.

Findings
EET2930 Spring 2014:

84.61% of students received grade B or higher for project report.

92.3% of students received grade B or higher for project presentation.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Emergency Medical Services (AS)

1: Demonstrate paramedic skills and knowledge

Outcome
The program graduate will have demonstrated entry-level paramedic (advanced life support) skills and knowledge.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

1.1: Demonstrate paramedic skills and knowledge

Measure
Measured in course EMS 2622C, as percentage of students that passed Final Scenario Testing on first attempts.

Achievement Target
75% of students will pass on first attempt.

Findings
Pediatric Scenario: 77% passed on first attempt
Medical Scenario: 85% passed on first attempt
Trauma Scenario: 85% passed on first attempt

Overall average: 82% on all three scenarios

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Code of Conduct

Outcome
The program graduate will abide by programs' Code of Conduct.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans
2.1: Code of Conduct

Measure
Measured in course EMS 2659, code of conduct: percentage of students retained in program.

Achievement Target
85% of students will not be removed from program due to violations.

Findings
2013-2014 Night Paramedic Program:
15 students began EMS 2659 (Internship)
3 Students were removed from the program for Code of Conduct/Policy violations.
Therefore, 80% of the Students were not removed for Code of Conduct/Policy Violations.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Based on our experience with previous classes, this may be an anomaly in that the Night Paramedic Program represented a much smaller number of students entering EMS 2659 than is customary. Furthermore, three removals for Code of Conduct violations would be an excessive number of students for a much larger class and, again, is not consistent with our experiences within this program.

Therefore, the plan will be to continue to provide a comprehensive review of Program Policy, and student responsibilities as they pertain to those policies, at the beginning of EMS 2659. This will, as is current practice, be provided by the Clinical Coordinator, and revisited/reinforced by those Adjunct Faculty the students are assigned to during their internship.

The data from the 2013-2014 B Shift and C Shift classes (approximately 40 students) will be analyzed after EMS 2659 to identify if the removal of students for Code of Conduct violations mirrors the Night Paramedic Program's experience. If so, further analysis will be performed to identify any common trends regarding the nature of the violations, and what changes must be implemented to address such issues appropriately. This would include possible changes in policy, the communication to students regarding their responsibilities as they relate to policy, and any preventative measures, beyond those already in place, that may be taken prior to the need for actual removal of the student.
3: Licensure/Certification Exam - Paramedic

Outcome
The program graduate will pass the state or board licensure/certification exam

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

3.1: Licensure/Certification Exam - Paramedic

Measure
Measured using the State exams results.

Achievement Target
85% of the students will pass state board exam

Findings
The pass rate on the State of Florida Paramedic Certification exam for the 2013 B Shift and C Shift classes was 86.5% on the first attempt.

These represent the only classes for which first attempt scores for all students were available. Furthermore, the most recent data from the State of Florida Department of Health lists "waiting for score" for 4 of the 5 students who retested. A passing score was achieved by the one student for whom a score on their second attempt was given.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Exhibit Team Leadership Skills

Outcome
The program graduate will have exhibited team leadership skills

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans
M 4.1: Exhibit Team Leadership Skills

Measure
Measured in course EMS 2659, in a clinical evaluation - Long form: percentage of students evaluated as competent in "affective domain".

Achievement Target
85% of students attempting will be competent.

Findings
For the 2013-2014 Night Paramedic Program:

100% of the students that entered EMS 2659, and were not removed for Code of Conduct infractions (identified in Outcomes 2 and Measurements 2.1), were given a marking of "competent" on their long form evaluation.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Licensure - EMT

Outcome
The program graduate will pass the state or board licensure/certification exam.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:
Measures and Action Plans

M 5.1: Licensure - EMT

Measure
Measured by state board exam results.

Achievement Target
90% of students will pass the state or board exam.

Findings
The national average pass rates for 2014 were 67%, Palm Beach State College graduates had a pass rate of 78 in 2013.

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The EMT program began a new testing software EMS testing on the Platinum Education platform to improve testing and state test exam results.
6: Move Patient to Minimize Injury

Outcome
Lift, move, position and otherwise handle the patient to minimize discomfort and prevent further injury.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

6.1: Move Patient to Minimize Injury

Measure
The skills test used to position-package patients for transport in EMS1119L.

Achievement Target
100% will pass skills test.

Findings
100% of students who completed the program passed the skills portion of the program

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The program did implement video and new diagrams with pictures to allow students more resources at home.

7: Administer Appropriate Care

Outcome
Administer appropriate emergency medical care based on assessment findings of the patient’s condition.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans
7.1: Administer Appropriate Trauma Supportive Care

Measure
Measured by the final trauma scenario in EMS 1119L

Achievement Target
90% of students will correctly answer both questions.

Findings
These questions are no longer in use, the performance measure will be updated.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Assessment measure changed to a comprehensive scenario exam.

8: Perform Effective Functions as an EMT

Outcome
Perform safely and effectively the functions of an emergency medical technician (EMT).

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

8.1: Perform Effectively Functions as an EMT

Measure
Measured in final exam in course EMS 1119.

Achievement Target
100% will pass with 75% or better.

Findings
All students who completed the program received a 75% or higher on the comprehensive final exam.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

9: Assess Requirements for Medical Care

Outcome
Recognize the nature and seriousness of the patient’s condition or extent of injuries to assess requirements for emergency medical care.
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:
Measures and Action Plans
9.1: Assess Requirements for Medical Care

Measure
Measured in Final Medical Scenario in EMS 1119L.

Achievement Target
90% of students will correctly answer both questions.

Findings
Questions no longer being used.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes

Action Plan/Progress Report
Assessment measure being changed to 75% of students pass Medical Scenario on first attempt.
Emergency Medical Technician (ATD)

1: Licensure

Outcome
The program graduate will pass the state or board licensure/certification exam.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

Measure
Measured by state board exam results.

Achievement Target
90% of the students will pass state of board exam.

Findings
The national average pass rates for 2014 were 67%, Palm Beach State College graduates had a pass rate of 78 in 2013.

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The EMT program began a new testing software EMS testing on the Platinum Education platform to improve testing and state test exam results.

2: Move patient to minimize injury

Outcome
Lift, move, position and otherwise handle the patient to minimize discomfort and prevent further injury.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Humanities

Measures and Action Plans
2.1: Position Patient

Measure
The skills test used to position-package patients for transport in EMS1119L.

Achievement Target
100% will pass skills test.

Findings
100% of students who completed the program passed the skills portion of the program.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The program did implement video and new diagrams with pictures to allow students more resources at home.

3: Administer appropriate care

Outcome
Administer appropriate emergency medical care based on assessment findings of the patient’s condition.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

3.1: Administer appropriate trauma supportive care

Measure
Measured by the final trauma scenario in EMS 1119L

Achievement Target
90% of students will correctly answer both questions.

Findings
These questions are no longer in use, the performance measure will be updated.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Assessment measure changed to a comprehensive scenario exam.

4: Perform effective functions as an EMT

Outcome
Perform safely and effectively the functions of an emergency medical technician (EMT).
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Social Sciences, Critical Thinking

Measures and Action Plans

4.1: Perform effective functions as an EMT

Measure
Measured in final exam in course EMS 1119.

Achievement Target
100% will pass with 75% or better.

Findings
All students who completed the program received a 75% or higher on the comprehensive final exam.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Assess requirements for medical care

Outcome
Recognize the nature and seriousness of the patient’s condition or extent of injuries to assess requirements for emergency medical care.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

5.1: Medical Supportive Care

Measure
Measured in Final Medical Scenario in EMS 1119L.

Achievement Target
90% of students will correctly answer both questions.

Findings
Questions no longer being used.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Assessment measure being changed to 75% of students pass Medical Scenario on first attempt.
1: Effective research methods

Outcome
Effectively apply research techniques to identify information or data sources.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans

\[1.1: \text{Effective research methods}\]

Measure
Measured using literature review assignment in course EVS 2015. Data is collected and submitted by the instructor.

Achievement Target
Students will achieve an average score of 80%.

Findings
Students achieved a 100% success rate on the associated assignment for this learning objective and exceeded performance expectation for the students who completed the assignment.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The instructor achieved a 100% success rate this year indicating the assignment and instructional methods are sound. The instructor will continue this activity in future semesters/years.

2: Knowledge of Florida's Environments

Outcome
Demonstrate knowledge of Florida's environmental characteristics or sources of impact by human activities.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Global Awareness

Measures and Action Plans
2.1: Knowledge of Florida's Environments

Measure
Class assignment assessing 3 different Florida environments in EVS 2870.

Achievement Target
Students will achieve an average score of 80%.

Findings
Instructor set a goal of 85% of students receiving an average score of B on the assignment, and the 89.5% of the students earned an average score of B.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Instructor will continue with assignment as a result of the present success rate and learning objective goal being met.

3: Potential employment opportunities

Outcome
Identify and describe potential environmental employment opportunities in Florida.

Learning Outcome?: Yes
General Education/Institutional Learning Outcomes Supported?: Global Awareness

Measures and Action Plans
3.1: Potential employment opportunities

Measure
Measured by using a rubric in course EVS 2601. Data are collected and submitted by the instructor.

Achievement Target
Students will achieve an average score of 80%.

Findings
Students exceeded expectations of being able to list 5 potential local employers and all students were able to submit 7 or more potential local employers. Students earned a 100%, exceeding the 80% target goal.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
It is the department chair’s understanding that the program’s Employment Handbook has become a very valuable resource for our students, helping them think about what future employment opportunities the student’s will pursue. Likewise, the department chair will continue to do annual updates of this handbook and provide copies in print and online for environmental science department students.

4: Importance of ethics and data integrity

Outcome
Demonstrate awareness of the importance of ethics and data integrity in scientific studies and in their role as environmental professionals.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics

Measures and Action Plans
4.1: Importance of ethics and data integrity

**Measure**
Measured by scenarios and associated rubric in course EVS 2601. Data are collected and submitted by the instructor.

**Achievement Target**
Students will achieve an average score of 90%.

**Findings**
Instructor set goal at 80% and observed an 80% student success rate in this assignment. This is not targeted for improvement.

- [Ethical rubric2](#)
- [Ethics Learning Objectives Assessment Spring 2013](#)
- [ETHICS enviromental1scenario](#)

**Target Met?:** Met  
**Targeted for improvement in this cycle?:** No  
**Targeted for improvement in prior cycle?:** No

**Action Plan/Progress Report**
The students are meeting the objective, so this learning objective is currently not targeted for improvement.

5: Effective use of computers

**Outcome**
Effectively use computer technology or specialized environmental equipment in data collection and analysis and/or in written or oral presentations.

**Learning Outcome?:** Yes  
**General Education/ Institutional Learning Outcomes Supported?:** Communications, Critical Thinking

**Measures and Action Plans**
5.1: Effective use of computers

Measure
Measured using GIS Mapping project in course EVR 2266. Data is collected and submitted by the instructor.

Achievement Target
Students will achieve an average score of 90% on the project.

Findings
Students achieved an average score of 84%.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
An exercise was given to create new data (points, lines, and polygons) by use of a GPS and/or heads-up digitizing. Students achieved an average score of 84%. The instructor is working to assess basic computer skills early on to insure that students have the fundamentals to be successful in the class. The instructor also dedicated an entire class to going over each step as a group rather than an individual assignment and provide a notesheet for each student. When the instructor gave the midterm exam it covered the same steps and processes the students earned an average score of 92% (meeting the set goal of 90%). The early intervention strategy will again be used next year to see if success earlier in the term can be achieved.
Facials Specialty (PSAV)

0 1: Communication

Outcome
Competently and professionally communicate with clients on services requested and implemented

Learning Outcome?: Yes
General Education/Institutional Learning Outcomes Supported?:

Measures and Action Plans

M 1.1: Communication

Measure
Client written review in CSP0260. Data collected by instructor and submitted by program manager.

Achievement Target
90% of students will receive positive responses on all eight items.

Findings
100% of students scored 75% or higher

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Yes RUBRIC has been refined to include mock interviews with clients receiving Facial Services. During the next year will monitor RUBRIC scores to determine if improvement in this learning outcome was achieved.

0 2: Analyze skin

Outcome
Analyze skin and perform facials, manipulation and related massage, make up application, hair removal, artifical lash applications, and basic knowledge of spa therapy.

Learning Outcome?: Yes
General Education/Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
2.1: Analyze skin

Measure
Rubric Visual Exam and Practical CSP0260

Achievement Target
80% of students will receive a score of 75% or higher.

Findings
100% of students scored 75% or higher

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Safety

Outcome
Maintain a safe work area and demonstrate safety and sanitation knowledge according to Occupational Safety and Health Administration (OSHA) regulations

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics

Measures and Action Plans

3.1: Safety

Measure
OSHA state visual logs in CSP0260 collected by instructor and submitted by program manager.

Achievement Target
95% of students will score 75% or higher.

Findings
100% of students scored 75% or higher

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: FL State Law

Outcome
Apply and demonstrate knowledge of Florida law and State Board of Cosmetology requirements.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics

Measures and Action Plans

M 4.1: Fl State Law

**Measure**
Florida State licensure exam.

**Achievement Target**
95% will score 75% or higher.

**Findings**
100% of students scored 75% or higher

**Target Met?:** Met
**Targeted for improvement in this cycle?:** No
**Targeted for improvement in prior cycle?:** No

**Action Plan/Progress Report**

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5: Practice Man & Entrep skills

**Outcome**
Practice entrepreneurship and management skills

**Learning Outcome?:** Yes
**General Education/ Institutional Learning Outcomes Supported?:** Critical Thinking

Measures and Action Plans

M 5.1: Practice Man & Entrep skills

**Measure**
Rubrics to evaluate the cover letter/resume and portfolio

**Achievement Target**
90% of students will score a 75% or higher.

**Findings**
100% of students scored 75% or higher

**Target Met?:** Met
**Targeted for improvement in this cycle?:** No
**Targeted for improvement in prior cycle?:** No

**Action Plan/Progress Report**

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6: Effective use Chemicals

**Outcome**
Effectively use chemicals, including glycolic acids and other peels up to 30%, implements and equipment accordance with
industry standards

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

6.1: Effective use of Chemicals

Measure
Rubrics administered in CSP0260

Achievement Target
90% of students will score a 75% or higher.

Findings
100% of students scored 75% or higher

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

7: Science & Math

Outcome
Demonstrate appropriate understanding and application of science and mathematics as related to salon services.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences

Measures and Action Plans

7.1: Science & Math

Measure
Visual accurate measured formulation

Achievement Target
90% of students will receive a grade of 75% or higher.

Findings
100% of students scored 75% or higher

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

8: Basic Business Skills
Outcome
Demonstrate basic business and employability skills, which include completing resume/cover letter, and participate in mock interviews.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Humanities

Measures and Action Plans

M 8.1: Basic Business skills

Measure
Rubrics to measure the booking of appointments, cover letter and resume, interviews and operation of the front desk.

Achievement Target
90% of students will score 75% or higher.

Findings
100% of students scored 75% or higher

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Facials Specialty (PSAV) - Belle Glade

0 1: Communication

Outcome
Competently and professionally communicate with clients on services requested and implemented.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans

Measure
Client written review in CSP 0260

Achievement Target
90% of students will receive positive responses on all eight items.

Findings
New program - not assessed in this cycle.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

0 2: Analyze skin

Outcome
Analyze skin and perform facials, manipulation and related massage, make up application, hair removal, artificial lash applications, and basic knowledge of spa therapy.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
M 2.1: Analyze skin

Measure
Rubric Visual Exam and Practical CSP 0260

Achievement Target
80% of students will receive a score of 75% or higher.

Findings
New program - not assessed in this cycle.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

O 3: Safety

Outcome
Maintain a safe work area and demonstrate safety and sanitation knowledge according to Occupational Safety and Health Administration (OSHA) regulations.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Ethics

Measures and Action Plans

M 3.1: Safety

Measure
OSHA state visual logs in CSP 0260

Achievement Target
95% of students will score 75% or higher

Findings
New program - not assessed in this cycle.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

O 4: Fl State Law

Outcome
Apply and demonstrate knowledge of Florida law and State Board of Cosmetology requirements.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

4.1: FL State Law

Measure
Florida state licensure exam

Achievement Target
95% will score 75% or higher.

Findings
New program - not assessed in this cycle

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Practice Man & Entren Skills

Outcome
Practice entrepreneurship and management skills

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: None

Measures and Action Plans

5.1: Practice Man & Entren skills

Measure
Rubrics to evaluate the cover letter/resume and portfolio.

Achievement Target
90% of students will score a 75% or higher.

Findings
New program - not assessed in this cycle.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: Effective use Chemicals

Outcome
Effectively use chemicals, including glycolic acids and other peels up to 30%, implements and equipment accordance with
industry standards.

Learning Outcome?:

General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

6.1: Effective use Chemicals

Measure
Rubrics administered in CSP 0260

Achievement Target
90% of students will score a 75% or higher.

Findings
New program - not assessed in this cycle.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

7: Science & Math

Outcome
Demonstrate an appropriate understanding and application of science and mathematics as related to salon services.

Learning Outcome?: Yes

General Education/ Institutional Learning Outcomes Supported?: Mathematics, Natural Sciences, Critical Thinking

Measures and Action Plans

7.1: Science & Math

Measure
Visual accurate measured formulation.

Achievement Target
90% of students will receive a grade of 75% or higher.

Findings
New program - not assessed this cycle.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

8: Basic Business Skills
Outcome
Demonstrate basic business and employability skills, which include completing resume/cover letter, and participate in mock interviews.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans

M 8.1: Basic Business Skills

Measure
Rubrics to measure the booking of appointments, cover letter and resume, interviews and operation of front desk.

Achievement Target
90% of students will score 75% or higher.

Findings

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Fire Science Technology (AS)

1: Hazardous Materials

Outcome
Demonstrate knowledge of hazardous materials.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

1.1: Hazardous Materials

Measure
In Emergency Operations 2 (FP 2402) students are given a final written exam and practical scenario.

Achievement Target
Students will score 90% or higher on the final written exam and practical scenario.

Findings
Due to large-scale curricular changes at the state level, this program was not assessed during this cycle.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Fire Prevention Practices

Outcome
Follow fire prevention and inspection practices

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: 

Measures and Action Plans
2.1: Fire Prevention Practices

Measure
Measured using the final exam (FFP 1505). Data are collected by the instructor and submitted by the program manager.

Achievement Target
Students will achieve an average grade of 95%

Findings
Due to large-scale curricular changes at the state level, this program was not assessed during this cycle.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Firefighting Tactics

Outcome
Demonstrate the use of firefighting tactics and strategies

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans
3.1: Firefighting Tactics

Measure
Measured using the final exam (FFP 2810). Data are collected by the instructor and submitted by the program Director.

Achievement Target
Students will achieve an average grade of 95%

Findings
Due to large-scale curricular changes at the state level, this program was not assessed during this cycle.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Knowledge and Skills

Outcome
Demonstrate knowledge and skills related to classroom instruction, evaluation and management
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:
Measures and Action Plans

4.1: Knowledge and Skills

Measure
Measured using a presentation (FFP 2741). Data are collected by the instructor and submitted by the program Director.

Achievement Target
Students will achieve an average grade of 95%

Findings
Due to large-scale curricular changes at the state level, this program was not assessed during this cycle.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Building Construction

Outcome
Demonstrate knowledge of building construction

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:
Measures and Action Plans

5.1: Building Construction

Measure
Measured using the final exam (FFP 2120). Data was collected by the instructor and submitted by the program Director.

Achievement Target
Students will achieve an average grade of 90%

Findings
Due to large-scale curricular changes at the state level, this program was not assessed during this cycle.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Firefighter (PSAV)

0 1: Ventilation Practices

**Outcome**
Demonstrate knowledge of ventilation practices.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Critical Thinking

Measures and Action Plans

1. **M 1.1: Ventilation Practices**

   **Measure**
   Measured using the State exam Practical Ladder. Data was collected and submitted by the state instructors.

   **Achievement Target**
   All students to achieve a score of 85%

   **Findings**
   The final averages for the 5 classes was a 96%. Only 6 out of the 76 students that finished scored below 85%. All of these scored an 80%.

   **Target Met?**: Met
   **Targeted for improvement in this cycle?**: No
   **Targeted for improvement in prior cycle?**: No

Action Plan/Progress Report

0 2: Personal Protective Equipment

**Outcome**
Demonstrate knowledge of personal protective equipment.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Critical Thinking

Measures and Action Plans
2.1: Personal Protective Equipment

Measure
Measured using the State exam Practical SCBA. Data was collected and submitted by the state instructors.

Achievement Target
All students to achieve a score of 85%

Findings
The average score was 95.6%. 4 students scored 80% and 1 student scored a 70% out of the 76 students that completed the course.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Ropes, Tools and Equipment

Outcome
Demonstrate knowledge of ropes tools and equipment

Learning Outcome?: Yes

General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

3.1: Ropes, Tools and Equipment

Measure
Measured using the State exam Practical Skills. Data was collected and submitted by the state instructors.

Achievement Target
All students to achieve a score of 85%

Findings
The average for the 76 students that completed was 90.4%. 20 students did not meet the 85% target score. Those scores ranged from a 70% to 84%.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Policies, Procedures and Organization

Outcome
Demonstrate knowledge of fire department organization, procedures and responsibilities.
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Information Literacy

Measures and Action Plans

4.1: Policies, Procedures and Organization

Measure
Measured using the Written State Exam. Data was collected and submitted by the state instructors.

Achievement Target
All students to achieve a score of 85%

Findings
The average for the 76 students that completed was 79.6%. Only 12 students exceeded the 85% target. While this number is low, the test is very comprehensive in the amount of material covered by it. We will try additional preparation for it.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
will look at drill time versus classroom time to increase preparation for final exam. Additional study group time will be implemented during drill days. This will include laptop computer exercises that have practice tests to better prepare the students for the written exam.

5: Nozzles and Appliances

Outcome
Demonstrate knowledge of nozzles and appliances

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
5.1: Nozzles and Appliances

Measure
Measured using the State exam - Practical Hose Deployment. Data was collected and submitted by the state instructors.

Achievement Target
All students to achieve a score of 85%

Findings
The average for the 76 students that completed was 96%. 5 students did not meet the 85% target with 1 scoring 70% and the remaining students scoring 80%.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Graphic Design Technology (AS)

1: Effectively compete for job offers

Outcome
Demonstrate an ability to compete effectively for entry-level positions or above in the graphic design industry.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Humanities

Measures and Action Plans

M 1.1: Effectively compete for job offers

Measure
Measured by employer evaluation (internship) in course, GRA 2940. Data was collected by intern evaluation and submitted by faculty.

Achievement Target
All students will receive scores of "good" or "excellent" on item for overall evaluation.

Findings
The findings were gathered Fall 2013 term. Graphic Design Intern class reference #175258. All students received a score of "excellent" or "good".

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Proficiency in software

Outcome
Attain proficiency in software considered industry standard, ie: Indesign, Photoshop CS5, Illustrator CS5, QuarkXpress

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Humanities

Measures and Action Plans
2.1: Proficiency in software

Measure
Measured by a final project in course GRA 2190. Data is collected and submitted by faculty.

Achievement Target
90% of students will receive a grade of B or higher on their final project.

Findings
Students in Graphic Design 2 (GRA2191C) were evaluated fall term 2013, reference # 175256. They were proficient with CS6 and used Photoshop, Indesign, Illustrator. The students were evaluated on software skills and their final portfolios (print and digital). All students scored a "B" or higher on their final project.

This is a design course and it was explained that students had to determine which software program was most suitable for the design problem.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Demonstrate effective use of elements and principles

Outcome
Effectively use the elements and principles of design in relation to solving visual communication problems creatively.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
M 3.1: Demonstrate effective use of elements and principles

Measure
Measured yearly by a final project in course, GRA 1190.

Achievement Target
90% of students received a grade of B or higher on their final project.

Findings
90% of students successfully completed the course with a grade of B or higher on their final projects.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
We need to offer more lab time and we need to upgrade our computers because the software is getting more powerful and our computers need to keep up. Also several students are using the Adobe Creative Cloud and the college may consider licensing. The department will pursue these needs in the coming year.

O 4: Professional standards of presentation

Outcome
Demonstrate professional standards of presentation including an acceptable level of craftsmanship/ workmanship synonymous with working professionals.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Global Awareness

Measures and Action Plans
4.1: Professional standards of presentation

**Measure**
Measured using a project/skills test in the course, ART 1201C. Data was collected and submitted by faculty.

**Achievement Target**
Final portfolio at the end of the term.

**Findings**
Findings were gathered from Fall 2013 term, reference # 174674. 90% of students received a grade of B or higher. Each student was required to print and present their work in a portfolio. They had to intelligently discuss their work with the class they were asked why they made the design choices they did.

Each student had to employ critical thinking and discuss how they incorporated the design principles into their compositions.

**Target Met?:** Met
**Targeted for improvement in this cycle?:** No
**Targeted for improvement in prior cycle?:** No

**Action Plan/Progress Report**
Green Building Trades (PSAV)

1: Water supply systems

Outcome
Demonstrate proper techniques for locating, installing and testing complete water supply systems, meters, water heaters, water softeners, and hose bibbs.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 1.1: Section 6: Water supply systems

Measure
Measured using NCCER testing,(National Center for Construction Education and Research) for completion of sections assigned. Section 6: Water supply systems

Achievement Target
Average overall grade of 80% per class.

Findings
The Green Building Trades failed to successfully launch during the past cycle and therefore was not assessed in the measures. An effort is underway to prepare the program for relaunch.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Safety (HAZCOM)

Outcome
Demonstrate use of critical safety information conveyed in hazard communication (HAZCOM), safety signs, signals, lockout/tagout, and emergency response.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
2.1: Section 5: Safety HAZCOM

Measure
Measured using NCCER testing, (National Center for Construction Education and Research) for completion of sections assigned. Section 5: Safety HAZCOM

Achievement Target
Average overall grade of 80% per class.

Findings
The Green Building Trades failed to successfully launch during the past cycle and therefore was not assessed in the measures. An effort is under way to prepare the program for relaunch.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Electrical lab applications.

Outcome
Demonstrate lab applications for the green building trades electrical industry.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

3.1: Section 8: Electrical Lab applications

Measure
Measured using NCCER testing, (National Center for Construction Education and Research) for completion of sections assigned. Section 8: Electrical Lab applications

Achievement Target
Average overall grade of 80% per class.

Findings
The Green Building Trades failed to successfully launch during the past cycle and therefore was not assessed in the measures. An effort is under way to prepare the program for relaunch.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: National Electric Code

Outcome
Demonstrate knowledge of the basic National Electric Code.

**Learning Outcome?**: Yes  
**General Education/ Institutional Learning Outcomes Supported?**: Critical Thinking  
**Measures and Action Plans**

4.1: Section 3: National Electric Code

**Measure**  
Measured using NCCER testing, (National Center for Construction Education and Research) for completion of sections assigned. Section 3: National Electric Code

**Achievement Target**  
Average overall grade of 80% per class.

**Findings**  
The Green Building Trades failed to successfully launch during the past cycle and therefore was not assessed in the measures. An effort is under way to prepare the program for relaunch.

**Target Met?**: Not Assessed in this Cycle  
**Targeted for improvement in this cycle?**: No  
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**

5: Material handling

**Outcome**  
Demonstrate knowledge of material handling, storage and distribution.

**Learning Outcome?**: Yes  
**General Education/ Institutional Learning Outcomes Supported?**: Critical Thinking  
**Measures and Action Plans**
5.1: Section 2: Material Handling

Measure
Measured using NCCER testing, (National Center for Construction Education and Research) for completion of sections assigned. Section 2: Material handling

Achievement Target
Average overall grade of 80% per class.

Findings
The Green Building Trades failed to successfully launch during the past cycle and therefore was not assessed in the measures. An effort is underway to prepare the program for relaunch.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: Plumbing lab applications

Outcome
Demonstrate lab applications for the green building trades plumbing industry.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

6.1: Section 7: Plumbing Lab applications

Measure
Measured using NCCER testing, (National Center for Construction Education and Research) for completion of sections assigned. Section 7: Plumbing lab applications

Achievement Target
Average overall grade of 80% per class.

Findings
The Green Building Trades failed to successfully launch during the past cycle and therefore was not assessed in the measures. An effort is underway to prepare the program for relaunch.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

7: Electrical Test Equipment

Outcome
Demonstrate knowledge of Electrical test equipment.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

Measure
Measured using NCCER testing,(National Center for Construction Education and Research) for completion of sections assigned. Section 4: Electrical Test Equipment

Achievement Target
Average overall grade of 80% per class.

Findings
The Green Building Trades failed to successfully launch during the past cycle and therefore was not assessed in the measures. An effort is underway to prepare the program for relaunch.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

0 8: Green environment in construction.

Outcome
Demonstrated knowledge of working toward a green environment: Best practices for construction.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
M 8.1: NCCER accreditation testing.

Measure
Measured using NCCER testing, (National Center for Construction Education and Research) for completion of sections assigned. Section 1: Green environment in construction

Achievement Target
Average overall grade of 80% per class.

Findings
The Green Building Trades failed to successfully launch during the past cycle and therefore was not assessed in the measures. An effort is under way to prepare the program for relaunch.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

9: Apprenticeship Occupations

Outcome
Identify Apprenticeship Occupations.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking, Global Awareness

Measures and Action Plans
There are no measures and action plans.
Health Information Technology (AS)

1: Pathophysiology and Pharmacology

**Outcome**
Analyze medical records to abstract, research, and identify disease processes, diagnostic treatment, medical procedures, and pharmaceuticals that are documented.

**Learning Outcome?**: Yes

**General Education/ Institutional Learning Outcomes Supported?**: Communications, Natural Sciences, Critical Thinking, Information Literacy

**Measures and Action Plans**

1.1: Medical Coding Case Studies

**Measure**
Students are required to complete case studies in coding for the physician office, inpatient hospital, ER/outpatient hospital, and surgical setting. These case studies are graded on a rubric by the course instructor and assignment grades are provided to the department chair at the end of HIM2810L Advanced Coding Practicum.

**Achievement Target**
Grade of 75% or better

**Findings**
3/3 students achieved a grade of 75% or better.

**Target Met?**: Met
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**
Continue with same measure

2: Compliance and Ethics

**Outcome**
Apply federal, state, local, and professional regulations to maintain compliance, in addition to performing within ethical boundaries

**Learning Outcome?**: Yes

**General Education/ Institutional Learning Outcomes Supported?**: Critical Thinking, Ethics

**Measures and Action Plans**
2.1: Professional Assessment - Ethics

Measure
Students are scored by their clinical supervisor and/or internship site mentors on their ability to act ethically during their internship on a scale of 1 - 4. 1 being the lowest and 4 the highest. The internship Academic Supervisor will collect and aggregate this information at the completion of each internship.

Achievement Target
Average score of 3 out of 4 possible.

Findings
2/3 students completed the course and 2/2 achieved an average of 3 or better.

The one student that did not achieve this average did not complete the course.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: HIM professionalism

Outcome
Practice individual involvement in professional organization, certification, continuing education, and career development activities.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Ethics, Global Awareness

Measures and Action Plans
3.1: Service Learning - Professional Association

Measure
Students are to attend and participate in at least one health information professional event/committee/or activity during the academic year. Student must provide proof of participation and verification is made using sign-in sheets and volunteer forms. This information is collected by the Department Chair.

 Achievement Target
100% student attendance/participation

Findings
Each student that graduated this year did attend FIRE day in November 2013.

However, we did not have 100% attendance by all program students. This has become more difficult as the program has grown.

Need to review this measure to target specific classes/students for a better measure and ability to compare data over time.

Target Met?: Partially Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Improve promotion and notice of events so that student can better plan attendance.

4: Health Data Quality

Outcome
Categorize patient data into appropriate classifications, nomenclatures, and terminologies to facilitate communication of accurate, timely, complete, and valid information.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences, Critical Thinking, Information Literacy

Measures and Action Plans
4.1: Skills Assessment - Coding and Specialized Areas

Measure
Students are evaluated by their clinical supervisor and/or internship site mentors to assess their on the job performance of coding and/or other classification skills. Scores are provided to the Academic supervisor at the end of HIM1800C in the Fall and Spring terms on the Skills Assessment sheet.

Achievement Target
Score of 3 out of 4 or better on assessment

Findings
Fall course canceled - no data.

2/3 students completed the course and 2/2 achieved an average of 3 or better.

The one student that did not achieve this average did not complete the course.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Health Information Systems

Outcome
Examine and evaluate health information systems utilized throughout the healthcare delivery system

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Information Literacy

Measures and Action Plans
5.1: Health Information System Inventory

Measure
Students will perform an inventory and classification of health information systems utilized at their internship site. This is turned in to the Academic Supervisor at the end of the internship for grading. Students are expected to score a 75% or better.

Achievement Target
Grade of 75% or better

Findings
Fall course canceled.

In Spring 2/3 students completed the course and 2/2 achieved an average of 3 or better.

The one student that did not achieve this average did not complete the course.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Update and assure students understand the requirements and commit needed to succeed in this course.

6: Healthcare Organization Finances

Outcome
Calculate healthcare organization statistics and managerial finances to evaluate and maintain H.I.M department reporting requirements.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Mathematics

Measures and Action Plans
6.1: Health Statistics Midterm

Measure
Student scores on the midterm Healthcare Statistics exam will be collected by the course instructor and provided to the Department Chair for HIM2510C Health Data Analysis and 100% of students will achieve a score of 80% or better

Achievement Target
Average grade of 75% or better

Findings
50% of students achieved a score of 75% or better on their midterm Healthcare Statistics exam.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Discussed the possible causes with students.

Many students had completed their general statistics course several years prior to taking the Healthcare Data Analysis course. They commented that their lack of recall of the previous general statistics course slowed them in their understanding of the healthcare statistics course.

Additionally students admitted to not studying as much as they thought they should have and not utilizing resources, such as videos, practice exercises, and other study tools provided in the course.

None of the students sought out additional help from the Math Lab. When asked why they did not access this resource they responded that they did not have extra time.

As a program we are brainstorming and working to solutions online and exploring additional help for students.

We may consider a time requirement on the Statistics course of no more than 5 years as part of our limited access program.

7: Manage Confidential Information

Outcome
Manage confidential patient information, either in a paper or an electronic format, for reimbursement, accreditation, research, and quality assurance purposes.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics

Measures and Action Plans
7.1: Skills Assessment - ROI and filing

Measure
Student scores on the Professional Practice Experience, HIM1800C, Skills Assessment form section: (1) filing, storage, and retrieval, (2) release of information. This form is completed by the Clinical Supervisor and/or a Site Mentor and returned directly to the course Academic Supervisor. This course is offered in the Fall and Spring terms.

Achievement Target
Average score of 3 out of 4.

Findings
Fall course canceled.

Spring course 2/3 students completed the course and 2/2 achieved an average of 3 or better.

The one student that did not achieve this average did not complete the course.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report

8: Licensure

Outcome
The program graduate will pass the state or board licensure/certification exam.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: None

Measures and Action Plans
There are no measures and action plans.
Heating, Ventilation, Air Conditioning and Refrigeration (PSAV)

1: Commercial Refrigeration and A/C systems

Outcome
Operate, service and repair methods of commercial refrigeration and A/C systems.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 1.1: Commercial, Refrigeration and A/C Systems

Measure
Module examinations and competency evaluations via tasks. Measured in ACR 0710 and ACR 0666.

Achievement Target
70% of students will pass examinations.

Findings
More than 80% of students passed the exams.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The program continues to be viable and stable. The program will undergo substantial changes during the upcoming year including a closer alignment to the NCCER accredited curriculum that will lead to an additional national certification students will earn during the program. Classroom exams and lab performance profile sheets will be monitored for improvements in the Operation, Service, and Repair learning outcome noted in CA. Specific changes to improve program outcomes include:

1. Going through curriculum committee process to implement an alternative set of frameworks. The alternative frameworks have two parts to them that enable an OCP after Part 1 for an HVACR Helper, and a Part 2 OCP for entry level Service Technician.

2. Deepen the alignment to NCCER accreditation by requiring the full Core curriculum and NCCER Level One, plus a goal completing NCCER Level 2 if possible.

3. Shorten the calendar duration of the program by one month to enable the alignment to the semester system, which will increase in completion rates. We will still complete the 1350 hours indicated in the State frameworks. We will accomplish this by lengthening the school day and add time during July during the normal student break period. This will facilitate completion about six weeks earlier and will accelerate the job placement for completers. Our business advisors who look forward to hiring our students sooner, and strongly support these changes.

These changes will be submitted via Curriculum Committee process in early Spring 2015 for implementation beginning in Fall, 2015.

2: Electrical/Electronic Components
Outcome
Identify and diagnose electrical / electronic components and HVA/C-R control systems.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

\[M\] 2.1: Electrical/Electronic Component Identification, Troubleshooting, and Replacement

Measure
Measured using NCCER module examination and competency evaluations via tasks. Measured in ACR 0530 and ACR 0307.

Achievement Target
70% of students will pass the exams.

Findings
More than 80% of the students passed the exams.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The program continues to be viable and stable. The program will undergo substantial changes during the upcoming year including a closer alignment to the NCCER accredited curriculum that will lead to an additional national certification students will earn during the program. Classroom exams and lab performance profile sheets will be monitored for improvements in the Operation, Service, and Repair learning outcome noted in CA. Specific changes to improve program outcomes include:

1. Going through curriculum committee process to implement an alternative set of frameworks. The alternative frameworks have two parts to them that enable an OCP after Part 1 for an HVACR Helper, and a Part 2 OCP for entry level Service Technician.

2. Deepen the alignment to NCCER accreditation by requiring the full Core curriculum and NCCER Level One, plus a goal completing NCCER Level 2 if possible.

3. Shorten the calendar duration of the program by one month to enable the alignment to the semester system, which will increase in completion rates. We will still complete the 1350 hours indicated in the State frameworks. We will accomplish this by lengthening the school day and add time during July during the normal student break period. This will facilitate completion about six weeks earlier and will accelerate the job placement for completers. Our business advisors who look forward to hiring our students sooner, and strongly support these changes.

This changes will be submitted via Curriculum Committee process in early Spring 2015 for implementation beginning in Fall, 2015.

\[O\] 3: Various Components of HVA/C-R Systems

Outcome
Identify various components of HVA/C-R systems, perform basic operations and apply safety procedures. Trace out and drawing the schematic representation of the electrical and mechanical sub-systems of residential and commercial heating
and cooling systems.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences, Critical Thinking

Measures and Action Plans

3.1: Various Components of HVA/C-R Systems

Measure
Unit exams based on approved text. Exam questions include uploaded questions from text publisher as well as custom created questions based on our actual lab systems. Measured in ACR 0501 and ACR 0510.

Achievement Target
75% of the students will pass the module exam and competency test.

Findings
More than 90% of students passed the exams and competency tests.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The program continues to be viable and stable. The program will undergo substantial changes during the upcoming year including a closer alignment to the NCCER accredited curriculum that will lead to an additional national certification students will earn during the program. Classroom exams and lab performance profile sheets will be monitored for improvements in the Operation, Service, and Repair learning outcome noted in CA. Specific changes to improve program outcomes include:

1. Going through curriculum committee process to implement an alternative set of frameworks. The alternative frameworks have two parts to them that enable an OCP after Part 1 for an HVACR Helper, and a Part 2 OCP for entry level Service Technician.

2. Deepen the alignment to NCCER accreditation by requiring the full Core curriculum and NCCER Level One, plus a goal completing NCCER Level 2 if possible.

3. Shorten the calendar duration of the program by one month to enable the alignment to the semester system, which will increase in completion rates. We will still complete the 1350 hours indicated in the State frameworks. We will accomplish this by lengthening the school day and add time during July during the normal student break period. This will facilitate completion about six weeks earlier and will accelerate the job placement for completers.

Our business advisors who look forward to hiring our students sooner, and strongly support these changes. These changes will be submitted via Curriculum Committee process in early Spring 2015 for implementation beginning in Fall, 2015.

4: Troubleshooting Systems

Outcome
Troubleshoot, maintain and repair HVA/C-R systems.

Learning Outcome?: Yes
4.1: Troubleshooting Systems

Measure
In class lecture, PowerPoint, video, and group discussion on the observation and data collection methodology of troubleshooting. In the lab, students perform troubleshooting techniques and develop a performance skill to 100% effectiveness. Students are then assigned to machine with trouble faults created by the instructor and tested on ability to identify the problem components. Student then repair system, operate, and review task with instructor.

Achievement Target
70% of the students will pass the examinations.

Findings
More than 85% of the students passed exams and competency tests.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The program continues to be viable and stable. The program will undergo substantial changes during the upcoming year including a closer alignment to the NCCER accredited curriculum that will lead to an additional national certification students will earn during the program. Classroom exams and lab performance profile sheets will be monitored for improvements in the Operation, Service, and Repair learning outcome noted in CA. Specific changes to improve program outcomes include:

1. Going through curriculum committee process to implement an alternative set of frameworks. The alternative frameworks have two parts to them that enable an OCP after Part 1 for an HVACR Helper, and a Part 2 OCP for entry level Service Technician.

2. Deepen the alignment to NCCER accreditation by requiring the full Core curriculum and NCCER Level One, plus a goal completing NCCER Level 2 if possible.

3. Shorten the calendar duration of the program by one month to enable the alignment to the semester system, which will increase in completion rates. We will still complete the 1350 hours indicated in the State frameworks. We will accomplish this by lengthening the school day and add time during July during the normal student break period. This will facilitate completion about six weeks earlier and will accelerate the job placement for completers. Our business advisors who look forward to hiring our students sooner, and strongly support these changes.

This change will be submitted via Curriculum Committee process in early Spring 2015 for implementation beginning in Fall, 2015.

5: HVAC/R Systems Installation

Outcome
Demonstrate correct procedures for installing HVAC/R systems by Florida State Code and National Code including the correct use of tools and fabrication methods.
Learning Outcome?: Yes

General Education/ Institutional Learning Outcomes Supported?: Mathematics, Natural Sciences, Critical Thinking

Measures and Action Plans

M 5.1: HVAC/R Systems Installation

Measure
Written exams relating to student understanding of specific steps for completing the tasks, then performance test where students actually dismantle, reassemble, and start-up a residential heating and cooling system.

Achievement Target
75% of the students will pass the examinations.

Findings
More than 75% of the students passed the exams and competency tests.

Target Met?: Met

Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The program continues to be viable and stable. The program will undergo substantial changes during the upcoming year including a closer alignment to the NCCER accredited curriculum that will lead to an additional national certification students will earn during the program. Classroom exams and lab performance profile sheets will be monitored for improvements in the Operation, Service, and Repair learning outcome noted in CA. Specific changes to improve program outcomes include:

1. Going through curriculum committee process to implement an alternative set of frameworks. The alternative frameworks have two parts to them that enable an OCP after Part 1 for an HVACR Helper, and a Part 2 OCP for entry level Service Technician.

2. Deepen the alignment to NCCER accreditation by requiring the full Core curriculum and NCCER Level One, plus a goal completing NCCER Level 2 if possible.

3. Shorten the calendar duration of the program by one month to enable the alignment to the semester system, which will increase in completion rates. We will still complete the 1350 hours indicated in the State frameworks. We will accomplish this by lengthening the school day and add time during July during the normal student break period. This will facilitate completion about six weeks earlier and will accelerate the job placement for completers. Our business advisors who look forward to hiring our students sooner, and strongly support these changes.

These changes will be submitted via Curriculum Committee process in early Spring 2015 for implementation beginning in Fall, 2015.

7: Employability Skills

Outcome
Perform basic business employability and customer service skills as related to the HVA/C-R industry.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Social Sciences, Ethics, Information Literacy

Measures and Action Plans

Measure
Module examinations and competency evaluations via tasks. Measured in ACR 0961, ACR 0963 and ACR 0964.

Achievement Target
70% of students will pass the examinations.

Findings
More than 85% of the students passed the exams and competency tests.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The program continues to be viable and stable. The program will undergo substantial changes during the upcoming year including a closer alignment to the NCCER accredited curriculum that will lead to an additional national certification students will earn during the program. Classroom exams and lab performance profile sheets will be monitored for improvements in the Operation, Service, and Repair learning outcome noted in CA. Specific changes to improve program outcomes include:

1. Going through curriculum committee process to implement an alternative set of frameworks. The alternative frameworks have two parts to them that enable an OCP after Part 1 for an HVACR Helper, and a Part 2 OCP for entry level Service Technician.

2. Deepen the alignment to NCCER accreditation by requiring the full Core curriculum and NCCER Level One, plus a goal completing NCCER Level 2 if possible.

3. Shorten the calendar duration of the program by one month to enable the alignment to the semester system, which will increase in completion rates. We will still complete the 1350 hours indicated in the State frameworks. We will accomplish this by lengthening the school day and add time during July during the normal student break period. This will facilitate completion about six weeks earlier and will accelerate the job placement for completers. Our business advisors who look forward to hiring our students sooner, and strongly support these changes.

These changes will be submitted via Curriculum Committee process in early Spring 2015 for implementation beginning in Fall, 2015.
Heavy Equipment Mechanic (PSAV)

1: Heavy Truck Brake

Outcome
Demonstrate entry level knowledge and skills in Heavy Truck Brake systems.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

Measure
In class exam in DIM 0850 and DIM 0848

Achievement Target
75% of students will achieve a score of 75% or higher on the exam.

Findings
80% students scored 75% or higher.

Target Met?: Partially Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Diesel Engine

Outcome
Demonstrate entry level knowledge and skills in Diesel Engine systems.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
M 2.1: Diesel Engine

Measure
In class exam in DIM 0840 and DIM 0842.

Achievement Target
75% of the students will score 75% or higher.

Findings
Nine out of Eleven students passed the Diesel Engine Exam with a 75% or above.

In this cycle, the target was modified to reflect the more realistic goal of a portion of the students will achieve 75% or higher (75% of all students).

Target Met?: Partially Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Interpret Manufacture's specification

Outcome
Interpret Manufacture's specifications and perform prescribed procedures utilizing computerized diagnosis and repair of electrical/electronic systems diesel engine systems and heavy truck brake systems.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
3.1: In class exams

**Measure**
In Dim0851, Heating and Air condition Systems in Heavy Equipment, all students will pass an in-class exam illustrating mastery of interpreting the manufacture's specifications and performing prescribed procedures utilizing computerized manuals.

**Achievement Target**
75% of students will pass exam

**Findings**

<table>
<thead>
<tr>
<th>Target Met?</th>
<th>Met</th>
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<tbody>
<tr>
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<td>No</td>
</tr>
<tr>
<td>Targeted for improvement in prior cycle?</td>
<td>No</td>
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</tbody>
</table>

**Action Plan/Progress Report**
Instructor will keep copies of all graded final exams.

4: Electrical and Electronic systems

**Outcome**
Demonstrate entry level knowledge and skills in Electrical and Electronic systems.

**Learning Outcome?** Yes

**General Education/ Institutional Learning Outcomes Supported?** Critical Thinking

4.1: Electrical and Electronic Systems

**Measure**
In class exam in DIM 0843 and DIM 0844.

**Achievement Target**
All students will score a 75% or higher on exam.

**Findings**
No findings

<table>
<thead>
<tr>
<th>Target Met?</th>
<th>Not Met</th>
</tr>
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<tbody>
<tr>
<td>Targeted for improvement in this cycle?</td>
<td>Yes (enter action plan below)</td>
</tr>
<tr>
<td>Targeted for improvement in prior cycle?</td>
<td>No</td>
</tr>
</tbody>
</table>

**Action Plan/Progress Report**
Instructor will keep final exams scores and test for all students.

5: Proficiency in safety regulations

**Outcome**
Demonstrate knowledge of mechanical safety, pollution prevention and vehicle lift safety as required in the Diesel
Technology industry.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Humanities

Measures and Action Plans

M 5.1: Proficiency in safety regulations

Measure
Measured by the OSHA Certification in courses DIM 0840 and DIM 0841. Data is collected through the OSHA exam and submitted by the dean.

Achievement Target
100% of students will pass OSHA Certification

Findings
none

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
An OSHA exam will be administered through CCE once a year. The instructor will keep copies of OSHA exams.
Hospitality and Tourism Management (AS)

0 1: Front Desk/ Guest cycle

Outcome
Develop an understanding of the basic functions related to front desk operation and the coordination of the guest cycle.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Information Literacy

Measures and Action Plans

M 1.1: Front Desk/ Guest Cycle

Measure
Case Studies in HFT2410

Achievement Target
Students will achieve an average score of 80% on case studies

Findings
The target was met, the students achieved an average score of 84% on case studies in HFT2410.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

0 2: Managerial/Human Resource

Outcome
Summarize basic principles and concepts of the hospitality industry along with managerial techniques and human resource management practices.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans
2.1: Managerial/ Human Resources

**Measure**
Chapter quizzes in HFT2220

**Achievement Target**
Students will achieve an average score of 80% on all quizzes

**Findings**
The students achieved an average score of 84% on quizzes in HFT2220.

**Target Met?:** Met  
**Targeted for improvement in this cycle?:** No  
**Targeted for improvement in prior cycle?:** No

**Action Plan/Progress Report**

3: Legal/Security

**Outcome**
Outline the legal responsibilities and rights of the owners, guest and employees, and identify the security procedures and needs of the hospitality industry.

**Learning Outcome?:** Yes  
**General Education/ Institutional Learning Outcomes Supported?:** Critical Thinking

**Measures and Action Plans**
3.1: Legal/Security

**Measure**
Case studies in HFT1630
Case studies and Exams in HFT2600

**Achievement Target**
Students will achieve an average score of 80% on all case studies in HFT1630

Students will achieve an average of 90% in the class of HFT2600

**Findings**
The target was met, the students achieved an average score of 88% on all case studies in HFT1630.

The target was not met, students achieved an average of 82% in the class of HFT 2600.

**Target Met?:** Partially Met  
**Targeted for improvement in this cycle?:** No  
**Targeted for improvement in prior cycle?:** Yes, (enter progress report below)

**Action Plan/Progress Report**
Students still did not do well on test #2 in Hospitality law.

Possibly lower the average rate to a more realistically attainable average of 85%

4: Preparation Methods

**Outcome**
Demonstrate food preparation methods appropriate for specific production situations

**Learning Outcome?:** Yes  
**General Education/ Institutional Learning Outcomes Supported?:**

**Measures and Action Plans**
4.1: Preparation Methods

Measure
Lab Rubric for FSS1221C

Achievement Target
Students will achieve an average of 90% in lab

Findings
The students achieved an average score of 90% on labs in FSS1221C.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Safe, Sanitary and Secure Environment

Outcome
Maintain a safe, sanitary, and secure environment for food preparation and service

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

5.1: Safe, Sanitary and Secure Environment

Measure
Food Safety Manager Certification Exam for FOS1201

Achievement Target
100% of students become certified

Findings
Of the students that took the certification test only 91% passed the certification.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
incorporated a web component to enhance the learning. It helped some but not all.

Maybe lower % of completers to 90% instead of 100%.

6: Marketing
Outcome
Demonstrate knowledge of the marketing function and how it applies to the hospitality industry.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:
Measures and Action Plans

M 6.1: Marketing

Measure
Project /Presentation in HFT2510

Achievement Target
Students will achieve an average score of 80% on project

Findings
The students hit the target they scored an average score of 88% on the project/presentations in HFT2510.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

7: Commercial Kitchen Operation

Outcome
 Demonstrate a reasonable level of comfort and confidence participating in the operation of a commercial kitchen.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Humanities, Critical Thinking

Measures and Action Plans

M 7.1: Commercial Kitchen Operation

Measure
Lab rubic for FSS2242C

Achievement Target
Students will achieve an average of 90% in lab

Findings
The target was met, the students achieved an average score of 91% on all labs in FSS2242C.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
8: Cost Control/ Purchasing

Outcome
Demonstrate the practical approach to the various aspects of food and beverage cost control, purchasing, and budgets

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences

Measures and Action Plans

8.1: Cost Control/ Purchasing

Measure
Presentation Rubric FSS2105   Exams FSS2500

Achievement Target
Students will achieve a minimum score of 80% in FSS2105
Students will achieve a minimum score of 80% in FSS2500

Findings
The students hit the target and achieved a minimum score of 80% on the FSS2105 presentations.

The students hit the target and achieved a minimum score of 82% on exams in FSS2500.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Human Services - Addiction Studies (AS)

0 1: Identifying Addiction

Outcome
Demonstrate an understanding of the methods of identifying addiction.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

Measure
Final exam questions in course HUS 1421. This is a new class and will be assessed for the first time during Spring 2013-2.

Achievement Target
80% of class will pass with a 75% or higher on the exam

Findings
Measured during spring term 2014-2. 94% of the students who took the final exam achieved 75% or higher.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

0 2: Service Trends

Outcome
Demonstrate an understanding of mental health/human service trends, issues and regulations and be able to apply them to inpatient, outpatient and other programs within the human services delivery system.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Global Awareness

Measures and Action Plans
2.1: Service Trends

Measure
Question 3 on a student rating sheet in HUS 1850 (Internship) is used to measure this outcome.

Achievement Target
90% of students will achieve a rating of "average" or higher on all five criteria.

Findings
Measured during the fall term 2014-1. 100% of students received an "average" or higher on all 5 criteria.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Legal and Ethical Issues

Outcome
Utilize knowledge of legal and ethical issues in the human services field pertaining to client confidentiality, limits of competency and the need for continuing professional development.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics

Measures and Action Plans
3.1: Legal and Ethical Issues

Measure
This outcome will be measured by the Service Plan assignment in HUS 1001.

Achievement Target
80% of students will achieve a 7 out of 10 points or higher.

Findings
Measured during the fall term 2014-1. 88% of students achieved 7 out of 10 points or higher.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Although we met this benchmark last year (The benchmark was set at 85%, and the outcome achieved was 87%), we targeted it for improvement as we exceeded it by a mere 2%. This outcome is measured when students complete a Service Plan assignment on a "client." The instructor determined that when students lose points on this assignment, it is typically because they forgot to address one specific part of the objective. To improve this outcome, the instructor planned to separate each part of the objective on the grade sheet into a "list form," so students don't forget to include them all.

Progress: When the assignment was given this time, the instructor was teaching the course online rather than face-to-face in the classroom. The instructor placed the objectives in bold to help them stand out. The result was that 88% of the students achieved 7 out of 10 or higher on the rubric. This is 1% over last year's results and 3% over the benchmark of 85%. However, we will continue to target this outcome for improvement. Since the instructor is now teaching this class online, to emphasize the specific parts of the Service Plan even more, she will develop an audio instruction that goes along with the assignment description that will explain the importance of addressing all parts of the objective.

4: Psychopharmacology

Outcome
Demonstrate an understanding of psychopharmacology.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences

Measures and Action Plans
4.1: Psychopharmacology

Measure
Final exam in course HUS 1400.

Achievement Target
80% of students will score at least a 70% on the final exam.

Findings
Measured during summer term 2013-3. 100% of students (21 out of 21) achieved 70% or higher on the final exam.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Treatment Techniques

Outcome
Demonstrate an understanding of treatment techniques.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Information Literacy

Measures and Action Plans

5.1: Treatment Techniques

Measure
Class presentation rubric, in course HUS 1421. This is a new class and will be assessed for the first time during Spring 2013-2.

Achievement Target
80% will achieve a 75% or higher on rubric categories

Findings
Measured during spring term 2014-2. 100% of students who completed the course achieved 75% or higher on the presentation.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: Assessment and Evaluation

Outcome
Demonstrate the use of assessment, evaluation, problem-solving, referral and crisis intervention skills necessary to
provide effective case management for clients.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking
Measures and Action Plans

6.1: Assessment and Evaluation

Measure
Students complete a Service Plan for a mock client in the Service Plan Assignment in HUS 1001.

Achievement Target
80% of students will achieve 7 out of 10 points or higher.

Findings
Measured during the fall term 2014-1. 88% of students achieved 7 out of 10 points or higher on the Service Plan assignment.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

7: Causes of Abuse

Outcome
Explain the theories of addiction and the causes of abuse.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking
Measures and Action Plans

7.1: Causes of Abuse

Measure
Final exam questions in course HUS 1424.

Achievement Target
80% of the class will pass with a grade of 75% or higher

Findings
Measured during fall term 2014-1. 89% of students achieved 75% or higher on the exam.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
0 8: Treatment Modalities and Therapeutic Interventions

Outcome
Employ effective application of various treatment modalities and therapeutic interventions in both individual and group situations.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

Measure
Course HUS 1423, Role-playing: group counseling in groups of 8-12 students.

Achievement Target
80% will achieve a passing score

Findings
Measured during the spring term 2014-2. 100% of students in course achieved a passing score on this assignment.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Measured during the spring term 2014-2. 100% of students in course achieved a passing score on this assignment.
Human Services - General Concentration (AS)

1: Communication and Interpersonal Skills

Outcome
Display appropriate communication and interpersonal skills through active listening, sensitivity and accurate responses to both verbal and non-verbal behavior.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans

M 1.1: Display appropriate communication and interpersonal skills

Measure
Students complete role-play in dyads. The instructor will collect this data in class (HUS 1302) and submit it to the program manager.

Achievement Target
90% of students will achieve "average" or higher on all criteria.

Findings
Measured fall term 2013. 100% of students achieved "average" or higher on all criteria.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Identify Human Developmental Stages

Outcome
Identify human developmental stages and understand the appropriate tasks involved with the challenges of each stage during the life span.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Humanities
Measures and Action Plans
2.1: Identify human developmental stages

Measure
Final exam grades in DEP 2004 are used to measure this outcome. Instructor submits grades to program manager.

Achievement Target
80% of students will obtain 70% or higher on the final exam.

Findings
Measured during fall term 2014-1. Of the 82 students who took the final exam in three sections of DEP 2004, 96% (78 students) achieved 70% or higher.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Legal and Ethical Issues

Outcome
Utilize knowledge of legal and ethical issues in the human services field pertaining to client confidentiality, limits of competency and the need for continuing professional development.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics

Measures and Action Plans
3.1: Knowledge of legal and ethical issues

Measure
This outcome is measured by an essay question on the Service Plan Assignment in HUS 1001.

Achievement Target
80% of students will achieve 7 out of 10 points or higher on the essay question(s).

Findings
Measured during fall term 2014-1. 88% of students achieved 7 out of 10 points or higher on the assignment.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Although we met this benchmark last year (The benchmark was set at 85%, and the outcome achieved was 87%), we targeted it for improvement as we exceeded it by a mere 2%. This outcome is measured when students complete a Service Plan assignment on a "client." The instructor determined that when students lose points on this assignment, it is typically because they forgot to address one specific part of the objective. To improve this outcome, the instructor planned to separate each part of the objective on the grade sheet into a "list form," so students don't forget to include them all.

Progress: When the assignment was given this time, the instructor was teaching the course online rather than face-to-face in the classroom. The instructor placed the objectives in bold to help them stand out. The result was that 88% of the students achieved 7 out of 10 or higher on the rubric. This is 1% over last year's results and 3% over the benchmark of 85%. However, we will continue to target this outcome for improvement. Since the instructor is now teaching this class online, to emphasize the specific parts of the Service Plan even more, she will develop an audio instruction that goes along with the assignment description that will explain the importance of addressing all parts of the objective.

4: Understanding Trends, Issues and Regulations

Outcome
Demonstrates an understanding of mental health/human service trends, issue and regulations and be able to apply them to inpatient, outpatient and other programs within the human services delivery system.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Global Awareness

Measures and Action Plans
M 4.1: Understanding of trends, issues and regulations

**Measure**
Measured using the student rating sheet, question #3 in course HUS 1850. Data is collected during internship and submitted by the program manager.

**Achievement Target**
90% of students will achieve "average" or higher on all 5 criteria.

**Findings**
Measured during fall term 2013. 100% of students achieved an "average" or higher on all 5 criteria.

**Target Met?**: Met
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

Action Plan/Progress Report

M 5: Assessment, Evaluation and Problem-Solving

**Outcome**
Demonstrate the use of assessment, evaluation, problem-solving, referral and crisis intervention skills necessary to provide effective case management for clients.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Critical Thinking

Measures and Action Plans

M 5.1: Use of effective skills to provide effective case management

**Measure**
Students complete a Service Plan for a mock client in the Service Plan Assignment in HUS 1001.

**Achievement Target**
80% of students will achieve 7 out of 10 points or higher on the assignment.

**Findings**
Measured during spring term 2014-2. 88% of students achieved 7 out of 10 points or higher on the assignment.

**Target Met?**: Met
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

Action Plan/Progress Report

6: Application of Various Treatment Modalities

**Outcome**
Employ effective application of various treatment modalities and therapeutic interventions in both individual and group situations.
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking
Measures and Action Plans
M 6.1: Application of various treatment modalities

Measure
Measured by students leading a group in class -- measured with a rubric in course HUS 1200. Data is collected in class and submitted to the program manager.

Achievement Target
100% of students will achieve a "7" or higher on all 10 criteria

Findings
Measured during fall term 2014-1. 100% of students achieved a 7 or higher on the 10 criteria.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Human Services - Youth Development Concentration (AS)

1: Understanding issues and regulations

Outcome
Demonstrate an understanding of mental health/human service trends, issues and regulations and be able to apply them to inpatient, outpatient and other programs within the human services delivery system.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Global Awareness

Measures and Action Plans

M 1.1: Understanding issues and regulations

Measure
Measured by student rating sheet, question #3, in course HUS 1850. Data is collected during internship and submitted by program manager.

Achievement Target
85% of students will achieve "average" or higher on all five criteria.

Findings
Measured during fall term 2014-1. 100% of students received an "average" or higher on all 5 criteria.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Identifying human developmental stages

Outcome
Identify human developmental stages and understand the appropriate tasks involved with the challenges of each stage during the life span.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Humanities

Measures and Action Plans
2.1: Identify human developmental stages

Measure
This outcome will be measured by final exam grades in DEP 2004. The instructor will collect the data and submit it to the program manager.

Achievement Target
80% of students will achieve 70% or higher on the final exam.

Findings
Measured during fall term 2014-1. Of the 82 students who took the final exam in three sections of DEP 2004, 96% (78 students) achieved 70% or higher.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Legal and Ethical Issues

Outcome
Utilize knowledge of legal and ethical issues in the human services field pertaining to the confidentiality, limits of competency and the need for continuing professional development.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics

Measures and Action Plans
3.1: Utilize knowledge of ethical and legal issues

Measure
This outcome is measured by a Service Plan assignment in HUS 1001. The instructor will collect the data and submit it to the program manager.

Achievement Target
80% of students will achieve 7 out of 10 points or higher on the Service Plan assignment.

Findings
Measured during fall term 2014-1. 88% of students achieved 7 out of 10 points or higher on the Service Plan.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Although we met this benchmark last year (The benchmark was set at 85%, and the outcome achieved was 87%), we targeted it for improvement as we exceeded it by a mere 2%. This outcome is measured when students complete a Service Plan assignment on a "client." The instructor determined that when students lose points on this assignment, it is typically because they forgot to address one specific part of the objective. To improve this outcome, the instructor planned to separate each part of the objective on the grade sheet into a "list form," so students don't forget to include them all.

Progress: When the assignment was given this time, the instructor was teaching the course online rather than face-to-face in the classroom. The instructor placed the objectives in bold to help them stand out. The result was that 88% of the students achieved 7 out of 10 or higher on the rubric. This is 1% over last year's results and 3% over the benchmark of 85%. However, we will continue to target this outcome for improvement. Since the instructor is now teaching this class online, to emphasize the specific parts of the Service Plan even more, she will develop an audio instruction that goes along with the assignment description that will explain the importance of addressing all parts of the objective.

4: Communication and Interpersonal Skills

Outcome
Display appropriate communication and interpersonal skills through active listening, sensitivity and accurate responses to both verbal and non-verbal behavior.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications
Measures and Action Plans
4.1: Display appropriate communication and interpersonal skills

Measure
Students will present group projects on the seven keys to cooperative learning. Projects will be scored on a rubric. Instructor will gather data and submit it to the program manager.

Achievement Target
85% of students will score 70% or higher on the project.

Findings
Measured during summer term 2013-3. 90% of students scored 70% or higher on the project based on a 100-point rubric.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Demonstrate the use of research

Outcome
Demonstrate the use of assessment, evaluation, problem-solving while applying basic research in youth development to provide effective programming

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

5.1: Demonstrate the use of research

Measure
Measured using a group assignment in course HUS 1620. Data is collected by in-class observation by the instructor and submitted by the program manager.

Achievement Target
80% of students will receive 70% or higher on their group presentations.

Findings
Measured during spring term 2014-2. 100% of students achieved a grade of 70% or higher on the group presentation.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: Child and Youth Development Principles
**Outcome**
Integrate and apply child and youth development principles in designing effective program environments that incorporate quality elements and standards.

**Learning Outcome?**: Yes  
**General Education/ Institutional Learning Outcomes Supported?**: Global Awareness

**Measures and Action Plans**

**6.1: Child and youth development principles**

**Measure**
This outcome is measured by the final exam in HUS 1620. Data will be collected by the instructor and submitted to the program manager.

**Achievement Target**
80% of students will receive a grade of 70% or higher.

**Findings**
Measured during spring term 2014-2. 100% of students received a grade of 70% or higher on the final exam.

**Target Met?**: Met  
**Targeted for improvement in this cycle?**: No  
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**

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**7: History, Theories and Conceptual Approaches**

**Outcome**
Integrate and apply history, theories and conceptual approaches to youth development, normative adolescent development, youth and family cultural issues and the impact of policies/programs on youth and their families.

**Learning Outcome?**: Yes  
**General Education/ Institutional Learning Outcomes Supported?**: Global Awareness

**Measures and Action Plans**
7.1: Integrating and applying conceptual approaches

Measure
Measured using essay questions on the final exam in course HUS 1640. Data will be collected by instructor and submitted to the program manager.

Achievement Target
80% of students will achieve 7 out of 10 points or higher on the essay and multiple choice questions.

Findings
Measured during fall term 2014-1. 83% of students (19 out of 23 students) received a 70% or higher on the essay and multiple choice questions on the final exam.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
1: Advanced 3-Tier applications

Outcome
Create advanced based applications in a three-tiered architecture that will allow secure access to a database management system

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 1.1: ADVANCED 3-TIER APPS

Measure
Average of sampled final exam grade for ISM4211

Achievement Target
Average of sampled scores 80% or greater

Findings
Student final exam averages during the 2014-1 term were nearly seventy-eight percent, (78.67%). This is slightly under the achievement target of 80%.

Target Met?: Not Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
New faculty hire in January 2014 will be tasked with redeveloping course learning objects, identifying materials closely aligned with industry needs, and to include more skill based activities.

2: Configure Sec Traffic

Outcome
Demonstrate comprehensive understanding for information and network security; planning, risk management, security.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Information Literacy

Measures and Action Plans
2.1: Configure security traffic

**Measure**
Average of sampled final course exam grade for CNT 4406

**Achievement Target**
Average of sampled scores 80% or greater.

**Findings**
Student final exam average during the spring of 2014 was approximately ninety percent, (89.82%), exceeding targeted outcome.

**Target Met?**: Met
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**

---

3: Develop Object Oriented computer programs

**Outcome**
Develop Object Oriented computer programs utilizing decision and repetition structures and applying data structures concepts.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Critical Thinking

**Measures and Action Plans**

3.1: Develop object oriented computer pgms

**Measure**
Average of sampled final exam grade for COP3530.

**Achievement Target**
Average of sampled final exam score equals 80% or greater for COP3530.

**Findings**
Student final exam average during the spring of 2014 was approximately eighty-nine percent, (88.63%), meeting expectations.

**Target Met?**: Met
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**

---

4: Two-factor authentication methods

**Outcome**
Perform two-factor authentication methods by analyzing intrusions and gather information and evidence about attacks in a
legal forensically matter.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

4.1: TWO-FACTOR AUTHENTICATION METHODS

<table>
<thead>
<tr>
<th>Measure</th>
<th>Average of sampled final exam grade for ISM4324</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Achievement Target</strong></td>
<td>Average of sampled final exam scores 80% or greater</td>
</tr>
<tr>
<td><strong>Findings</strong></td>
<td>Student final exam average during the spring of 2014 was above eighty-eight percent, (88.52%).</td>
</tr>
<tr>
<td><strong>Target Met?</strong></td>
<td>Met</td>
</tr>
<tr>
<td><strong>Targeted for improvement in this cycle?</strong></td>
<td>No</td>
</tr>
<tr>
<td><strong>Targeted for improvement in prior cycle?</strong></td>
<td>No</td>
</tr>
</tbody>
</table>

Action Plan/Progress Report

5: Identify and describe project management frameworks

**Outcome**
Describe project management framework”s nine knowledge areas, including project stakeholders, project management common tools and techniques and project success factors.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking, Information Literacy

Measures and Action Plans
5.1: Identify and describe project management frameworks

Measure
Average of sampled final exam grade for ISM3314

Achievement Target
Average of sampled scores 80% or greater.

Findings

Student final exam grade average for the spring 2014 term exceeded achievement targets. Average final exams were 85.62%.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Course was redeveloped utilizing interactive components and lab assignments containing rich media elements. New course implemented during 2014 academic year. Latest semester results show student final exam grades met targeted outcome.

6: Systematically collecting data

Outcome
Apply techniques for collecting data and analyzing information systematically; improve organizational input, process and output processes as well as improve quality of work for users.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking, Information Literacy

Measures and Action Plans
6.1: Systematically collecting data

Measure
Average of sampled final exam grade for ISM3113

Achievement Target
Average of sampled scores 80% or greater.

Findings
Previous cycle revealed twenty-six points beneath targeted outcomes. With improved engagement strategies targeted outcomes have been met with students scoring an average of 84.62% on final exams during the spring of 2014.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Continue implementing engagement strategies and redevelop course during 2015 academic year.

7: Ethical practices

Outcome
Comprehend and apply ethical practices in professional activities

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Social Sciences, Critical Thinking, Ethics

Measures and Action Plans

7.1: ETHICAL PRACTICES

Measure
Average of sampled final exam grade for BUL3130

Achievement Target
Average of sampled final exam scores 80% or greater

Findings
Student final exam average during the 2013-2014 academic year was approximately seventy-nine percent (79%), slightly less than targeted outcome.

Target Met?: Not Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

8: DMS operations
Outcome
Optimize database management systems operations

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

8.1: DMS OPERATIONS

Measure
Average of sampled final exam grade for ISM4213

Achievement Target
Average of sampled scores 80% or greater

Findings
This course is ISM4213. Sampling size too small for credible review. New faculty joined in January of 2014 and should stabilize enrollment and improve targeted outcomes.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
A comprehensive audit of learning outcomes and activities are ongoing.

9: Configure network applications

Outcome
Use and configure network applications to secure the private and DMZ networks

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking, Global Awareness, Information Literacy

Measures and Action Plans
9.1: CONFIGURE NETWORK APPS

Measure
Average of sampled final exam grade for ISM4320

Achievement Target
Average of sampled final exam scores 80% or greater

Findings
Student average during the spring of 2014 was approximately ninety-two percent, (92.14%), exceeding targeted outcome.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

10: Principles of finance and budgeting

Outcome
Comprehend & apply the framework underlying the principles of finance and budgeting and accounting.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Mathematics, Natural Sciences, Critical Thinking

Measures and Action Plans

10.1: PRINCIPLES OF FINANCE & BUDGET

Measure
Average of sampled final exam grade for FIN3400

Achievement Target
Average of sampled final exam scores 80% or greater

Findings
Sampled student scores average: In class = 76%  Online = 77%

Target Met?: Not Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
The distance learning (online) course was revised and all adjunct instructors are required to complete an E-learning course prior to instructing online. Sampled student scores average has reached 80%.

11: DMS backup and restore

Outcome
Maintain, backup, and restore database management systems

**Learning Outcome?**: Yes  
**General Education/ Institutional Learning Outcomes Supported?**: Critical Thinking  

**Measures and Action Plans**

11.1: DMS backup and restore

- **Measure**
  Average of sampled final exam grade for ISM4210

- **Achievement Target**
  Average of sampled scores 80% or greater

- **Findings**
  Sampling size increased from four to ten students, however still too small for credible review. New faculty joined in January of 2014 and should stabilize enrollment and improve targeted outcomes.

- **Target Met?**: Not Met  
  **Targeted for improvement in this cycle?**: Yes (enter action plan below)  
  **Targeted for improvement in prior cycle?**: Yes, (enter progress report below)

- **Action Plan/Progress Report**
  Perform comprehensive audit to include learning outcomes, assessments, resources, learning objects, rubrics, and project based activities.

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12: Demonstrate Relational Databases

**Outcome**

Demonstrate in-depth understanding for Relational Database Models; Data Structures, Data Modeling and Data Dictionaries.

**Learning Outcome?**: Yes  
**General Education/ Institutional Learning Outcomes Supported?**: Critical Thinking  

**Measures and Action Plans**
12.1: Demonstrate relational databases

Measure
Average of sampled final exam grade for ISM3212.

Achievement Target
Average of sampled scores 80% or greater.

Findings
Student averages improved from seventy-one percent, (71%), to eighty-three percent, (83.44%) meeting achievement target.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Continue to implement best practices to engage students.

13: Network infrastructure

Outcome
Describe the components in the network infrastructure

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Global Awareness

Measures and Action Plans

13.1: NETWORK INFRASTRUCTURE

Measure
Average of sampled final exam grade for ISM4320

Achievement Target
Average of sampled final exam scores 80% or greater

Findings
Student average during the 2013-2014 academic year was approximately ninety-two percent, (92.14%), exceeding our targeted outcome.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

14: Certificate of Authority

Outcome
Install Certificate of Authority, configure and perform penetration tests to secure Web type applications
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 14.1: CERTIFICATE OF AUTHORITY

Measure
Average of sampled final exam grade for CNT 4408.

Achievement Target
Average of sampled final exam scores 80% or greater

Findings
Student final exam average during the spring of 2014 was approximately ninety-five percent, (95.11%), exceeding targeted outcomes.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

15: Data Mining

Outcome
Explore data mining and the process for extracting patterns of information from databases

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking, Information Literacy

Measures and Action Plans

M 15.1: DATA MINING

Measure
Average of sampled final exam grade for ISM4117

Achievement Target
Average of sampled final exam scores 80% or greater

Findings
Student average during the spring of 2014 was ninety percent, (90.2%), exceeding targeted outcomes. A review of the course revealed outdated concepts and ten year old textbook. New course developed in Spring 2014 for Fall 2014 implementation.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
16: Network security policies

Outcome
Determine which Network security policies should be applied in a number of environments

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

16.1: NETWORK SECURITY POLICIES

Measure
Average of sampled final exam grade for CNT 4408.

Achievement Target
Average of sampled final exam scores 80% or greater

Findings
Student average during the spring of 2014 was approximately ninety-five percent, (95.11%), exceeding our targeted outcomes.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

17: Written and oral skills

Outcome
Demonstrate written and oral presentation skills expected of supervision Information Management degree graduate

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking

Measures and Action Plans
17.1: WRITTEN & ORAL SKILLS

Measure
Average of sampled final exam grade for GEB3213.

Achievement Target
Average of sampled final exam scores 80% or greater

Findings
Sampled student scores average: In class = 81%  Online = 73%

Target Met?: Partially Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Sampled student scores now average 80%.
Insurance Claims Adjuster (PSAV)

0 1: Understanding of Insurance Claims

Outcome
Demonstrate knowledge of the ACA in resolving insurance claims.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking, Ethics

Measures and Action Plans

M 1.1: Understanding of Insurance Claims

Measure
Measured using the final exam questions 1, 7, 11, and 35. Data is collected, analyzed, and submitted by the Program Director.

Achievement Target
80% of the students will answer the designated questions correctly.

Findings
Course was not taught during this assessment cycle. Course was offered by cancelled due to low enrollment.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?:
Targeted for improvement in prior cycle?:

Action Plan/Progress Report

2 2: Understanding of Property/Casualty/General Lines Insurance

Outcome
Demonstrate knowledge of the Florida statutes governing property and casualty/general lines insurance, insurance policies and coverages, and licensing requirements.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
2.1: Understanding of Property/Casualty/General Lines Insurance

Measure
Measured using the final exam questions 3, 12, 17, and 45. Data is collected, analyzed, and submitted by the Program Director.

Achievement Target
80% of the students will answer the designated questions correctly.

Findings
Course was not taught during this assessment cycle. Course was offered by cancelled due to low enrollment.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?:

Action Plan/Progress Report

3: Licensure (No State Exam Required)

Outcome
Students who earn at least a 70% on the final exam will receive a Verification of Completion from Palm Beach State College to send to the state to show that the student has met the education pre-licensing requirement.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking

Measures and Action Plans

3.1: Licensure (No State Exam Required)

Measure
Measured by students' performance on the final exam for the course. Students who pass the exam with at least a 70% are awarded a Verification of Completion that is sent to the Florida Department of Financial Services as part of the application for the Florida Florida Resident Company Employee Adjuster License (6.20). If the applicant meets all of the state requirements, a license will be issued.

Note: This course is considered a "designated" course. Students who have completed this course successfully do not have to take the state licensing exam.

Achievement Target
80% of the students will pass and be eligible for the Florida 6.20 Insurance License.

Findings
Course was not taught during this assessment cycle. Course was offered by cancelled due to low enrollment.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?:

Action Plan/Progress Report
4: Understanding of the legal aspects, ethics, finance, economics of insurance practice

Outcome
Identify and explain the major areas of property and casualty, including legal aspects, ethics, and insurance practice.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics

Measures and Action Plans

4.1: Understanding of the legal aspects, ethics, finance, economics of insurance practice

Measure
Measured using the final exam questions 4, 19, 46, and 47. Data is collected, analyzed, and submitted by the Program Director.

Achievement Target
80% of the students will answer the designated questions correctly.

Findings
Course was not taught during this assessment cycle. Course was offered by cancelled due to low enrollment.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?:

Action Plan/Progress Report
Insurance Customer Service Representative (PSAV)

1: Understanding of the legal aspects, ethics, and insurance practice

**Outcome**
Identify and explain the major areas of property and casualty, including legal aspects, ethics, and insurance practice.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Communications, Critical Thinking, Ethics

**Measures and Action Plans**

**M 1.1: Understanding of the legal aspects, ethics, and insurance practice**

**Measure**
Measured using the final exam questions 8, 13, 14, 19, 30, and 31. Data is collected, analyzed, and submitted by the Program Director.

**Achievement Target**
80% of the students will answer the designated questions correctly.

**Findings**
For the questions, here are the percentages of correct responses:

- Question 8: 100%
- Question 13: 74%
- Question 14: 84%
- Question 19: 58%
- Question 30: 47%
- Question 31: 74%

**Target Met?**: Not Met
**Targeted for improvement in this cycle?**: Yes (enter action plan below)
**Targeted for improvement in prior cycle?**: Yes, (enter progress report below)

**Action Plan/Progress Report**
Professor will prepare additional problems for students to complete and continue doing the case studies to reinforce the topic.


**Outcome**
Demonstrate knowledge of the ICSR’s role in handling changes in policies and insurance claims for clients.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Critical Thinking

**Measures and Action Plans**

Measure
Measured using the final exam questions 6, 38, 40, and 58. Data is collected, analyzed, and submitted by the Program Director.

Achievement Target
80% of the students will answer the designated questions correctly.

Findings
Below are the percentages of correct responses of the questions:

- Question 6: 84%
- Question 38: 89%
- Question 40: 89%
- Question 58: 95%

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

O 3: Understanding of Property/ Casualty/General Lines Insurance

Outcome
Demonstrate knowledge of the Florida Statutes governing property and casualty insurance, insurance policies and coverages, and licensing requirements.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
3.1: Understanding of Property/ Casualty/General Lines Insurance

Measure
Measured using the final exam questions 4, 33, 35, 44, and 60. Data is collected, analyzed, and submitted by the Program Director.

Achievement Target
80% of the students will answer the designated questions correctly.

Findings
Below are the percentage of correct responses for the questions:

- Question 4: 95%
- Question 33: 84%
- Question 35: 84%
- Question 44: 84%
- Question 60: 100%

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Licensure (No State Exam Required)

Outcome
Students who earn at least a 70% on the final exam will receive a Verification of Completion from Palm Beach State College to send to the state to show that the student has met the education pre-licensing requirement.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking

Measures and Action Plans
4.1: Licensure (No State Exam Required)

Measure
Measured by students’ performance on the final exam for the course. Students who pass the exam with at least a 70% are awarded a Verification of Completion that is sent to the Florida Department of Financial Services as part of the application for the Florida Florida Resident Customer Representative License (4.40). If the applicant meets all of the state requirements, a license will be issued.

Note: This course is considered a "designated" course. Students who have completed this course successfully do not have to take the state licensing exam.

Achievement Target
80% of the students will pass and be eligible for the Florida 4.40 Insurance License.

Findings
89% of students enrolled passed the course and are eligible for the Florida Customer Representative License (4.40)

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
1: Plan Interior Spaces

Outcome
Plan interior spaces using program information that effectively and efficiently addresses client needs, furniture and equipment requirements, budgets, and environmental issues.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Information Literacy

Measures and Action Plans
1.1: Commercial Project - Space Planning Phase: IND2238C

Measure
Measured using commercial project in IND2238C Design Studio 4 - Space Planning phase.

Achievement Target
Students will achieve an average score of 86% or above.

Findings
Students achieved an average score of 91%; same average score as in previous cycle; 5% above target. Data was collected in spring 2014.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Drawing Skills

Outcome
Apply manual and computer-generate drawing skills in the creation and production of work.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Mathematics, Critical Thinking, Information Literacy

Measures and Action Plans
2.1: Project - Computer Drafting: IND 2460C

**Measure**
Computer Drafting:
Measured using project 2 in IND 2460C for Interiors 1.

**Achievement Target**
Students will achieve an average score of 86% or above.

**Findings**
Students achieved an average score of 90%; 5% less than in previous cycle; 4% above target. Data was collected in fall 2013.

**Target Met?:** Met  
**Targeted for improvement in this cycle?:** No  
**Targeted for improvement in prior cycle?:** No

**Action Plan/Progress Report**

2.2: Project - Manual Drafting: IND 2424C

**Measure**
Manual Drafting:
Measured using the residential project drawings in IND2424C Technical Design 2.

**Achievement Target**
Students will achieve an average score of 86% or above.

**Findings**
Students achieved an average score of 83%; a decline of 8% over the previous cycle; 3% below target.

**Target Met?:** Not Met  
**Targeted for improvement in this cycle?:** Yes (enter action plan below)  
**Targeted for improvement in prior cycle?:** No

**Action Plan/Progress Report**
In the course used to measure manual drafting, students work on various types of drawings for a residence. Each drawing introduces a new concept as well as a higher level of complexity. The action plan to improve on this outcome includes the following strategies:

1. Tell students what the professor expects to accomplish at the beginning of each class and how that will be accomplished
2. Give students a conceptual framework to better understand the relationship among concepts/drawing types
3. Review main points covered in previous class meeting and ask for students’ questions to incite recapitulation and acknowledgment of any problems.

By communicating the objectives of each class and engaging students in review sessions, students will improve on this outcome and have a deeper understanding of the course concepts.
3: Contract Documents

Outcome
Prepare contract documents to legally facilitate all the components required to undertake a design project.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics, Global Awareness, Information Literacy

Measures and Action Plans

3.1: Contract Document Assignment: IND 2505

Measure

Achievement Target
Students will achieve an average score of 86% or above.

Findings
Students achieved an average score of 92%; a decline of 5% over the previous cycle; 6% above target. Data was collected in spring 2014.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Design Process

Outcome
Approach design projects confidently by applying a rigorous design process.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Mathematics, Critical Thinking, Global Awareness, Information Literacy

Measures and Action Plans
### 4.1: Commercial Project - Design Development Phase: IND2238C

**Measure**
Measured using project in commercial design in IND2238C Design Studio 4 - Design Development Phase. Data collected by the instructor and submitted by the department chair.

**Achievement Target**
Students will achieve an average score of 86% or above.

**Findings**
Students achieved an average score of 87%; a decline of 4% over previous cycle; 1% above target. Data was collected in spring 2014.

**Target Met?: Met**
**Targeted for improvement in this cycle?: No**
**Targeted for improvement in prior cycle?: No**

**Action Plan/Progress Report**

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### 5: Interpersonal Communications

**Outcome**
Apply effective interpersonal communications with clientes, co-workers, managers, subcontractors and suppliers within the building and design fields to obtain client information, assess existing conditions and aesthetic needs, and relate this information to the design process.

**Learning Outcome?: Yes**
**General Education/ Institutional Learning Outcomes Supported?:** Communications, Critical Thinking, Ethics, Global Awareness, Information Literacy

**Measures and Action Plans**

#### 5.1: Employer Evaluation of Intern: IND 2941

**Measure**
Measured using an employer's evaluation of intern in IND2941 Interior Design Internship.

**Achievement Target**
Students will achieve an average score of 86% or above.

**Findings**
Students achieved an average score of 92%; a decline of 8% over previous cycle (a different measure was used in the current cycle); 6% above target. Data was collected in spring 2014.

**Target Met?: Met**
**Targeted for improvement in this cycle?: No**
**Targeted for improvement in prior cycle?: No**

**Action Plan/Progress Report**
6: Analysis and Synthesis

Outcome
Research, analyze and synthesize complex information in the development of innovative concepts for clients and audiences.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics, Global Awareness, Information Literacy

Measures and Action Plans

M 6.1: Commercial Project - Programming Phase: IND 2238C

Measure
Measured using project in commercial design in IND2238C Design Studio 4 - Programming Phase. Data collected by the instructor and submitted by the department chair.

Achievement Target
Students will achieve an average score of 86% or above.

Findings
Students achieved an average score of 90%; a decline of 7% over previous cycle; 4% above rate. Data was collected in spring 2014.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

7: Health Safety and Welfare

Outcome
Design using knowledge of how interiors affect the health, safety, and welfare of the client, as well as whether interior elements comply with federal, national and state codes, including those that pertain to the Americans with Disabilities Act (ADA).

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics, Global Awareness, Information Literacy

Measures and Action Plans
7.1: Commercial Project: IND 2237C

Measure
Measured using project 1 in IND2237C Design Studio 3.

Achievement Target
Students will achieve an average score of 86% or above.

Findings
Students achieved an average score of 87%; an improvement of 5% over the previous cycle; 1% above target. Data was collected in fall 2013.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Progress Report: Building code applications were reviewed and calculations done in class to address code compliance in a commercial project scenario. Students applied their knowledge of building codes through calculations for number of exits required by occupancy classification and loads as well as plumbing fixtures requirements and ADA compliance. This resulted in students creating spaces that met the International Building Code and ADA requirements and emphasizing an interior designer's responsibility for the public's health, safety and welfare.
1: Website interactivity

Outcome
Design and implement web sites with interactivity.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Information Literacy

Measures and Action Plans

M 1.1: Website interactivity

Measure
Measured in COP 2822 Web Page Design Quiz Two and CGS 2801 Advanced Web Applications Quiz two.

Achievement Target
80% of students will answer questions correctly

Findings
The average on the COP 2822 quiz was 81%. The average for the CGS 2801 quiz was 83.25%.

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Students who received a C or below are required to attend weekly one hour tutoring sessions in the SLC Lab with a programming tutor.

2: Plan web site

Outcome
Plan web site content based on the business model.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics

Measures and Action Plans
M 2.1: Plan a website

Measure
This was measured in CGS 1800 Introduction to Web Site Development quiz two in the spring 2011 by an inclass quiz given by the professor. The average of the quizzes was 90%. This exceeded the 80% benchmark.

Achievement Target
Student will earn 80% or higher on quiz.

Findings
No faculty emailed me scores for this class.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

O 3: Network threats

Outcome
Implement solutions to network security threats.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
3.1: Network threats

Measure
Measured in course CNT 2402 (network security) chapter five, quiz items # 1, 2, 3, 4, and 5 in spring 2011. The average of the quizzes was 89%. This exceeded the 80% benchmark.

Achievement Target
80% of students will answer questions correctly.

Findings
The average for quiz for the spring 2013 and fall 2013 was 72.32%.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Students who received a C or below are required to attend weekly one hour tutoring sessions in the SLC Lab with a networking tutor.

Students are required to write a two page, single spaced typed paper with key topics of the chapter for the quiz for which they received a C or below.

4: Creating algorithms to solve problems

Outcome
Create control structures, methods with the appropriate parameters, data structures of the appropriate type, and implement algorithms to solve problems.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
4.1: Creating algorithms to solve problems

Measure
Quiz one in COP 1000 Introduction to Programming Logic in the Spring 2011 administered by the professors. The average of the quizzes was 83.6%. This exceeded the 80% benchmark.

Achievement Target
80% of students will answer questions correctly

Findings
Students received an average of 77.06% on the quiz.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Students who received a C or below are required to attend weekly one hour tutoring sessions in the SLC Lab with a programming tutor.

5: Design client/server applications

Outcome
Integrate software solutions for client/server applications.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Information Literacy

Measures and Action Plans
5.1: Design client/server applications

Measure
Measured in course COP 2840 Server-side Programming - JSP and mySQL quiz items, 1, 2, 3, 4 and 5 in Fall 2011. Data will be collected in-class and submitted by the instructor.

Achievement Target
Students will earn 80% or higher on the JSP and database quiz.

Findings
Students earned 87.94% on the quiz that covered JSP and database access.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Students who received a C or below are required to attend weekly one hour tutoring sessions in the SLC Lab with a programming tutor.
Landscape and Horticulture Management (AS)

1: Botanical principles

Outcome
Demonstrate an understanding of botanical principles underlying modern horticultural practices.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences

Measures and Action Plans

1.1: Botanical principles

Measure
> Student performance on final assessment in BOT 1010 or in BOT 2000.

Achievement Target
> 80% of students will score 80% or higher on final assessment in ORH2510 or ORH1512

Findings
91% scored 80% or above on the final test BOT2000 spring 2014.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Business principles

Outcome
Understand basic business principles related to horticultural practice.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans
2.1: Business principles

Measure
Student performance in business portion of ORH2251 or in ORH1000

Achievement Target
> 80% of students will score B (80%) or higher in ORH1000 or in business portion of ORH2251.

Findings
All students scored at or above 80% on the final class assessment.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Basic garden skills

Outcome
Apply basic garden skills: propagation, potting, planting, pruning, plant installation.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans
3.1: Basic garden skills

Measure
Studnet performance on final assessment in HOS1010, ORH1005L, or ORH1512.

Achievement Target
> 80% of students will score 80% or greater on final assessment in HOS1010 or ORH2251 or ORH1005L.

Findings
Something seems to have gone wrong in this important "welcome mat" course. Only 76% of the students who completed the class scored over 80%, and this does not count a dismaying 6 students withdrawing during the class.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
I (department chair) will teach this class personally or assign it to a different adjunct in the coming academic year. There seems to have developed personality conflict during the term, with lingering animosities apparent even through the following term. I believe a change of instructor will solve the problem. The student response rate on the course evaluations was low, but even that showed scores substantially under the usually elevated norm in our courses. From what I gather the "main problem" was allegedly unusually harsh grading. We do have a grade inflation problem and I feel an instructor generally can grade according to their own lights, maybe strict grading is more needed, but in our main intro class, maybe it's not the best time to be by far the harshest grader in the college out of line with the institutional and departmental culture. I'm going to assign this adjunct next time to a more "advanced" specialized class where fine-tuned assessment is more appropriate.

4: Apply fertilizer and irrigation

Outcome
Apply irrigation and fertilizer to landscapes properly.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans
4.1: Fertilizer and irrigation

Measure
Student performance in GCO2230 or SWS1102, or in ORH2251 or in HOS1010.

Achievement Target
> 80% of students will score B (80%) or higher on final assessment in SWS1102, or GCO2230, or ORH2251.

Findings
All of the students in SWS1102 scored over 80% on the final assessment.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Manage plant pests

Outcome
Manage plant pests safely and responsibly.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

5.1: Manage plant pests

Measure
Student performance on final assessment in IPM1301 or PMA2213, or on in ORH2251.

Achievement Target
> 80% of students will score B (80%) or higher on final assessment in PMA2213, or on pest management quiz in ORH2251.

Findings
86 percent of the students scored 80% or higher on the final assessment.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: Apply print and electronic resources.

Outcome
Apply print and electronic informational resources to horticultural practice.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

6.1: Apply print and electronic resources

Measure
Student performance in courses with large computer component in LDE2510 or ORH1512, or any Horticulture/Botany pure Internet course (all of which require computer-based projects)

Achievement Target
> 80% of students will score B (80%) or higher in LDE2510, or ORH1512, or in any pure Internet Botany/Horticulture course (all of which have substantial computer components)

Findings
All the students scored over 80% on the final graded project in ORH1512.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

7: Recognizing plants

Outcome
Recognize plants prevalent in South Florida landscaping.

Learning Outcome?: Yes

General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

7.1: Recognizing plants

Measure
Student performance on final assessment in ORH2510 or ORH2511.

Achievement Target
> 80% of students will score B (80%) or higher on final assessment in ORH2510 or ORH2511.

Findings
Exactly 80% of the students in ORH2511 scored 80% or higher on their final assessment in ORH2511. In ORH2510 all students except one (92%) scored 80% or higher on the final grade on the term project. (This does not include one student who did not complete the class---if she is included the % is 85%.)

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
8: Landscape designs

Outcome
Prepare and Interpret landscape designs

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

M 8.1: Landscape designs

Measure
Final assessment in any class with LDE prefix.

Achievement Target
> 80% of students will score > 80% on final assessment.

Findings
In LDE2000 all of the students scored over 80% on the final exam.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

9: Environmental issues

Outcome
Engage in horticultural practices with awareness of associated safety issues and environmental issues.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences

Measures and Action Plans

M 9.1: Environmental issues

Measure
Student performance in ORH1016, Environmental Issues in Horticulture

Achievement Target
> 80% of students will score B (80%) or higher on final assessment in ORH1016.

Findings
91% of the students scored 80% or better on the final test.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Life, Health, and Variable Annuities Agent (PSAV)

1: Understanding of Insurance Operations

Outcome
Demonstrate knowledge of the operations of insurance agencies and the role of the agent and client in insurance transactions.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking, Ethics

Measures and Action Plans

1.1: Understanding of Insurance Operations

Measure
Measured using the final exam, questions 18, 71, 27 and 81, in the RMI 0092, Ref. 147269, course during the Spring 2010 semester. Data were collected and submitted by the Program Director.

Achievement Target
80% of the students will answer the specified questions correctly.

Findings
The Instructor assigned to the class change the assessment instrument for the class without prior consent, so the outcomes were not assessed during this review cycle.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Understanding of Life, Health, and Variable Annuities Insurance

Outcome
Demonstrate knowledge of the Florida Statutes governing life, health, and variable annuities, insurance policies and coverages, and licensing requirements.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
2.1: Understanding of Life, Health, and Variable Annuities Insurance

Measure
Measured using the Final Exam, Questions 4, 13, 23, and 74 in the RMI 0092, Ref. 147269, course during the Spring 2010 semester. Data were collected and submitted by the Program Director.

Achievement Target
80% of the students will answer the specified questions correctly.

Findings
The Instructor assigned to the class change the assessment instrument for the class without prior consent, so the outcomes were not assessed during this review cycle.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Knowledge of legal aspects, ethics, finance, economics of insurance

Outcome
Identify and explain the major areas of life, health, and variable annuities insurance, including the legal aspects, ethics, finance, economics, and insurance practice.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics

Measures and Action Plans
3.1: Knowledge of legal aspects, ethics, finance, economics of insurance

Measure
Measured using the final exam, questions 54, 55, 95 and 100, in the RMI 0092, Ref. 147269, course during the Spring 2010 semester. Data were collected and submitted by the Program Director.

Achievement Target
80% of the students will answer specified questions correctly.

Findings
Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Licensure

Outcome
The graduate will pass the Florida Department of Financial Services, Division of Agents and Agencies, 2.15
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Humanities

Measures and Action Plans

M 4.1: Licensure

Measure
Measured by the graduate's performance on the Florida 2.15 Insurance Licensing exam given by Florida Department of Financial Services, Division of Agent and Agency Services.

The pass rates of the state licensure exam from Palm Beach State College will be compared to the cumulative pass rate of the other state colleges. The goal is that the percentage of students of Palm Beach state students who pass the state licensure exam is higher than the overall percentage of students from the other state colleges.

Achievement Target
The percentage of students of Palm Beach state students who pass the state licensure exam will be higher than the overall percentage of students from the other state colleges.

Findings
The percentages of students passing the state licensure exam is hown below: The pass percentage rate is significantly lower for PBSC than in comparison to the other state colleges.

<table>
<thead>
<tr>
<th>Year</th>
<th>PBSC Pass</th>
<th>PBSC Fail</th>
<th>PBSC %</th>
<th>Florida Pass</th>
<th>Florida Fail</th>
<th>Florida %</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>10</td>
<td>14</td>
<td>41.67%</td>
<td>224</td>
<td>258</td>
<td>46.47%</td>
</tr>
<tr>
<td>2012</td>
<td>7</td>
<td>11</td>
<td>38.89%</td>
<td>254</td>
<td>268</td>
<td>48.66%</td>
</tr>
<tr>
<td>2011</td>
<td>2</td>
<td>6</td>
<td>25.00%</td>
<td>271</td>
<td>350</td>
<td>43.64%</td>
</tr>
<tr>
<td>2010</td>
<td>18</td>
<td>11</td>
<td>62.07%</td>
<td>228</td>
<td>227</td>
<td>50.11%</td>
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<tr>
<td>2009</td>
<td>15</td>
<td>22</td>
<td>40.54%</td>
<td>359</td>
<td>351</td>
<td>50.56%</td>
</tr>
</tbody>
</table>

Target Met?: Not Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Machining Technology (PSAV)

2: Set-up and Operate CNC

Outcome
Set-up, program and operate computerized numerical control (CNC) lathes and machining centers.

Learning Outcome? : Yes
General Education/ Institutional Learning Outcomes Supported?: Mathematics, Natural Sciences, Critical Thinking

Measures and Action Plans

M 2.1: Set-up and Operate CNC

Measure
Module examinations and competency evaluations via tasks. Measured in PMT 0251, PMT 0258, PMT 0259, PMT 0228 and National Metalworking Skills, Inc. Training Modules/Machining Level I.

Achievement Target
70% of students will pass assessment.

Findings
More than 80% of students passed exams and competency exams.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Proficient in CAD/CAM

Outcome
Use computer-aided design/computer-aided manufacturing (CAD/CAM) software and processes for lathes and machining centers.

Learning Outcome? : Yes
General Education/ Institutional Learning Outcomes Supported?: Mathematics, Critical Thinking, Information Literacy

Measures and Action Plans
M 3.1: Proficient in CAD/CAM

**Measure**
Module examinations and competency evaluations via tasks. Measured in PMT 0260, and National Metalworking Skills, Inc. Training Modules/Machining Level I.

**Achievement Target**
70% of students will pass assessment.

**Findings**
More than 80% of students passed exams and competency exams.

**Target Met?**: Met
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**

4: Manual machining operations

**Outcome**
Plan and perform manual machining operations – lathes, mills, drill presses and surface grinders

**Learning Outcome?**: Yes
**General Education/Institutional Learning Outcomes Supported?**: Mathematics, Natural Sciences, Critical Thinking

**Measures and Action Plans**

M 4.1: Manual machining operations

**Measure**
Module examinations and competency evaluations via tasks. Measured in PMT 0211, PMT 0230, PMT 0500, PMT 0510, National Metalworking Skills, Inc. Training Modules/Machining Level I.

**Achievement Target**
70% of students will pass assessment.

**Findings**
More than 80% of students passed exams and competency exams.

**Target Met?**: Met
**Targeted for improvement in this cycle?**: Yes (enter action plan below)
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**
The manual lathes are nearing the end of normal life cycle and reliability issues are causing interruptions in student learning. Additionally, the machine age is now adversely affecting the quality of parts being made by students, thusly creating a limitation on the quality of parts the students can make. Our plan calls for phased replacement of all manual lathes and then an increased attention to improving the quality of parts student make by reducing the allowable tolerances for a part to be considered satisfactory. This plan will take four years to fully implement. Progress will be reported on in each of the next four cycles.
5: Measurement

Outcome
Demonstrate basic and advanced measurement processes and skills.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Mathematics, Natural Sciences, Critical Thinking

Measures and Action Plans

Measure
Module examinations and competency evaluations. Measured in PMT 0201, PMT 0202, PMT 0211, PMT 0230, PMT 0229, PMT 0260.

Achievement Target
70% of students will pass assessment.

Findings
More than 80% of students passed exams and competency exams.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

6: Math and Blueprint Reading

Outcome
Solve basic and advanced job-related math problems and interpret basic blueprint reading information.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Mathematics, Natural Sciences, Critical Thinking, Information Literacy

Measures and Action Plans


6.1: Math and Blueprint Reading

Measure
Module examinations and competency evaluations via tasks. Measured in PMT 0201 and National Metalworking Skills, Inc. Training Modules/Machining Level I.

Achievement Target
70% of students will pass assessment.

Findings
More than 80% of students passed exams and competency exams.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The machining technology text is being used for teaching applied math skills. For metal cutting tool paths, lab exercises will be reviewed and lessons created that help students improve their ability for applied math.

Lab exercises are being developed to give students more opportunities to work with math in an applied setting which we believe will strengthen their knowledge and understanding of solving math problems.

-Ways in which we will evaluate student progress is with the application of these skills are with rubics and evaluation of models created in labs. This will allow for tactile application of math problems in real settings.

-Rubrics will be designed to evaluate student knowledge and will monitor student scores to determine if gains are being made using text revision and math lab enhancement.

7: Safety

Outcome
Maintain a safe work area by demonstrating safety knowledge and proper use of hand tools, grinders, saws and sanders.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Natural Sciences, Critical Thinking, Ethics

Measures and Action Plans
M 7.1: Safety

Measure
Module examinations and competency evaluations via tasks. Measured in PMT 0202, PMT0211, PMT0251 and National Metalworking Skills, Inc. Training Modules/Machining Level I.

Achievement Target
70% of students will pass assessment.

Findings
More than 80% of students passed exams and competency exams.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

8: Business and employability skills

Outcome
Demonstrate basic business and employability skills

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Social Sciences, Critical Thinking, Information Literacy

Measures and Action Plans
M 8.1: Business and employability skills

Measure
Module examinations and competency evaluations. Measured in PMT 0202 and National Metalworking Skills, Inc. Training Modules/Machining Level I.

Achievement Target
70% of students will turn in resume of sufficient quality to present to a potential employer.

Findings
More than 80% of students passed exams and competency exams.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

9: Electrical Discharge Machines and Operations

Outcome
Set up, program and operate electrical discharge machines (EDM) wire and ram.
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Mathematics, Natural Sciences, Critical Thinking

Measures and Action Plans

M 9.1: Introduction to Electrical Discharge Machines and Operations

Measure
Module Examinations and Competency Evaluations. Measured in PMT 0510 and National Metalworking Skills, Inc. Training Modules/Machining Level I.

Achievement Target
70% of students will pass assessment.

Findings
More than 80% of students passed exams and competency exams.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Magnetic Resonance Imaging (ATC)

1: Safe environment and proper screening

**Outcome**
Create and maintain a safe environment and proper screening and preparation for MRI procedures in accordance with established guidelines.

**Learning Outcome?**: Yes  
**General Education/ Institutional Learning Outcomes Supported?**: 

**Measures and Action Plans**

1.1: Safe environment and proper screening

**Measure**
Measured in course RTE 2575, by a safety overview exam that is conducted yearly. Data was collected by exam scores and submitted by the Associate Dean.

**Achievement Target**
90% of the students will pass the exam with a 75% or higher.

**Findings**
100% of students passed safety component.

**Target Met?**: Met  
**Targeted for improvement in this cycle?**: Yes (enter action plan below)  
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**
All students were able to properly screen patients for safety measures.

Instructors will emphasize the new measures of patient dosage and MR/radiation safety to be in compliance with hospital accreditation requirements.

2: Identifying anatomical structures

**Outcome**
Identify normal and abnormal anatomical structures in multi-planar format as pertinent to advanced imaging techniques.

**Learning Outcome?**: Yes  
**General Education/ Institutional Learning Outcomes Supported?**: 

**Measures and Action Plans**
2.1: Identifying anatomical structures

Measure
Measured in course RTE 2762 in a cross sectional final exam in spring 2009. Data was collected in the final exam scores and submitted by the Associate Dean.

Achievement Target
90% of the students will pass the exam with a 75% or higher.

Findings
All students passed the final exam for cross-sectional anatomy.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Consider purchasing software for future expansion of online offering.

3: Describing protocols

Outcome
Describe scan protocols and state the application of protocols in specific situations and describe criteria for imaging windows for various studies

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences

Measures and Action Plans

3.1: Describing protocols

Measure
Measured in course RTE 2576 using final exam.

Achievement Target
75% of the students will pass the exam with a 75% or higher.

Findings
100% of the students scored 75% or higher on the examination.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Working toward implementing software to improve online component.
Massage Therapy (PSAV)

1: Communication with colleagues and clients

Outcome
Accurately obtain client/patient information through data collection and competently communicate with massage therapists, clients, patients and other health care providers.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans

M 1.1: Rubric - Clinical Final Evaluation

Measure
Measured in course MSS 0262 by using rubric that is used as part of the clinical final evaluations; The dimensions of the rubric include: a) interviewing skills; b) identifying contraindications; c) informed consent; and d) soap notes.

Achievement Target
100% of all students will score a grade of 3 out of 5 or higher on each rubric competency.

Findings
100% of students scored a 3 out of 5 or higher on each rubric competency.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?:

Action Plan/Progress Report
Even though the benchmark standard was met:

A comparison of scores between the class assessed in July 2013 and the class assessed in December 2013 reveals that the scores, while at an acceptable level, were frequently lower in the competency measuring treatment planning and professional boundaries than on the other two competencies being measured. Accordingly, this Program Learning Outcome has been targeted for improvement in the following way:

* modify the rubric, separating treatment planning and professional boundaries into two separate competencies in order to identify the specific area for improvement.

2: Business Practices

Outcome
Identify basic business practices, professional standards, scope of practice and state law as it relates to massage therapy.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking, Ethics

Measures and Action Plans
2.1: Rubric - Business Practices

Measure
In MSS 0263 a writing assignment is given to students. A rubric is used to score the assignment and measures student learning in the areas of business law and ethics.

Achievement Target
Formerly required students to score 2 out of 4 or higher on each competency. Having adopted the College's QEP Analytic Rubric for Critical Thiking, the new benchmark for this Learning Outcome is: 90% of all students will score a 3 out of 5 or higher.

Findings
100% of students scored a 3 out of 5 or higher on each rubric competency.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Continue same benchmark standard.

3: Clinical Reasoning

Outcome
Demonstrate clinical reasoning and problem solving abilities when working with case studies, utilizing an understanding of western and eastern human anatomy, physiology and pathology as it relates to the practice of massage and bodywork modalities.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking, Global Awareness

Measures and Action Plans
3.1: Rubric - Case Studies

Measure
In MSS 0263, a series of case study assignments are given to the students. A rubric is used to assess student learning in the following areas: 1) Clinical reasoning; 2) Professional boundaries; 3) Meeting specific client needs through eastern/western modalities; and 4) Problem solving through integrative bodywork.

Achievement Target
All students will score a 2 out of 3 or higher on each rubric competency.

Findings
100% of all students scored a grade of 2 out of 3 or higher on each rubric competency.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Continue on same benchmark standard.

4: Soft tissue massage

Outcome
Perform massage therapy skills and services in the manipulation of soft tissue of the human body under supervision of a licensed massage therapist.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Global Awareness

Measures and Action Plans
M 4.1: Soft tissue massage

Measure
Measured in course MSS 0262 (massage therapy II) using rubric - clinical final evaluations; palpitation skills; 1) assessment and 2) response professional boundaries; 3) body mechanics, modalities, indications-contraindications. Data was collected by clinical performance and submitted by the program manager.

Achievement Target
100% of students will score a grade of 2 out of 3 or higher on each rubric competency.

Findings
99% of students scored a grade 2 out of 3 or higher on each rubric competency. Assessment results were 1% below the established benchmark. Targeted for improvement.

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
The competency targeted for improvement relates to Swedish massage. During the hands-on evaluation, prior to compiling assessment data, all evaluating instructors agreed that the rubric wording was troublesome in that it combined many aspects of Swedish massage that could be measured separately. Accordingly, the improvement plan is to modify the rubric to better clarify the expectations for this competency. This plan will be implemented in January 2014. The following assessment period will reveal whether or not additional improvements are required for instruction.

5: Licensure

Outcome
The program graduate will pass the FL State board licensure exam

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
M 5.1: Licensure

Measure
Measured by the Federation of State Massage Therapy Boards Massage and Bodywork Licensing Examination or the National Certification Board for Therapeutic Massage & Bodywork exam.

Achievement Target
90% of the students who take the board exam will pass.

Findings
In 2013-14, 36 students took the Federation exam and 32 passed: 88.9%

    in 2013-14, 1 student took the National exam and 1 passed: 100%

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
We met the benchmark; the result is within rounding distance of the target.
Medical Assisting (PSAV)

1: Critical Thinking

Outcome
Demonstrate critical thinking based upon competency in the profession, by applying quality control measures in health & safety policies & procedures to prevent illness and injury.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics, Global Awareness, Information Literacy

Measures and Action Plans

M 1.1: Critical Thinking

Measure
Safety & Emergency Practices component of the evaluation form provided by MAERB.

Achievement Target
100% students achieve scores of 4 or 5 on Safety & Emergency Practices component of evaluation form provided by MAERB.

Findings
100% of the students achieved scores of 4 or 5 on the Safety & Emergency Practices component of the evaluation form provided by MAERB.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Office Administration

Outcome
Demonstrate knowledge and competency of medical front-office administrative skills in a private medical practice or within a hospital or outpatient facility.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics, Information Literacy

Measures and Action Plans
2.1: Office administrative skills

Measure
Administrative functions; basic practice finance; managed care/insurance; procedural & diagnostic Coding components of the evaluation form provided by MAERB.

Achievement Target
The Medical Assisting Education review Board (MAERB), has established the threshold of 100% for this outcome for MA Programs accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP), which is the accrediting body of the program.

100% students to achieve scores of 4 or 5 on the evaluation form

Findings
100% students to achieve scores of 4 or 5 on the evaluation form.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Connect to Professional Organizations

Outcome
Recognize and relate the importance of staying connected to professional organizations and participate in the CMA (AAMA) Examination for professional recognition and career development.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Ethics, Global Awareness, Information Literacy

Measures and Action Plans
3.1: Connect to Professional Organizations

Measure
Number of students who join the professional organization, the American Association of Medical Assistants (AAMA).

Achievement Target
100% of students will join the American Association of Medical Assistants (AAMA) upon entry to the Medical Assisting Program.

Findings
100% of the students joined the American Association of Medical Assistants (AAMA) upon entry into the Medical Assisting Program.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Standard Clinical skills

Outcome
Demonstrate industry-standard clinical skills, knowledge and competency performance in any type of ambulatory care setting.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics, Global Awareness, Information Literacy

Measures and Action Plans

4.1: Standard Clinical Skills

Measure
Anatomy & physiology; mathematics; applied microbiology/infection control components of the evaluation form provided by MAERB.

Achievement Target
MAERB has established a threshold for outcome assessments of 100%

Findings
The program achieved the 100% threshold for outcomes assessments as established by MAERB.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
5: Licensure

**Outcome**
The program graduate will pass the state or board licensure/certification exam

**Learning Outcome?**: Yes

**General Education/Institutional Learning Outcomes Supported?**: Critical Thinking

**Measures and Action Plans**

**Measure**
Measured by the Nationally Accredited Credentialing Exam, CMA (AAMA) or RMA (AMT).

**Achievement Target**
A minimum of 30% of graduates must take the licensing exam and must achieve a 60% pass rate.

**Findings**
100% of graduates took the licensing exam and achieved an 86.67% pass rate.

**Special Note on Changes to Licensure Exam**
MAERB made the following major change to the required threshold for the credentialing exam: The threshold has been changed by setting the requirement for participation at 30% of all graduates and a passage rate at 60% for all participants. The latter threshold was derived by looking at the national passage rate of the four NCCA-accredited credentialing exams: CMA (AAMA), RMA (AMT), NCMA (NCCT) and CCMA (NHA).

Per MAERB, it is important to note that the credentialing exam data will be collected as of the 2014 ARF, but it will not be monitored for any accreditation recommendation until the 2018 ARF. All programs will be starting fresh in this particular category with the 2014 AF, and, as a result, there will be no exam history for the 2009-2012 graduates.

**Target Met?**: Met

**Targeted for improvement in this cycle?**: Yes (enter action plan below)

**Targeted for improvement in prior cycle?**: Yes, (enter progress report below)

**Action Plan/Progress Report**
The program continues with strategies previously implemented to assist students with exam preparation with the utilization of the North Start Program in addition to web based review applications available to program students that are utilized in all classes as well as for outside assignments. In addition, new computers are being secured in order to accommodate all program students due to increased enrollment.

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6: Applied communications-
Outcome
Demonstrate knowledge of medical terminology, anatomy, physiology, diseases and disorders, and appropriate verbal and nonverbal communication in any type of ambulatory care setting.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics, Global Awareness, Information Literacy

Measures and Action Plans

Measure
100% students achieve scores of 4 or 5 on applied communications, anatomy & physiology components of the evaluation form provided by MAERB.

Achievement Target
100% appropriate verbal and nonverbal communication in any type of ambulatory care setting.

Findings
100% of the students achieved scores of 4 or 5 utilizing appropriate verbal and nonverbal communication in an ambulatory care setting on the anatomy & physiology components of the evaluation form provided by MAERB.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

0 7: Legal and Ethical

Outcome
Demonstrate appropriate action and behavior in legal and ethical situations using knowledge of basic patient psychology and patient education skills in any type of ambulatory care setting.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics, Global Awareness, Information Literacy

Measures and Action Plans
7.1: Legal and ethical situations in ambulatory care settings

Measure
Medical law & ethics and ethical considerations components of the evaluation form provided by MAERB.

Achievement Target
MAERB has established a threshold for outcome assessment of 100%.
100% students to achieve scores of 4 or 5

Findings
100% of the students achieved scores of 4 or 5 on the MAERB established threshold for outcome assessment:
Legal and ethical situations in ambulatory care settings.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Motion Picture Production Technology (AS)

1: Team work

Outcome
Demonstrate an ability to assemble and work as a professional with the various production team personnel including hierarchy, protocols and safety in a professional environment.

Learning Outcomes?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics

Measures and Action Plans

1.1: Team work

Measure
Measured in course FIL 2420C in a mock film production exercise. Data was collected and submitted by the instructor.

Achievement Target
100% of students will score a "B" or higher

Findings
100% of students received a "B" or higher.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Communication

Outcome
Demonstrate the ability to communicate using industry terminology.

Learning Outcomes?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans
2.1: Interface with various team players

Measure
Measured in courses FIL 1518C, FIL 1461C, FIL 2470C and FIL 2480C as participation in film production exercises. Data was collected and submitted by the instructor.

Achievement Target
100% of students will score a "B" or higher

Findings
100% of students received a "B" or higher.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Demonstrate storytelling skills

Outcome
Demonstrate the ability to apply filmmaking techniques to communicate information to an audience through a chosen production medium.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking

Measures and Action Plans

3.1: Demonstrate storytelling skills

Measure
Measured in courses FIL 2420C director's prep. Data was collected and submitted by the instructor.

Achievement Target
100% of students will score a "B" or higher

Findings
100% of students received a "B" or higher.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Knowledge of equipment

Outcome
Demonstrate and apply knowledge of equipment, its proper setup, operation and functional techniques, as well as personnel, their job functions and operational hierarchy, to identify and solve creative, interpersonal, logistical and
technical problems.

**Learning Outcome**: Yes
**General Education/ Institutional Learning Outcomes Supported**: Communications, Critical Thinking

### Measures and Action Plans

#### M 4.1: Knowledge of equipment

**Measure**
Measured in courses FIL 2420C and FIL 2470C on film production projects. Data was collected and submitted by the instructor.

**Achievement Target**
100% of students will score a "B" or higher

**Findings**
100% of students received a "B" or higher.

**Target Met?**: Met
**Targeted for improvement in this cycle?**: Yes (enter action plan below)
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**
As the equipment in this program is very advanced, technical and ever changing, we are proposing a weekly lab session that focuses on a different piece of equipment each week. We will have an expert on that particular piece of equipment do a demonstration and hands-on review to assure that students are familiar and knowledgeable about the equipment.
Nails Technician (PSAV)

1: Effective Chem use

Outcome
Effectively use chemicals, implements and equipment in accordance with industry requirements

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

1.1: Effective Chemical use

Measure
RUBRICS CSP0013

Achievement Target
85% of students will receive a score of 75% or higher.

Findings
100% of students scored 75% or higher

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The Nail program will develop additional RUBRICS to measure the student performance of Nail services in the salon.

RUBRICS will enhance practical services which will lead to improve performance in theory.

2: Perform Man & Pedi

Outcome
Perform manicures and spa pedicures, massage hands and feet, and apply artificial nails/nail wraps

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
2.1: Perform Man & Pedi

Measure
Perform Man & Pedi Rubric Visual Exam & Practical CSP0013

Achievement Target
90% of students will receive a score of 75% or higher.

Findings
100% of students scored 75% or higher

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Client Communication

Outcome
Competently communicate with clients on services requested and implemented.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans

3.1: Client Communication

Measure
Client questionnaire CSP 0013

Achievement Target
90% of students will receive positive responses on all eight items.

Findings
100% of students scored 75% or higher

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Yes. The RUBRIC was refined to include advanced practical skills
The action plan will include service TIME regarding time involved to complete service.

4: FL State Law

Outcome
Apply and demonstrate knowledge of Florida law and State Board of Cosmetology requirements.
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics
Measures and Action Plans

4.1: FL State Law

Measure
Florida State Law sample exam CSP0013

Achievement Target
95% of students will score a 75% or higher.

Findings
100% of students scored 75% or higher

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Business skills

Outcome
Demonstrate basic business and employability skills which include completing resume/cover letter and participating in mock interviews.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Humanities
Measures and Action Plans

5.1: Business skills

Measure
Demo basic business & employ skillsto include CL & resume & mock interviews Rubrics CL & Resume Operate front desk CSP0013

Achievement Target
90% of students will score 75% or higher.

Findings
100% of students scored 75% or higher

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: Safe work area
Outcome
Maintain a safe work area and demonstrate safety and sanitation knowledge according to Occupational Safety and Health Administration (OSHA) regulations.

Learning Outcome?: Yes

General Education/ Institutional Learning Outcomes Supported?: Ethics

Measures and Action Plans

M 6.1: Safe work area

Measure
Osha State Law Visual logs CSP0013

Achievement Target
100% will meet OSHA safety standards

Findings
100% of students scored 75% or higher

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

7: Science & Math

Outcome
Demonstrate appropriate understanding and application of science and mathematics as related to salon services.

Learning Outcome?: Yes

General Education/ Institutional Learning Outcomes Supported?: Natural Sciences

Measures and Action Plans

M 7.1: Science & Math

Measure
Visual Accurate measure formulation CSP0013

Achievement Target
90% of students will score 75% or higher.

Findings
100% of students scored 75% or higher

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
8: Management & Entre skills

Outcome
Practice entrepreneurship and management skills.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 8.1: Management & Entrep skills

Measure
Practice Management & entrpen skills  Rubrics Book appts Cover Letter& resume  CSP0013

Achievement Target
90% of students will score 75% or higher.

Findings
100% of students scored 75% or higher

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Nails Technician (PSAV) - Belle Glade

1: Effective Chem use

Outcome
Effectively use chemicals, implements and equipment in accordance with industry requirements

Learning Outcome?: Yes
General Education/Institutional Learning Outcomes Supported?:

Measures and Action Plans

 Measure
RUBRICS CSP0013

Achievement Target
85% of students will receive a score of 75% or higher

Findings
85% of students passed with a 75% or higher.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Perform Man & Pedi

Outcome
Perform manicures and spa pedicures, massage hands and feet, and apply artificial nails/nail wraps

Learning Outcome?: Yes
General Education/Institutional Learning Outcomes Supported?:

Measures and Action Plans
2.1: Perform Man & Pedi

Measure
Perform Man & Pedi Rubric Visual Exam & Practical CSP0013

Achievement Target
90% of students will receive a score of 75% or higher

Findings
Ninety percent of the students received a 75% or higher on this goal.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Client Communication

Outcome
Competently communicate with clients on services requested and implemented.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

3.1: Client Communication

Measure
Client questionnaire CSP 0013

Achievement Target
90% of students will receive positive responses on all eight items.

Findings
Students participated in "My Dream Salon"; they did not do client questionnaires.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The Nail Tech students will initiate a client questionnaire.

4: FL State Law

Outcome
Apply and demonstrate knowledge of Florida law and State Board of Cosmetology requirements.
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:
Measures and Action Plans

M 4.1: FL State Law

Measure
Florida State Law sample exam CSP0013

Achievement Target
95% of students will score a 75% or higher

Findings
Students did not take the sample law exam.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Instructor will give a sample exam.

0 5: Business skills

Outcome
Demonstrate basic business and employability skills which include completing resume/cover letter and participating in mock interviews.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:
Measures and Action Plans
5.1: Business skills

Measure
Demo basic business & employ skills to include CL & resume & mock interviews Rubrics CL & Resume
Operate front desk CSP0013

Achievement Target
90% of students will score 75% or higher

Findings
90% of students scored a 75% or higher.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: Safe work area

Outcome
Maintain a safe work area and demonstrate safety and sanitation knowledge according to Occupational Safety and Health Administration (OSHA) regulations.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Measures and Action Plans

6.1: Safe work area

Measure
Osha State Law Visual logs CSP0013

Achievement Target
100% will meet OSHA safety standards

Findings
100% of students met OSHA safety standards.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

7: Science & Math
Demonstrate appropriate understanding and application of science and mathematics as related to salon services.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

**M 7.1: Science & Math**

**Measure**
Visual Accurate measure formulation CSP0013

**Achievement Target**
90% of students will score 75% or higher

**Findings**
90% of students scored a 75% or higher.

**Target Met?:** Met
**Targeted for improvement in this cycle?:** No
**Targeted for improvement in prior cycle?:** No

Action Plan/Progress Report

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**8: Management & Entre skills**

**Outcome**
Practice entrepreneurship and management skills

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

**M 8.1: Management & Entrep skills**

**Measure**
Practice Management & entrpen skills Rubrics Book appts Cover Letter& resume CSP0013

**Achievement Target**
90% of students will score 75% or higher.

**Findings**
90% of students scored a 75% or higher.

**Target Met?:** Met
**Targeted for improvement in this cycle?:** No
**Targeted for improvement in prior cycle?:** No

Action Plan/Progress Report
Network Administrator (AS)

1. Windows and Linux Components

Outcome
Demonstrate skills in installation, configuration, maintenance, troubleshooting, and upgrade of Windows and Linux.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences
Measures and Action Plans
1.1: Windows and Linux Components

**Measure**
Measured in course CTS 2301 (UNIX installation and administration using LINUX), chapter six. Data was collected in-class and submitted by the instructor.

**Achievement Target**
80% of students will answer questions correctly

**Findings**
The average was 83.6% across the sections of CTS 2301 in the spring 2013, summer 2013, and fall 2013.

**Target Met?:** Met
**Targeted for improvement in this cycle?:** No
**Targeted for improvement in prior cycle?:** No

**Action Plan/Progress Report**
Students who received a C or below are required to attend weekly one hour tutoring sessions in the SLC Lab with a networking tutor.

Students are required to write a two page, single spaced typed paper with key topics of the chapter for the quiz for which they received a C or below.
2: Operating systems and their functionalities

Outcome
Identify the components of operating systems and their functionalities.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

2.1: Operating systems and their functionalities

Measure
Measured in course CTS 2301 (UNIX installation and administration using LINUX), chapter six. Data was collected in an in-class exam and submitted by the instructor.

Achievement Target
80% of students will answer questions correctly

Findings
The average was 83.6% across the sections of CTS 2301 in the spring 2013, summer 2013, and fall 2013.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Students who received a C or below are required to attend weekly one hour tutoring sessions in the SLC Lab with a networking tutor.
Students are required to write a two page, single spaced typed paper with key topics of the chapter for the quiz for which they received a C or below.

3: Network security threats

Outcome
Implement solutions to network security threats.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
3.1: Network security threats

Measure
Measured in course CNT 2402 (network security), chapter five quiz. Data was collected in class and submitted by the instructor.

Achievement Target
80% of students will answer this question correctly

Findings
The average for quiz for the spring 2013 and fall 2013 was 72.32%.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Students who received a C or below are required to attend weekly one hour tutoring sessions in the SLC Lab with a networking tutor.

Students are required to write a two page, single spaced typed paper with key topics of the chapter for the quiz for which they received a C or below.
4: Repair Computers

Outcome
Demonstrate competency in installing, repairing, servicing, troubleshooting and upgrading computers.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

- **Measure**
  Chapter One quiz in CTS 1150 Computer Maintenance and Repair covers computer hardware.

- **Achievement Target**
  Students will earn 80% or above on this quiz.

- **Findings**
  The average was 81.61% across the sections of CTS 1150 in the spring 2013, summer 2013, and fall 2013.

- **Target Met?**: Partially Met
- **Targeted for improvement in this cycle?**: Yes (enter action plan below)
- **Targeted for improvement in prior cycle?**: Yes, (enter progress report below)

- **Action Plan/Progress Report**
  Students who received a C or below are required to attend weekly one hour tutoring sessions in the SLC Lab with a networking tutor.
  Students are required to write a two page, single spaced typed paper with key topics of the chapter for the quiz for which they received a C or below.

5: Computer network technologies

Outcome
Identify the role and function of various technologies, including computer hardware, network operating systems and networking hardware.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Information Literacy

Measures and Action Plans
5.1: Computer network technologies

Measure
Measured in course CNT 2000 (network technologies), chapter five. Data was collected in class and submitted by the instructor.

Achievement Target
80% of students will answer questions correctly

Findings
The average was 80.62% across the sections of CNT 2000 in the spring 2013, summer 2013, and fall 2013.

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Students who received a C or below are required to attend weekly one hour tutoring sessions in the SLC Lab with a networking tutor.
Students are required to write a two page, single spaced typed paper with key topics of the chapter for the quiz for which they received a C or below.
Nursing (AS)

1: Licensure

Outcome
The program graduate will pass the state or board licensure/certification exam.

Learning Outcome?: Yes
General Education/Institutional Learning Outcomes Supported?:

Measures and Action Plans

Measure
Measured by the state/board exams. Data is collected by the Florida state board of nursing.

Achievement Target
Nursing students will pass the NCLEX exam at the national average or higher

Findings
86% of students passed the NCLEX exam on the first attempt. The state average for passing was 74% and the national average for passing was 81%.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
All averages throughout the nation decreased due to a change in the NCLEX blueprint. Will continue to monitor quarterly for changes.

2: Manage patient/client goal attainment

Outcome
Effectively manage patient/client goal attainment and support organizational outcomes through the efficient and effective use of human, physical, financial and technological resources.

Learning Outcome?: Yes
General Education/Institutional Learning Outcomes Supported?: Global Awareness

Measures and Action Plans
M 2.1: Manage patient/client goal attainment

Measure
Measured in course NUR 2712C using clinical evaluation tool by objective F. Data is collected using the nursing clinical evaluation tool.

Achievement Target
100% will pass with a minimum score of "3."

Findings
100% passed with a minimum score of "3".

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

O 3: Communication

Outcome
communicate through verbal, non-verbal, written or electronic information for the promotion of positive outcomes and the establishment of therapeutic relationships.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans
M 3.1: Communication

Measure
Measured in course NUR 2712C using clinical evaluation tool by objectives M, N, O and G. Data is collected using the nursing clinical evaluation tool.

Achievement Target
100% will pass with a minimum score of "3"

Findings
100% passed with a minimum score of "3".

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

O 4: Process implementation

Outcome
Design and implement processes for health promotion, health maintenance and risk reduction for self and others.
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications
Measures and Action Plans
4.1: Process implementation

Measure
Measured in course NUR 2712C using clinical evaluation tool by objectives E and I. Data is collected using the nursing clinical evaluation tool.

Achievement Target
100% will pass with a minimum score of “3”

Findings
100% passed with a minimum score of “3”.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Comprehensive Analysis

Outcome
Appraise patient/client health status through the comprehensive analysis and synthesis of relevant data.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Information Literacy
Measures and Action Plans
5.1: Comprehensive Analysis

Measure
Measured in course NUR 2712C using clinical evaluation tool by objective A. Data is collected using the nursing clinical evaluation tool.

Achievement Target
100% will pass with a minimum score of “3.”

Findings
100% passed with a minimum score of “3”.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
0 6: Critical thinking in formulating clinical judgements

Outcome
Provide patient/client care using critical thinking to formulate clinical judgments based on the analysis and integration of accurate assessments and multiple sources of information.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

6.1: Critical thinking in formulating clinical judgements

Measure
Measured in course 2943L in HESI exit exam. Data was collected by the HESI exam report.

Achievement Target
100% will achieve a minimum score of 750

Findings
97.4% of students achieved a minimum score of 750.

Target Met?: Partially Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Critical thinking in formulating clinical judgement - This outcome was met by 225 students.

0 7: Standards of professional practice

Outcome
Adhere to standards of professional practice while accepting accountability for personal actions/ behaviors.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans
7.1: Standards of professional practice

**Measure**
Measured in course NURS 2712C during clinical evaluations by objectives Q, R, S, T, U, V, W, X and Y. Data is collected by the nursing clinical evaluation tool.

**Achievement Target**
100% will pass with minimum score of “3”

**Findings**
100% passed with a minimum score of "3".

**Target Met?**: Met
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**

8: Collaboration

**Outcome**
Collaborate in shared planning, decision making and goal setting for holistic wellness-based client-centered care across health care settings.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Communications

**Measures and Action Plans**

8.1: Collaboration

**Measure**
Measured in course NURS 2712C using clinical evaluation tool by objectives B, C and D. Data is collected using the nursing clinical evaluation tool.

**Achievement Target**
100% will pass with a minimum score of "3"

**Findings**
100% passed with a minimum score of "3".

**Target Met?**: Met
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**

9: Nursing Responsibilities

**Outcome**
Perform nursing responsibilities within the legal, ethical and regulatory frameworks.
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics
Measures and Action Plans

M 9.1: Nursing Responsibilities

Measure
Measured in course NUR 2712C using clinical evaluation tool by objectives P. Data is collected using the nursing clinical evaluation tool.

Achievement Target
100% will pass with a minimum score of "3"

Findings
100% passed with a minimum score of "3".

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

0 10: Wellness

Outcome
Design wellness care plans based on patient/client individual needs for successful client goal attainment.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Global Awareness
Measures and Action Plans

M 10.1: Wellness

Measure
Measured in course NUR 2712C using clinical evaluation tool by objective L. Data is collected using the nursing clinical evaluation tool.

Achievement Target
100% will pass with a minimum score of "3"

Findings
100% passed with a minimum score of "3".

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Nursing (RN-BSN)

1: Evaluate the Impact of Trends

Outcome
Evaluate the impact of trends and issues affecting access to health care.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics

Measures and Action Plans

M 1.1: Evaluate the Impact of Trends - Measure 1

Measure
Grade on the Student Reflective Journals in NUR 4107.

Achievement Target
90% of students will earn a grade of 80%+.

Findings
Assessment data not available for this measure due to changes in administration and faculty within the program and curriculum revision.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

M 1.2: Evaluate the Impact of Trends - Measure 2

Measure
The grade on item 2 of the rubric used to evaluate the Student Educational Project in NUR 4636.

Achievement Target
90% of students will earn a grade of 80%+.

Findings
Assessment data not available for this measure due to changes in administration and faculty within the program and curriculum revision.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
1.3: Evaluate the Impact of Trends - Measure 3

Measure
Employer Survey rating on “A community oriented nurse who delivers culturally sensitive nursing care.”

Achievement Target
Graduates will receive an average rating of 2.0 or higher on a 3-point scale.

Findings
33% of the students responded with a 2 or higher. The mean response was 2.00.

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Increase response rate to employer surveys by instituting a follow-up phone call by the BDP admission specialist once the survey has been sent.

1.4: Evaluate the Impact of Trends - Measure 4

Measure
Graduate self-rating on “A community oriented nurse who delivers culturally sensitive nursing care.”

Achievement Target
Graduates' self-rating will be 3.0 or higher on a 4-point scale.

Findings
100% of the students responded with a 3 or higher. The mean response was 3.67.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Plan, Implement, and Evaluate Nursing Care

Outcome
Plan, implement, and evaluate nursing care based on evidence from research and nursing practice.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences

Measures and Action Plans
2.1: Plan, Implement, and Evaluate Nursing Care - Measure 1

Measure
Grade on the Comprehensive Nursing Care plan using evidence-based forms in NUR 3119

Achievement Target
90% of students will earn a grade of 80% or higher on the project.

Findings
Assessment data not available for this measure due to changes in administration and faculty within the program and curriculum revision.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2.2: Plan, Implement, and Evaluate Nursing Care - Measure 2

Measure
The grade on item 4 of the rubric used to evaluate the Student Educational Project in NUR 4636.

Achievement Target
90% of students will earn a grade of 80% or higher.

Findings
Assessment data not available for this measure due to changes in administration and faculty within the program and curriculum revision.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Measure
Two ratings on the Employer Survey are averaged: “Informed decision maker who implements evidence-based solutions.” and “Competent nurse who utilizes research findings to contribute to healthcare quality improvements.”

Achievement Target
Graduates will receive an average rating of 2.0 or higher on a 3-point scale.

Findings
The response rate for the employer survey was 66% for this item.

100% of respondents scored graduates at 3 for - Informed decision maker who implements evidence-based solutions.

The response rate for the employer survey was 33% for this item.

100% of respondents scored graduates at 2 for - Competent nurse who utilizes research findings to contribute to healthcare quality improvements

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Employers will receive a follow-up phone call after the survey is sent by the BDP admission specialist to increase the response rate.
2.4: Plan, Implement, and Evaluate Nursing Care - Measure 4

Measure
Two self-ratings on the Graduate Survey are averaged: “Informed decision maker who implements evidence-based solutions.” and “Competent nurse who utilizes research findings to contribute to healthcare quality improvements.”

Achievement Target
Graduates’ averaged self-ratings will be 3.0 or higher on a 4-point scale.

Findings
100% of students responded 3 or higher to these two indicators. The mean response for "I am an informed decision maker who implements evidence-based solutions" was 3.67. The mean response for "I am a competent nurse who utilizes research finding to contribute to healthcare quality improvement" was 4.00. Thus the average for these two responses is 3.84.

Target Met?:
Targeted for improvement in this cycle?:
Targeted for improvement in prior cycle?:

Action Plan/Progress Report

3: Synthesize Knowledge from the Disciplines

Outcome
Synthesize knowledge from the disciplines of nursing, the sciences, and the humanities as the basis for decision-making to improve client outcomes

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

3.1: Synthesize Knowledge from the Disciplines - Measure 1

Measure
The grade on the Capstone Research Project in NUR 4945. See Appendix R for grading rubric.

Achievement Target
90% of students will earn a grade of 80% or higher.

Findings
Assessment data not available for this measure due to changes in administration and faculty within the program and curriculum revision.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
3.2: Synthesize Knowledge from the Disciplines - Measure 2

Measure
The grade on item 5 of the rubric used to evaluate the Student Educational Project in NUR 4636.

Achievement Target
90% of students will earn a grade of 80% or higher.

Findings
Assessment data not available for this measure due to changes in administration and faculty within the program and curriculum revision.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3.3: Synthesize Knowledge from the Disciplines - Measure 3

Measure
Two ratings on the Employer Survey: “A critical thinker who is able to demonstrate scientific analysis and rational action.” and “Informed decision maker who implements evidence-based solutions.”

Achievement Target
Graduates will receive an average rating of 2.0 or higher on a 3-point scale, annually

Findings
The response rate for the employer survey was 66% for this item.

100% of respondents scored graduates at 3 for - Informed decision maker who implements evidence-based solutions.

The response rate for the employer survey was 66% for this item.

100% of respondents scored graduates at 3 for - A critical thinker who is able to demonstrate scientific analysis and rational action

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Employers will receive a follow-up phone call after the survey is sent by the BDP admission specialist to increase the response rate.
3.4: Synthesize Knowledge from the Disciplines - Measure 4

Measure
The grade on item 5 of the rubric used to evaluate the Student Educational Project in NUR 4636.

Achievement Target
90% of students will earn a grade of 80% or higher.

Findings
Assessment data not available for this measure due to changes in administration and faculty within the program and curriculum revision.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3.5: Synthesize Knowledge from the Disciplines - Measure 5

Measure
Two ratings on the Graduate Survey: “A critical thinker who is able to demonstrate scientific analysis and rational action” and “Informed decision maker who implements evidence-based solutions”.

Achievement Target
Graduates' averaged self-ratings will be 3.0 or higher on a 4-point scale.

Findings
With a 100% response rate to the graduate survey, the achievement target was met at 100%. The mean response for the statement “A critical thinker who is able to demonstrate scientific analysis and rational action” is 3.33. The mean response for the statement “Informed decision maker who implements evidence-based solutions” is 3.67. The overall average response for these two statements is 3.5.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Importance of Professional Development

Outcome
Demonstrate an understanding of the importance of professional development as it relates to the nurses role in critical thinking in the delivery of health care.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
4.1: Importance of Professional Development - Measure 1

Measure
The grade on the Professional Portfolio assignment in NUR 4827.

Achievement Target
90% of students will earn a grade of 80% or higher.

Findings
Assessment data not available for this measure due to changes in administration and faculty within the program and curriculum revision.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4.2: Importance of Professional Development - Measure 2

Measure
The grade on the Personal Philosophy of Nursing Statement assignment in NUR 4827.

Achievement Target
90% of students will earn a grade of 80% or higher.

Findings
Assessment data not available for this measure due to changes in administration and faculty within the program and curriculum revision.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
4.3: Importance of Professional Development - Measure 3

Measure
Two ratings on the Employer Survey are averaged: “A critical thinker who is able to demonstrate scientific analysis and rational action.” and “A competent nurse who implements up-to-date strategies to advance the profession.”

Achievement Target
Graduates will receive an average rating of 2.0 or higher on a 3-point scale.

Findings
The response rate for the employer survey was 66% for this item.

100% of respondents scored graduates at 3 for - A critical thinker who is able to demonstrate scientific analysis and rational action.

The response rate for the employer survey was 33% for this item.

100% of respondents scored graduates at 2 for - Competent nurse who utilizes research findings to contribute to healthcare quality improvements

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Employers will receive a follow-up phone call after the survey is sent by the BDP admission specialist to increase the response rate.
4.4: Importance of Professional Development - Measure 4

Measure
Two self-ratings on the Graduate Survey are averaged: “A critical thinker who is able to demonstrate scientific analysis and rational action.” and “A competent nurse who implements up-to-date strategies to advance the profession.”

Achievement Target
Graduates’ averaged self-ratings will be 3.0 or higher on a 4-point scale.

Findings
With a 100% response rate to the graduate survey, the achievement target was met at 100%. The mean response for the statement “A critical thinker who is able to demonstrate scientific analysis and rational action” is 3.33. The mean response for the statement “A competent nurse who implements up-to-date strategies to advance the profession.” is 4.00. The overall average response for these two statements is 3.67.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4.5: Importance of Professional Development - Measure 5

Measure
On the Graduate Survey, graduates are given a list of professional development activities (lifelong learning, career advancement, contributions to the nursing profession) and asked to indicate those activities in which they have engaged.

Achievement Target
Graduates will indicate that they have engaged in at least two activities.

Findings
Graduates indicated on the survey responses they were active in a minimum of 2 professional development activities since graduation. 100% of the respondents indicated "Reading Nursing Journals" as one of the professional development activities.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Demonstrate Nursing Leadership Skills

Outcome
Demonstrate nursing leadership skills within the healthcare organization and apply management principles.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications
Measures and Action Plans

5.1: Demonstrate Nursing Leadership Skills - Measure 1

Measure
Grade on the Nursing Leadership Project in NUR 4827.

Achievement Target
90% of students will receive a grade of 80%-or higher.

Findings
Assessment data not available for this measure due to changes in administration and faculty within the program and curriculum revision.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5.2: Demonstrate Nursing Leadership Skills - Measure 2

Measure
The grade on item 3 of the rubric used to evaluate the Student Educational Project in NUR 4636.

Achievement Target
90% of students will earn a grade of 80% or higher.

Findings
Assessment data not available for this measure due to changes in administration and faculty within the program and curriculum revision.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
M 5.3: Demonstrate Nursing Leadership Skills - Measure 3

Measure
The grade on items 15-20 in the rubric used to grade the Oral Defense of the Capstone Project in NUR 4945.

Achievement Target
90% of students will score 80% or higher on these dimensions.

Findings
Assessment data not available for this measure due to changes in administration and faculty within the program and curriculum revision.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

M 5.4: Demonstrate Nursing Leadership Skills - Measure 4

Measure
Employer Survey rating on “Knowledgeable leader who is skillful in problem solving and decision making.”

Achievement Target
Graduates will be rated 2.0 or higher on a 3-point scale.

Findings
The response rate for the employer survey was 66% for this item.

100% of respondents scored graduates at 3 for Knowledgeable leader who is skillful in problem solving and decision making.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
5.5: Demonstrate Nursing Leadership Skills - Measure 5

Measure
Graduate self-rating on “Knowledgeable leader who is skillful in problem solving and decision making.”

Achievement Target
Graduates’ self-rating will be 3.5 or higher on a 4-point scale.

Findings
The graduate survey indicates 100% of respondents selected a 3 or higher in evaluating the statement “I am knowledgeable leader who is skillful in problem solving and decision making.” The overall mean for this statement is 4.00.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: Collaboration with Interdisciplinary Team

Outcome
Collaborate with the interdisciplinary team in the health care arena in implementing the nursing process to deliver safe effective care.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans

M 6.1: Collaboration with Interdisciplinary Team - Measure 1

Measure
The Nursing Leadership Project in NUR 4827 is graded with a rubric that has 3 relevant items (6, 7 and 8).

Achievement Target
90% of students will earn a grade of 80% or higher on the 3 items.

Findings
Assessment data not available for this measure due to changes in administration and faculty within the program and curriculum revision.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
6.2: Collaboration with Interdisciplinary Team - Measure 2

Measure
The grade on item 1 of the rubric used to evaluate the Student Educational Project in NUR 4636.

Achievement Target
90% will earn a grade of 80%+ on the item.

Findings
Assessment data not available for this measure due to changes in administration and faculty within the program and curriculum revision.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6.3: Collaboration with Interdisciplinary Team - Measure 3

Measure
Employer Survey rating on “Skillful communicator that functions collaboratively in a multidisciplinary team.”

Achievement Target
Graduates will be rated 2.0 or higher on a 3-point scale.

Findings
The response rate for the employer survey was 66% for this item.

The mean response for this item was 2.5 -Skillful communicator that functions collaboratively in a multidisciplinary team.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
6.4: Collaboration with Interdisciplinary Team - Measure 4

Measure
Self-rating on Graduate Survey on “Skillful communicator that functions collaboratively in a multidisciplinary team.”

Achievement Target
Self-ratings will be 3.0 or higher or a 4-point scale.

Findings
100% of surveyed graduates reported a 3 or higher the statement “I am a skillful communicator that functions collaboratively in a multidisciplinary team.” The overall mean for this item is 3.67.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

7: Completions

Outcome
Eighty percent of students will successfully complete the program within five years

Learning Outcome?: No
General Education/ Institutional Learning Outcomes Supported?: Humanities

Measures and Action Plans

7.1: Completions

Measure
Completion data provided by the College’s Institutional Research & Effectiveness department

Achievement Target
80% of students will successfully complete the program within 5 years of the start date

Findings
The BSN program began accepting students in January 2012. This outcome does not have data meet this criteria to measure this cycle.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

8: Integrate Technology

Outcome
Integrate technology in the planning, delivery, and evaluation of nursing care in a patient centered environment
**Learning Outcome?**: Yes  
**General Education/ Institutional Learning Outcomes Supported?**: Global Awareness  

**Measures and Action Plans**

1. **M 8.1: Integrate Technology - Measure 1**

   **Measure**  
   Grade on the Technology Integration Assignment in NUR 4636

   **Achievement Target**  
   90% of students will receive a grade of 80%+.

   **Findings**  
   Assessment data not available for this measure due to changes in administration and faculty within the program and curriculum revision.

   **Target Met?**: Not Assessed in this Cycle  
   **Targeted for improvement in this cycle?**: No  
   **Targeted for improvement in prior cycle?**: No

2. **M 8.2: Integrate Technology - Measure 2**

   **Measure**  
   The grade on item 3 of the rubric used to evaluate the Student Educational Project in NUR 4636.

   **Achievement Target**  
   90% of students will receive a grade of 80% or higher.

   **Findings**  
   Assessment data not available for this measure due to changes in administration and faculty within the program and curriculum revision.

   **Target Met?**: Not Assessed in this Cycle  
   **Targeted for improvement in this cycle?**: No  
   **Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**
8.3: Integrate Technology - Measure 3

**Measure**
Employer Survey rating on "An up-to-date nurse who is capable of using technology in planning, delivering and evaluating nursing care."

**Achievement Target**
Graduates will receive an average rating of 2.0 or higher on a 3-point scale.

**Findings**
The response rate for the employer survey was 33% for this item.

100% of respondents scored graduates at 2 for "An up-to-date nurse who is capable of using technology in planning, delivering and evaluating nursing care"

**Target Met?**: Partially Met
**Targeted for improvement in this cycle?**: Yes (enter action plan below)
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**
Employers will receive a follow-up phone call after the survey is sent by the BDP admission specialist to increase the response rate.

8.4: Integrate Technology - Measure 4

**Measure**
Graduate self-rating on "An up-to-date nurse who is capable of using technology in planning, delivering and evaluating nursing care."

**Achievement Target**
Graduates' self-rating will be 3.0 or higher on a 4-point scale.

**Findings**
100% of respondents self-reported a 3 or higher to the survey statement "I am an up-to-date nurse who is capable of using technology in planning, delivering and evaluating nursing care." The overall mean for this survey statement is 4.00

**Target Met?**: Met
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**

9: Professional performance of graduates

**Outcome**
Eighty percent of employers will report satisfaction with the professional performance of graduates

**Learning Outcome?**: No
**General Education/ Institutional Learning Outcomes Supported?**: Humanities
Measures and Action Plans

9.1: Professional performance of graduates

Measure
Employer Survey. Employers rate graduates on eight professional competencies.

Achievement Target
80% of respondents will give a rating of 2.0 or higher on a 3-point scale for every competency.

Survey taken six months after student completion

Findings
100% of respondents will give a rating of 2.0 or higher on a 3-point scale for every competency.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

10: Satisfaction with aspects of the program

Outcome
Eighty percent of graduates will report satisfaction with three aspects of the program, academic process and structure, gained competencies/skills and resources

Learning Outcome?: No
General Education/ Institutional Learning Outcomes Supported?: Humanities

Measures and Action Plans

10.1: Satisfaction with aspects of the program

Measure
Graduate Survey. Three sub-scores are computed from responses to satisfaction items in three categories, academic process (5 items), gained skills (7 items) and resources (6 items)

Achievement Target
80% of respondents will give a rating of 2.0 or higher on a 3-point scale for every sub-score

Survey taken six months after completion

Findings
100% of respondents indicated a satisfaction level with the program at a 2 or above on the 3-point survey scale in all areas.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Office Administration (AS)

1: Communication skills

Outcome
Use listening, speaking, writing and nonverbal skills to communicate effectively with supervisors, co-workers and customers.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans

1.1: Communication skills

Measure
Students will complete an oral PowerPoint presentation in GEB 2214 – Business Communications.

Achievement Target
90% of students will achieve a grade of 80% or higher

Findings
The learning outcome was assessed during the Fall 2013 semester in GEB 2214 - Business Communications. Students were assigned a PowerPoint presentation which they were to present orally to the class. The instructor used a rubric to assess the students on the oral presentation.

The achievement target was not met. The results of the assignment were that 81% of students achieved a grade of 80% or higher on the oral PowerPoint presentation. (16 students were assessed: 13 students achieved an 80% or higher; 3 students scored less than 80%). Students were assessed in the following areas: attire, subject knowledge, organization, eye contact, body language, delivery, PowerPoint (visual aids), and mechanics. The results of the rubric showed that students performed the lowest in the categories of body language and delivery. Students performed the best in attire and organization.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
In an effort to improve upon the areas of body language and delivery during an oral presentation, the following things will occur:

1.) Require a practice presentation with critique so that students will know how to improve for the graded presentation.

2.) View videos of good and poor presentations so students know what to emulate.

2: Data management systems

Outcome
Maintain data management systems to ensure organized electronic and paper records for the workplace.

Learning Outcome?: Yes
Measures and Action Plans

2.1: Data management systems

Measure
Students will complete a records management simulation in OST 1355 – Records Management.

Achievement Target
90% of students will achieve a grade of 80% or higher

Findings
Students were assessed during the Spring 2014 semester using the records management simulation in the course. Eleven students completed the simulation and all earned scores of 86% or higher.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Perform administrative office functions

Outcome
Perform administrative office functions including, but not limited to, scheduling appointments, performing mail handling activities, demonstrating effective telephone techniques, applying time management skills, organizing meetings and travel arrangements, completing tasks requiring basic bookkeeping and math calculations, and demonstrating ethical work habits that model professional behavior in the workplace.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Mathematics, Ethics

Measures and Action Plans

3.1: Perform administrative office functions

Measure
Students will complete a final exam in OST 2402 – Office Procedures and Technology.

Achievement Target
90% of students will achieve a grade of 80% or higher on the final exam

Findings
This outcome was assessed during the Fall 2013 semester in OST 2402 - Office Procedures and Technology. Students were assessed on their final exam. The findings were that 100 percent of students achieved a grade of 80 percent or higher.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
4: Perform keyboarding and document processing activities

Outcome
Perform keyboarding and document processing activities including demonstrating keyboarding techniques, demonstrating use of the keyboard, identifying formatting principles, demonstrating speed and accuracy in keying, and keying a variety of business correspondence.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: None

Measures and Action Plans

4.1: Perform keyboarding and document processing activities

Measure
Students will complete a final exam. This will be assessed in either OTA 0100 – Introduction to Keyboarding/Word Processing or OTA 0131 – Intermediate Keyboarding and Document Processing.

Achievement Target
90% of students will achieve a grade of 80% or higher.

Findings
This outcome was measured during the Spring 2014 semester in OTA 0131 - Intermediate Keyboarding and Document Processing. The finding was that 100 percent of the students scored an 80 percent or higher on the final exam.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Use word processing, spreadsheet, database, etc.

Outcome
Use word processing, spreadsheet, database, presentation graphics, desktop publishing, input technologies, email and Internet skills to perform administrative office functions and responsibilities.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: None

Measures and Action Plans
M 5.1: Use word processing, spreadsheet, database, etc.

Measure
Students will complete projects in OST 2714C – Word Processing.

Achievement Target
80% of students will achieve a grade of 80% or higher.

Findings
During this cycle, rather than measuring the word processing portion of this learning outcome, the desktop publishing portion was measured. This outcome was assessed during the Fall 2013 semester in OST 1811 - Desktop Publishing. Students were assessed on creating/formatting company publications such as a flyer, brochure or newsletter, letterhead, business card, envelope, and time card. The findings were that 91 percent of students achieved a grade of 86 percent or higher.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: Perform office management activities

Outcome
Perform office management activities.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: None

Measures and Action Plans
M 6.1: Perform office management activities

Measure
Students will complete weekly quizzes in OST 2501 – Administrative Office Management.

Achievement Target
90% of students will achieve an average score of 80% or higher on quizzes.

Findings
This outcome was measured during the Spring 2014 semester in OST 2501 - Administrative Office Management. Students were assessed on quizzes taken during the semester. The findings were that 100% of students earned a score of 80% or higher.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
0 7: Demonstrate employability skills

Outcome
Demonstrate employability skills including, but not limited to, identifying sources of employment opportunities, completing employment forms, demonstrating appropriate job interview skills, and composing/keying a letter of application and resume.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

Measure
Students will complete a resume and cover letter in OST 2402 – Office Procedures and Technology.

Achievement Target
90% of students will achieve a grade of 80% or higher

Findings
The learning outcome was assessed during the Fall 2013 semester in OST 2402 - Office Procedures and Technology.

Cover Letter: The instructor used a rubric to assess the students on the cover letter portion of this outcome. Students were assessed in the following areas: presentation/format, salutation/paragraph 1 - introduction, paragraph 2 - main body, paragraph 3 - closing paragraph, and spelling and grammar. The results of the rubric showed that all six students in the class scored 100%.

Resume: The instructor used a rubric to assess the students on the rubric portion of this outcome. Students were assessed in the following areas: presentation/format, category selection, education, experience, additional sections, spelling and grammar. The results of the rubric showed that all six students in the class scored 100%.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Progress Report: This was an area targeted for improvement during the 2012-2013 cycle and it was met during the 2013-2014 cycle.
Ophthalmic Medical Technology (AS)

1: Assessing Visual Acuity

Outcome
Measure distance visual acuity with Snellen Chart and near visual acuity with Rosenbaum Vision Screening Card.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences, Critical Thinking

Measures and Action Plans

Measure
This is a Commission on Accreditation of Ophthalmic Medical Programs (CoA-OMP) and Joint Commission on Allied Health Personnel in Ophthalmology (JCAHPO) accreditation and certification requirement. It is assessed in course OPT2941 (Y2S2) after the student has mastered the procedure and demonstrated proficiency without assistance. The evaluator applies a predetermined rubric and results are recorded digitally in the OMT program HanDBase file system.

Achievement Target
80% of students will achieve a passing score.

Findings
100% of Students met intended target.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Although students met the benchmark in assessing visual acuity, additional clinical hours are required for mastery, so the program is submitting curriculum changes to add a summer clinical course.

2: Ocular Motility

Outcome
Determine muscle function in six cardinal positions of gaze.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences, Critical Thinking

Measures and Action Plans
2.1: Ocular Motility

Measure
This is a Commission on Accreditation of Ophthalmic Medical Programs (CoA-OMP) and Joint Commission on Allied Health Personnel in Ophthalmology (JCAHPO) accreditation and certification requirement. It is assessed in course OPT2941 (Y2S2) after the student has mastered the procedure and demonstrated proficiency without assistance. The evaluator applies a predetermined rubric and results are recorded digitally in the OMT program HanDBase file system.

Achievement Target
80% of students will achieve a passing score.

Findings
86% of students met intended target during first attempt. 2 students required retesting, 100% of students met target.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
As a result of the target results, it was decided to add a remedial review of Ocular Motility in course OPT2941 to be performed online and in the classroom/lab. Monitoring and testing by faculty to be performed before and after remediation.

3: Lensometry

Outcome
Neutralize positive, negative, and cylindric, single vision, bifocal and progressive lenses.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences, Critical Thinking

Measures and Action Plans
3.1: Lensometry

Measure
This is a Commission on Accreditation of Ophthalmic Medical Programs (CoA-OMP) and Joint Commission on Allied Health Personnel in Ophthalmology (JCAHPO) accreditation and certification requirement. It is assessed in course OPT2941 (Y2S2) after the student has mastered the procedure and demonstrated proficiency without assistance. The evaluator applies a predetermined rubric and results are recorded digitally in the OMT program HanDBase file system.

Achievement Target
80% of students will achieve a passing score.

Findings
100% of students met the intended target.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Due to extensive revision and expansion of the assessment measure for this cycle, increased faculty involvement with additional labs scheduled, the intended target was met without exception.

4: Subjective Refractometry

Outcome
Determine Subjective Refractive Error.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences, Critical Thinking

Measures and Action Plans
4.1: Subjective Refractometry

Measure
This is a Commission on Accreditation of Ophthalmic Medical Programs (CoA-OMP) and Joint Commission on Allied Health Personnel in Ophthalmology (JCAHPO) accreditation and certification requirement. It is assessed in course OPT2941 (Y2S2) after the student has mastered the procedure and demonstrated proficiency without assistance. The evaluator applies a predetermined rubric and results are recorded digitally in the OMT program HanDBase file system.

Achievement Target
80% of students will achieve a passing score.

Findings
92% of students met intended target following initial testing.

Faculty assessment of student's skill set for subjective refractometry during the fiscal year revealed minor deficiencies in competence on first level testing. Further laboratory lessons coupled with clinical practice in the live clinical setting improved outcomes.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Subjective refractometry is introduced in the first semester, Y1S1 and is refined throughout the students academic curriculum experience. Students have a dedicated course and lab for refractometry. In OPT2941, testing of competence is performed all students must achieve 100% to pass.

5: Objective Refractometry

Outcome
Determine Objective Refractive Error by Retinoscopy.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences, Critical Thinking

Measures and Action Plans
5.1: Objective Refractometry

Measure
This is a Commission on Accreditation of Ophthalmic Medical Programs (CoA-OMP) and Joint Commission on Allied Health Personnel in Ophthalmology (JCAHPO) accreditation and certification requirement. It is assessed in course OPT2941 (Y2S2) after the student has mastered the procedure and demonstrated proficiency without assistance. The evaluator applies a predetermined rubric and results are recorded digitally in the OMT program HanDBase file system.

Achievement Target
80% of students will achieve a passing score.

Findings
100% of students were able to successfully complete objective refractometry including the use of the streak retinoscope, hand-held and phoropter lenses.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Students obtain extensive experience in objective refractometry with particular full time emersion in the dedicated course and lab as well as field experience in the clinical sector.

6: Certification

Outcome
The program graduate will pass the JCAHPO certification exam.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences, Critical Thinking

Measures and Action Plans
M 6.1: Certification

Measure
Measured by the Joint Commission on Allied Health Personnel in Ophthalmology (JCAHPO) Certification Examination for Ophthalmic Medical Assistant, (COA), Ophthalmic Medical Technician (COP), or Ophthalmic Medical Technologist (COMPT).

Achievement Target
80% of students will pass JCAHPO certification exam.

Findings
Assessment of this target measure will not be possible until all graduating students have sat for the certification examination. The students must have one complete year of clinical practice to sit for the COMT examination. The earliest that graduating students from the class of 2014 can take the COT examination will be within the first year. Full results of certification examinations will not be available until Spring 2015.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Paralegal (AS)

1: Court systems

Outcome
Recognize and understand how court personnel, attorneys and other persons employed in the delivery of legal services relate to each other.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans

Measure
Mock trial project in PLA2229.

Achievement Target
80% of students will achieve a grade of B or higher

Findings
78% of students achieved a B or higher.

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Department is standardizing the curriculum by agreeing on a common fact pattern for mock trial, with input from the Business Partnership Council. These materials will be used in the 2014-15 academic year in all sections.

2: Technology modes found in legal settings

Outcome
Use both print and technology modes, including pleading texts and programs, and research programs typically found in legal settings.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Information Literacy

Measures and Action Plans
2.1: Technology modes found in legal settings

Measure
Measured using a legal research project in course PLA 2114.

Achievement Target
80% of students will achieve a grade of B or better

Findings
Target met; 85% of students achieved a grade of B or better.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Effective communication

Outcome
Effectively communicate in writing and orally with persons who seek legal services as well as other parties who are an integral part of the legal process, such as court personnel, other paralegals in offices of opposing counsels, clients and witnesses.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans

3.1: Effective communication

Measure
Measured using the grades on a final project in course PLA 2114 during the Fall 2011 semester. Data was collected by the instructor and submitted by the program manager.

Achievement Target
80% will achieve a grade of B or better

Findings
Target met; 85% of students in both sections achieved a B or better.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Substantive and procedural law

Outcome
Identify substantive and procedural theories and concepts as they apply to a wide variety of legal tasks completed in legal
settings, such as private law firms, corporate and public legal offices and nonprofit legal services entities.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 4.1: Substantive and procedural law

Measure
Final project in PLA 1273.

Achievement Target
80% will achieve a grade of B or higher

Findings
Target met; 90% of students in both sections achieved a B or higher in the final project.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Ethical practice of law

Outcome
Identify and solve questions related to the ethical practice of law under the direction of a licensed attorney.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics

Measures and Action Plans

M 5.1: Ethical practice of law

Measure
Measured using the ethics exam in course PLA 1003 during the Fall 2011 semester. Data was collected by the instructor and submitted by the program manager.

Achievement Target
90% will achieve a grade of B or better

Findings
Target met; 90% of students achieved a B or higher (many earning A).

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Paramedic (CCC)

1: Demonstrate paramedic skills and knowledge

Outcome
The program graduate will have demonstrated entry-level paramedic (advanced life support) skills and knowledge

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

M 1.1: Demonstrate paramedic skills and knowledge

Measure
Measured in course EMS 2622C, as percentage of students that passed Final Scenario Testing on first attempts.

Achievement Target
75% of students will pass on first attempt.

Findings
Pediatric Scenario: 77% passed on first attempt

Medical Scenario: 85% passed on first attempt

Trauma Scenario: 85% passed on first attempt

Overall average: 82% on all three scenarios

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Code of conduct

Outcome
The program graduate will have abided by program’s Code of Conduct

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans
M.2.1: Code of conduct

Measure
Measured in course EMS 2659, code of conduct: percentage of students retained in program. Data was collected by code of conduct removals and submitted by the program director.

Achievement Target
85% of students will not be removed from program due to violations

Findings
2013-2014 Night Paramedic Program:

15 students began EMS 2659 (Internship)

3 Students were removed from the program for Code of Conduct/Policy violations.

Therefore, 80% of the Students were not removed for Code of Conduct/Policy Violations.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Based on our experience with previous classes, this may be an anomaly in that the Night Paramedic Program represented a much smaller number of students entering EMS 2659 than is customary. Furthermore, three removals for Code of Conduct violations would be an excessive number of students for a much larger class and, again, is not consistent with our experiences within this program.

Therefore, the plan will be to continue to provide a comprehensive review of Program Policy, and student responsibilities as they pertain to those policies, at the beginning of EMS 2659. This will, as is current practice, be provided by the Clinical Coordinator, and revisited/reinforced by those Adjunct Faculty the students are assigned to during their internship.

The data from the 2013-2014 B Shift and C Shift classes (approximately 40 students) will be analyzed after EMS 2659 to identify if the removal of students for Code of Conduct violations mirrors the Night Paramedic Program's experience. If so, further analysis will be performed to identify any common trends regarding the nature of the violations, and what changes must be implemented to address such issues appropriately. This would include possible changes in policy, the communication to students regarding their responsibilities as they relate to policy, and any preventative measures, beyond those already in place, that may be taken prior to the need for actual removal of the student.
3: Licensure

Outcome
The program graduate will pass the state licensure/certification exam

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

M 3.1: Licensure

Measure
Measured by the state exam results

Achievement Target
85% of the students will pass state of board exam

Findings
The pass rate on the State of Florida Paramedic Certification exam for the 2013 B Shift and C Shift classes was 86.5% on the first attempt.

These represent the only classes for which first attempt scores for all students were available. Furthermore, the most recent data from the State of Florida Department of Health lists “waiting for score” for 4 of the 5 students who retested. A passing score was achieved by the one student for whom a score on their second attempt was given.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Exhibit team leadership skills

Outcome
The program graduate will have exhibited team leadership skills

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans
M 4.1: Exhibit team leadership skills

Measure
Measured in course EMS 2659, in a clinical evaluation - Long form: percentage of students evaluated as competent in "affective domain".

Achievement Target
85% of students attempting will be competent

Findings
For the 2013-2014 Night Paramedic Program:

100% of the students that entered EMS 2659, and were not removed for Code of Conduct infractions (identified in Outcomes 2 and Measurements 2.1), were given a marking of "competent" on their long form evaluation.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Patient Care Assistant (PSAV)

1: Nursing principles

**Outcome**
Apply nursing principles to meet the daily physical, social and psychological needs of the patient.

**Learning Outcome?**: Yes

**General Education/ Institutional Learning Outcomes Supported?**: Communications, Critical Thinking, Ethics, Information Literacy

**Measures and Action Plans**

1.1: Nursing principles

**Measure**
Measured in course HCP 0620, final exam.

**Achievement Target**
90% will achieve a grade of 85% or higher on exam

**Findings**
85% of students achieved 90% of Segment 3 of the Final Exam.

**Target Met?**: Not Met

**Targeted for improvement in this cycle?**: Yes (enter action plan below)
**Targeted for improvement in prior cycle?**: Yes, (enter progress report below)

**Action Plan/Progress Report**
We have adopted a new Nursing Assistant textbook (Pearson's Nursing Assistant 1st Edition). We have now aligned instructional material and homework assignments more closely with the textbook. Instructor will institute more activities to re-enforce nursing principles. Also lab skill demonstrations will be a consistent focus.

2: Graduates will pass certification exam

**Outcome**
The program graduate will pass the State Board certification/licensure exam

**Learning Outcome?**: Yes

**General Education/ Institutional Learning Outcomes Supported?**: Communications, Critical Thinking, Ethics, Information Literacy

**Measures and Action Plans**
2.1: Pass licensure/certification exam

Measure
Florida State Nursing Assistant certification exam

Achievement Target
80% of students who take the Florida State Nursing Assistant certification exam will pass the exam successfully

Findings
85.2% of students who took the Florida State Certified Nursing Assistant exam passed: 61 students took the exam and 52 students passed (both written and skills, first time test takers)

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report

3: Responsible member

Outcome
Function as a responsible member of the nursing team.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics, Information Literacy

Measures and Action Plans

3.1: Responsible member

Measure
Measured in course HCP 0620, clinical objective evaluation form Item # 13

Achievement Target
95% will achieve a grade of “S” on all items

Findings
100% of students achieved an "S" on all items of the clinical evaluation objective form in course HCP0620

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Perform efficient nursing measures

Outcome
Perform nursing measures with accuracy, safety and efficiency consistent within the scope of practice of a patient care assistant.
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics

Measures and Action Plans

M 4.1: Perform efficient nursing measures

Measure
Measured in course HCP 0620, Segment 1 test.

Achievement Target
90% of students will obtain the correct answer.

Findings
85% of students achieved the correct answer on Segment 1, Test 1.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
We did improve from last cycle where 80% of students achieved the correct answer. We will continue to review basic math, starting with the first course and make recommendations to math lab as needed. We will continue to administer quizzes to discern which students are having difficulty with math skills, and offer remediation and assistance as needed.

M 5: Behavior consistent with code of ethics

Outcome
Demonstrate professional behavior consistent with the patient care assistant code of ethics.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics

Measures and Action Plans

M 5.1: Behavior consistent with code of ethics

Measure
Measured in course HCP 0620, clinical objective evaluation form Item # 8.

Achievement Target
95% of students will achieve a grade of “S” on all items.

Findings
100% of students achieved an "S" on all objective item#8 of clinical objective form in course HCP0620.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
6: Employability skills

Outcome
Demonstrate appropriate employability skills

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics, Information Literacy

Measures and Action Plans

6.1: Employability skills

Measure
In course, HCP0620 clinical objective evaluation form, Item # 3.

Achievement Target
95% of students will achieve a grade of "S" on Item #3 on clinical objective evaluation form

Findings
this measure was NOT chosen for review for LO assessment

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Practical Nursing (PSAV)

1: Efficient nursing measures

Outcome
Perform nursing measures with accuracy, safety and efficiency, consistent with current nursing concepts and practices in different health care settings.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Natural Sciences, Critical Thinking, Ethics

Measures and Action Plans

1.1: Efficient nursing measures

Measure
Measured in course PRN 0030 the ATI exam Fundamentals exam.

Achievement Target
90% of students will achieve a level of 2 or higher

Findings
Three groups took this exam within the designated cycle. Average is 90%. LO met.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Measures taken to re-enforce learning have been successful. Teaching strategies included more critical thinking exercises, more group work and more quizzes.

2: Function as a responsible member of the nursing team

Outcome
Function as a responsible member of the nursing team concerned with basic therapeutic, rehabilitative and preventative care for persons of all ages and diverse cultures.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics, Global Awareness, Information Literacy

Measures and Action Plans
2.1: Function as a responsible member of the nursing team

Measure
Measured in PRN0021. Results of Final Exam.

Achievement Target
95% of students will achieve a score of 80% or higher on the PRN0021 Final Exam.

Findings
Average of three PN groups is 87%. LO Not met.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Instructor has refined exercises within the classroom that incorporate "flipping". More student interactive lessons. More study group activities.

3: Licensure

Outcome
The program graduate will pass the state or board licensure/certification exam.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

M 3.1: Licensure

Measure
Measured by the Board of Nursing NCLEX-PN, from January - December 2011. Data was collected from the Board of Nursing and submitted by the Associate Dean.

Achievement Target
Results of PBSC students will exceed the State average (81%).

Findings
Students have exceeded national pass rate. Graduates have achieved 93% pass rate on NCLEX-PN State Boards for the designated period. National pass rate for 2013 = 84.6%. LOL met

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Employability skills

Outcome
Demonstrate appropriate employability skills

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Natural Sciences, Critical Thinking, Ethics, Global Awareness, Information Literacy

Measures and Action Plans

4.1: Employability skills

Measure
In course PRN0010, the clinical objective evaluation form

Achievement Target
95% of all students will receive a grade of "S" on item # 13 on clinical objective evaluation form for course PRN0010

Findings
96% of students received a grade of "S" on item 13 on clinical objective form

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Comply with Nurse Practice Act

Outcome
Demonstrate behaviors that comply with rules and statutes set forth in the Nurse Practice Act of the State of Florida

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Natural Sciences, Critical Thinking, Ethics, Global Awareness, Information Literacy

Measures and Action Plans

5.1: Comply with nurse practice act

Measure
ATI (Assessment Technology Institute) Medical-Surgical exam administered in PRN0010, final core course.

Achievement Target
80% of students will achieve Level 2 or higher on the ATI Medical-Surgical assessment exam.

Findings
89% of students achieved Level 2 or higher on the ATI exam. LO met

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
6: Apply nursing principles during patient care

Outcome
Apply nursing principles to meet the daily physical, social and psychological needs of the patient

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Natural Sciences, Critical Thinking, Ethics, Global Awareness, Information Literacy

Measures and Action Plans

6.1: Apply nursing principles during patient care

Measure
In PRN 0010, the final course in PN program, the ATI NCLEX-PN Predictor Exam is administered.

Achievement Target
90% of students will achieve 85% or higher on ability to pass State Boards.

Findings
92% of students achieved 85% or higher on ATI NCLEX-PN predictor exam. LO met

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
This is a revised measurement for the program. Students have exceeded the benchmark which is an excellent predictor for success on the student's State Board Exam which must be taken for licensure. The predictor is given in the last course prior to program completion. Any student who achieves below 85% is referred to take a review course prior to taking the NCLEX-PN exam.

7: Professional behavior within code of ethics

Outcome
Demonstrate professional competencies consistent with the practical nursing code of ethics.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Natural Sciences, Critical Thinking, Ethics, Information Literacy

Measures and Action Plans
7.1: Professional behavior within code of ethics

Measure
Measured in course PRN 0010, using the clinical objective evaluation form Items # 9 and #17.

Achievement Target
95% of students will receive a grade of “S” on all components

Findings
100% of students received a grade of "S" on all components of clinical objective form LO met

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Property and Casualty General Lines Agent (PSAV)

1: Understanding of Property/Casualty/General Lines Insurance

Outcome
Demonstrate knowledge of the Florida Statutes governing property and casualty/general lines insurance, insurance policies and coverages, and licensing requirements.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

Measure
Measured using the final exam, questions 61, 62, 63, and 64 in course RMI 0091, 138218, during the Fall 2010 semester. Data was collected and submitted by the Program Director.

Achievement Target
80% of the students will answer the designated questions correctly.

Findings
Below are the percents of correct response to the questions:

Question 61: 41.7%
Question 62: 75.0%
Question 63: 83.3%
Question 64: 83.3%

Target Met?: Partially Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Understanding of Insurance Operations

Outcome
Demonstrate knowledge of the operations of insurance agencies and the role of the agent and client in insurance transactions.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking, Ethics

Measures and Action Plans
2.1: Understanding of Insurance Operations

Measure
Measured using the final exam, questions 32, 38, 42, and 44 in course RMI 0091, 138218, during the Fall 2010 semester. Data was collected and submitted by the Program Director.

Achievement Target
80% of the students will answer the designated questions correctly.

Findings
Below are the responses of the questions:

Question 32: 58.3%
Question 38: Incorrect information was provided on the question, so question is disregarded for this assessment cycle.
Question 42: 91.7%
Question 44: 66.7%

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Through class discussions, Instructor will emphasize the topics on these questions more through examples. The instructor will also review, and possibly revise, the exam questions on this topic.

3: Understanding of the legal aspects, ethics, finance, economics of insurance.

Outcome
Identify and explain the major areas of property and casualty/general lines insurance, including legal aspects, ethics, finance, economics, and insurance practice.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics
Measures and Action Plans
3.1: Understanding of the legal aspects, ethics, finance, economics of insurance

Measure
Measured using the final exam, questions 70, 71, 72, and 73 in course RMI 0091, 138218, during the Fall 2010 semester. Data was collected and submitted by the Program Director.

Achievement Target
80% of the students will answer the designated questions correctly.

Findings
Below are the percentages of correct responses for the questions:

- Question 70: 25%
- Question 71: 83.3%
- Question 72: 91.7%
- Question 73: 100%

Target Met?: Partially Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Licensure

Outcome
The graduate will pass the Florida Department of Financial Services, Division of Agents and Agencies, 2.20 insurance licensing exam.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Humanities
Measures and Action Plans
4.1: Licensure

Measure
Measured by the graduate's performance on the Florida 2.20 Insurance Licensing exam given by Florida Department of Financial Services, Division of Agent and Agency Services.

The pass rates of the state licensure exam from Palm Beach State College will be compared to the cumulative pass rate of the other state colleges. The goal is that the percentage of students of Palm Beach state students who pass the state licensure exam is higher than the overall percentage of students from the other state colleges.

Achievement Target
The percentage of students of Palm Beach state students who pass the state licensure exam will be higher than the overall percentage of students from the other state colleges.

Findings
The table below shows the pass rate percentages: PBSC pass rates are significantly lower than the cumulative state college percentage.

<table>
<thead>
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<th>PALM BEACH STATE COLLEGE</th>
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Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?:

Action Plan/Progress Report
A thorough analysis of the program will be conducted during the 2014-15 year to determine strategies to improve the pass rate percentage.
Public Safety Telecommunications (PSAV)

1: Principles and components of EMS

Outcome
Demonstrate an understanding of the basic principles and components of Emergency Medical Services and their relationship to the application of correct dispatch processes.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

- **M 1.1: Principles and components of EMS**

  **Measure**
  Measure based on the relevant items from the mid-term and final examination.

  **Achievement Target**
  95% of the students will score 80% or higher on both exams

  **Findings**
  100% of the students achieved this outcome

  **Target Met?:** Met
  **Targeted for improvement in this cycle?:** No
  **Targeted for improvement in prior cycle?:** No

  **Action Plan/Progress Report**

2: Proficiency in CPR

Outcome
Demonstrate an understanding and proficiency in CPR.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
2.1: Proficiency in CPR

**Measure**
Measured by successful completion of the American Heart Association Heartsaver Course.

**Achievement Target**
95% of the students will successfully complete the course.

**Findings**
100% of the students achieved this outcome

**Target Met?:** Met
**Targeted for improvement in this cycle?:** No
**Targeted for improvement in prior cycle?:** No

Action Plan/Progress Report

3: Principles and components of Fire Service

**Outcome**
Demonstrate an understanding of the basic principles and components of the Fire Service and their relationship to the application of correct dispatch process.

**Learning Outcome?:** Yes
**General Education/ Institutional Learning Outcomes Supported?:** Critical Thinking

Measures and Action Plans

3.1: Principles and components of Fire Service

**Measure**
Measure based on relevant items from the mid-term and final examinations.

**Achievement Target**
95% of the students will score 80% or higher on both exams.

**Findings**
100% of the students achieved this outcome

**Target Met?:** Met
**Targeted for improvement in this cycle?:** No
**Targeted for improvement in prior cycle?:** No

Action Plan/Progress Report

4: Duties of Public Safety Telecommunicator

**Outcome**
Demonstrate an understanding of the duties of a Public Safety Telecommunicator.

**Learning Outcome?:** Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 4.1: Duties of Public Safety Telecommunicator

**Measure**
Measure based on relevant items from the mid-term and final examination.

**Achievement Target**
95% of the students will score 80% or higher on both exams.

**Findings**
100% of the students achieved this outcome

**Target Met?**: Met
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**

5: Guidelines and operational standards

**Outcome**
Describe guidelines and operational standards of call classification and prioritization.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Information Literacy

Measures and Action Plans

M 5.1: Guidelines and operational standards

**Measure**
Measure based on relevant items from the mid-term and final examination.

**Achievement Target**
95% of the students will score 80% or higher on both exams.

**Findings**
100% of the students achieved this outcome.

**Target Met?**: Met
**Targeted for improvement in this cycle?**: Yes (enter action plan below)
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**
All PLO's achieved 100%. With the experience gained from offering this program three times we are currently reviewing our PLO's and will be making improvements to better fit our program.
Radiography (AS)

0 1: Employer Satisfaction

Outcome
Employers will be satisfied with the performance of newly hired graduates.

Learning Outcome?: No
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

Measure
Employer survey Q 13, overall satisfaction with performance of graduates, data collected January-June 2010. Data collected by IR online survey and reported by Dept Chair.

Achievement Target
75% of employers will rate overall performance of graduates as satisfactory or excellent.

Findings
Employers rated graduates 4.83 on a Likert scale 1-5.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

0 2: Communicate Effectively

Outcome
Students will communicate effectively.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans
2.1: Demonstrate oral communication skills

Measure
Students will demonstrate oral communication skills documented by a presentation research rubric.

Achievement Target
Each student will present a research project achieving a score of 75% or higher.

Findings
Students averaged 99% in written communications and 95% in oral presentations.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Continue class visit to library for orientation to research methods.

2.2: Demonstrate written communication skills

Measure
Students will demonstrate written communication skills evidenced by a research project rubric.

Achievement Target
Each student will prepare a research project achieving a score of 75% or higher.

Findings
Students averaged 99% in research projects.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Clinical competence

Outcome
Students/graduates will demonstrate clinical competence

Learning Outcome?: Yes
General Education/Institutional Learning Outcomes Supported?:
Measures and Action Plans
3.1: Clinical competence

Measure
Students will produce diagnostic quality radiographic studies, demonstrated by completion of 62 required clinical competencies.

Achievement Target
80% of students will earn 62 comps with a passing score.

Findings
100% of students completed an average of 77 clinical competencies.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Students exceeded benchmark. Continue to monitor clinical folders for coaching opportunities.

4: ARRT Certification

Outcome
The program graduate will pass the national board exam.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

4.1: ARRT Certification

Measure
Measured by the ARRT exam. Data are collected by the American Registry of Radiologic Technologists and submitted by the Dept Chair.

Achievement Target
75% of the students will pass state board exam

Findings
97% or graduates passes ARRT exam on first attempt. The five year average is 96%.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Grad Satisfaction

Outcome
Graduates will be satisfied with their education.
Learning Outcome?: No
General Education/ Institutional Learning Outcomes Supported?:
Measures and Action Plans

M 5.1: Grad Satisfaction

Measure
Measured in the Graduate Survey, Q 23, overall satisfaction with the program.

Achievement Target
75% of graduates will rate overall experience with the program as satisfactory or excellent.

Findings
Graduates rate their satisfaction of the program at 4.2 on a five point Likert scale.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: Problem Solving and Critical Thinking

Outcome
Students will demonstrate problem solving and critical thinking skills.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:
Measures and Action Plans

M 6.1: Image evaluation

Measure
Students will evaluate images for diagnostic quality.

Achievement Target
75% of students will prepare an image evaluation rubric in lab with a score of 75% or higher.

Findings
Students are rated at 3.82 (freshmen) and 3.71 (sophomores) on a five point Likert scale.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
New lab activities have been implemented to improve this outcome. A new lab faculty member is also focusing on this topic.
M.2: Manipulate technical factors

Measure
Students will manipulate technical factors for non-routine radiographic examinations documented by a trauma extremity competency.

Achievement Target
75% of students in Clinical Education 5 will achieve competency in a trauma exam.

Findings
100% of students achieved a competency in one or more trauma procedures in Clinic 5.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

7: Understand Professionalism

Outcome
Students will demonstrate an understanding of professionalism.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics

Measures and Action Plans

M.7.1: Prepare a career plan

Measure
Students will prepare a career plan outlining educational and advancement opportunities evaluated by a capstone portfolio rubric.

Achievement Target
80% of students will prepare a career plan with a 75% score or higher.

Findings
100% of students prepared a career plan portfolio.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
This outcome will be revised for future classes.
1: Understanding of Broker’s Responsibilities and Liabilities

Outcome
Demonstrate knowledge of the broker's responsibilities for the operations of the real estate agency and the role of the broker in real estate transactions.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics

Measures and Action Plans
M 1.1: Understanding of Broker's Responsibilities and Liabilities

Measure
Measured using final exam questions 1, 9, 18, and 41. Data is collected, analyzed, and submitted by the Program Director.

Achievement Target
At least 80% of the students will answer the specified test questions correctly.

Findings
The course for this program has not run since the Spring 2010 term, thus program learning outcomes cannot be assessed.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?:
Targeted for improvement in prior cycle?:

Action Plan/Progress Report

2: Understanding of the legal aspects, finance, economics, investment, management, and appraisal

Outcome
Identify and explain the major areas of real estate, including legal aspects, finance, economics, real estate investment, property management, and appraisal.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics

Measures and Action Plans
2.1: Understanding of the legal aspects, finance, economics, investment, management, and appraisal

**Measure**
Measured using final exam questions 6, 32, 48, and 56. Data is collected, analyzed, and submitted by the Program Director.

**Achievement Target**
At least 80% of the students will answer the specified test questions correctly.

**Findings**
The course for this program has not run since the Spring 2010 term, thus program learning outcomes cannot be assessed.

**Target Met?**: Not Assessed in this Cycle
**Targeted for improvement in this cycle?**:
**Targeted for improvement in prior cycle?**:

**Action Plan/Progress Report**

3: Understanding of Florida Real Estate Statutes

**Outcome**
Demonstrate knowledge of the Florida Statutes governing real estate brokers, contract agreements, ownership of property, and licensing agreements.

**Learning Outcome?**: Yes
**General Education/Institutional Learning Outcomes Supported?**: Critical Thinking

**Measures and Action Plans**

3.1: Understanding of Florida Real Estate Statutes

**Measure**
Measured using final exam questions 7, 20, 27, and 54. Data is collected, analyzed, and submitted by the Program Director.

**Achievement Target**
At least 80% of the students will answer the specified test questions correctly.

**Findings**
The course for this program has not run since the Spring 2010 term, thus program learning outcomes cannot be assessed.

**Target Met?**: Not Assessed in this Cycle
**Targeted for improvement in this cycle?**:
**Targeted for improvement in prior cycle?**:

**Action Plan/Progress Report**

4: Licensure
Outcome
The program graduate will pass the Florida Real Estate Broker exam given by the Department of Business and Professional Regulations, Real Estate Commission.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Humanities

Measures and Action Plans

M.4.1: Licensure

Measure
Measured by the graduate's performance on the Florida Real Estate Broker exam given by Department of Business and Professional Regulations, Florida Real Estate Commission.

This pass rate is determined by going to www.myfloridalicense.com and looking up the completers to determine if they passed the state exam. This is done 3 times a year for two years.

Only those students who pass during the assessment period are reported. If they pass in the following year, those results are sent to Karen Lippe. The second year results do not appear in the following year's assessment report.

If the completer does not pass in two years, the completer must retake the course.

Achievement Target
80% of the program completers taking the Florida Real Estate Broker exam will pass the state licensing exam.

Findings
The course for this program has not run since the Spring 2010 term, thus program learning outcomes cannot be assessed.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?:
Targeted for improvement in prior cycle?:

Action Plan/Progress Report
Real Estate Sales Associate (PSAV)

1: Understanding of Florida Real Estate Statutes

Outcome
Demonstrate knowledge of the Florida Statutes governing real estate agents, contract agreements, ownership of property, and licensing requirements.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 1.1: Understanding of Florida Real Estate Statutes

Measure
Measured using final exam questions 3, 10, 18, 31 in course final exam. Data was collected, analyzed, and submitted by the Program Director.

Achievement Target
80% of the students will answer the designated questions correctly.

Findings
Below are the percentages for each of the questions:

Question 3: 92%
Question 10: 84%
Question 18: 87%
Question 31: 97%

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Mant students did purchase the Real Estate Manual to improve test-taking skills.

2: Understanding of the legal aspects, finance, economics, real estate practice, and appraisal

Outcome
Identify and explain the major areas of real estate, including legal aspects, finance, economics, real estate practice, and appraisal.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics

Measures and Action Plans
2.1: Understanding of the legal aspects, finance, economics, real estate practice, and appraisal

**Measure**
Measured in the final exam questions 6, 24, 28, 36 in course final exam. Data was collected, analyzed, and submitted by the Program Director.

**Achievement Target**
80% of the students will answer the designated questions correctly

**Findings**
Below are the percentages of correct responses for the questions:

- Question 6: 84%
- Question 24: 97%
- Question 28: 95%
- Question 36: 87%

**Target Met?**: Met
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**

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0 3: Understanding of Real Estate Agency Operations

**Outcome**
Demonstrate knowledge of the operations of real estate agencies and the role of the broker and associate in real estate transactions.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Critical Thinking, Ethics

**Measures and Action Plans**

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3.1: Understanding of Real Estate Agency Operations

**Measure**
Measured using the final exam question 8, 19, 27, and 34 in course final exam. Data was collected, analyzed, and submitted by the Program Director.

**Achievement Target**
80% of the students will answer the designated questions correctly.

**Findings**
Below are the percentages of correct responses for the questions:

- Question 8: 82%
- Question 19: 90%
- Question 27: 92%
- Question 34: 91%

**Target Met?**: Met
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**

4: Licensure

**Outcome**
The program graduate will pass the Florida Real Estate Associate license exam given by Department of Business and Professional Regulation, Real Estate Commission.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Humanities

**Measures and Action Plans**
4.1: Licensure

Measure
Measured by the graduate's performance on the Florida Real Estate Sales Associate exam given by Department of Business and Professional Regulations, Florida Real Estate Commission.

This pass rate is determined by going to www.myfloridalicense.com and looking up the completers to determine if they passed the state exam. This is done 3 times a year for two years.

Only those students who pass during the assessment period are reported. If they pass in the following year, those results are sent to Karen Lippe. The second year results do not appear in the following year's assessment report.

If the completer does not pass in two years, the completer must retake the course.

Achievement Target
80% of the program completers will pass the Florida Real Estate Sales Associate exam.

Findings
As of May 1st, 147 students were completers of the course since last May. Of the 147, 48 students have taken no action with regard to the state licensure exam. Of the 99 taken action, the breakdown is:

39 (39%) have successfully passed the state licensure exam.

60 (61%) have applied and/or eligible to sit for the licensure exam. Some of these students may be ineligible to sit for the exam due to a background check. Also, a student may have taken the exam and failed it, we have no current information knowing that. Some of the students have just recently passed our course, so may not yet have sat for the exam.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
1. Reconsideration of the 80% rate as we currently measure.

2. Conduct a follow-up survey of recently completers to try and get better, more current, information.

3. Discuss with current professors to gather ideas for improvement.
Residential and Commercial Electrician (PSAV)

1: Health, Safety and Environmental standards

Outcome
Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 1.1: Section 1: Health, safety and environmental standards

Measure
Measured using NCCER testing, (National Center for Construction Education and Research) for completion of sections assigned. Section 1: Health, safety and environmental standards

Achievement Target
80% of program will complete related standards.

Findings
100% of students completed the related standards.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Interactive roles in business.

Outcome
Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics

Measures and Action Plans
M 3.1: Section 3: Interactive roles in business

**Measure**
Measured using NCCER testing,(National Center for Construction Education and Research) for completion of sections assigned. Section 3: Interactive roles in business.

**Achievement Target**
80% of program will complete related standards.

**Findings**
93% of students completed required standards.

**Target Met?**: Met
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**

M 4.1: Section 4: Commercial wiring

**Outcome**
Demonstrate proficiency in commercial wiring.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Critical Thinking

**Measures and Action Plans**

**Measure**
Measured using NCCER testing,(National Center for Construction Education and Research) for completion of sections assigned. Section 4: Commercial wiring.

**Achievement Target**
80% of program will complete related standards.

**Findings**
85% of students completed related standards.

**Target Met?**: Met
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**

5: Lighting circuits

**Outcome**
Describe the difference between a residential and a commercial lighting circuit.
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking
Measures and Action Plans

M 5.1: Section 5: Lighting circuits

Measure
Measured using NCCER testing,(National Center for Construction Education and Research) for completion of sections assigned. Section 5: Lighting circuits.

Achievement Target
80% of program will complete related standards.

Findings
85% of students completed related standards.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Total number of benchmarks met was 2, Measure 1A1 (Technical Skill Attainment) was scored at 91.30% versus a benchmark of 75.2%. Measure 2A1 (completion) and Measure 3A1 (student retention) did not meet targets.

We are revisiting the course sequence for the program, as well as the Module Exams to determine if improvement in the curriculum or teaching methodology is needed. A follow up on the results will be provided next year with definitive steps for improvement included.

Specific rubrics will be applied to the learning outcome. Students will be evaluated upon entry and exit by pretest and application of rubrics relative to the specific learning outcomes for lighting circuit analysis.

6: Specialized electrical skills.

Outcome
Demonstrate specialized electrical skills.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking
Measures and Action Plans
Section 6: Specialized electrical skills

Measure
Measured using NCCER testing, (National Center for Construction Education and Research) for completion of sections assigned. Section 6: Specialized electrical skills.

Achievement Target
80% of program will complete related standards.

Findings
83% completed related standards.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
1. Include more outside professional vendors to provide training and certifications relative to the needs of industry by today's standards.
   
2. Increase hands on experience through lab assignments.
   
3. Provide students with resources through online contacts.

Outcome
Demonstrate competency in AC and DC motors.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
8.1: Section 8: AC and DC motors

Measure
Measured using NCCER testing, (National Center for Construction Education and Research) for completion of sections assigned. Section 8: AC and DC motors.

Achievement Target
80% of program will complete related standards.

Findings
83% completed related standards.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

9: Control circuits

Outcome
Demonstrate competency in electrical and electronic control circuits and equipment.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

9.1: Section 9: Control circuits

Measure
Measured using NCCER testing, (National Center for Construction Education and Research) for completion of sections assigned. Section 9: Control circuits

Achievement Target
80% of program will complete related standards.

Findings
83% completed related standards.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

10: Apprenticeship Occupations

Outcome
Identify Apprenticeship Occupations.
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 10.1: Identify Apprenticeship Occupations

Measure
In gbt assessment to identify apprenticeship occupations TBA

Achievement Target
Average over all grade of 80% for the class.

Findings
Average grade was 100%

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Respiratory Care (AS)

0 1: Cardiopulmonary therapeutic procedures

Outcome
Perform cardiopulmonary therapeutic procedures and modalities appropriate to level of training.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 1.1: Cardiopulmonary therapeutic procedures

Measure
Measured by an employer survey, section L, items A-E and Section II, Items A-D. Data was collected by the graduate employer and submitted by the program director.

Achievement Target
80% of the responses will rate 3 or higher

Findings
92% of all responses were rated 3 or better.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
80% of all responses will be rated 4 or better.

0 2: Licensure

Outcome
The program graduate will pass the state or board licensure/ certification exam

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
2.1: Licensure

Measure
Measured by the state/board exams. Data was collected from the state/board or other agencies and submitted by the Associate Dean.

Achievement Target
90% of the students will pass CRT board exam

Findings
100% of class passed the CRT Exam.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

3: Effectively function as a health care member

Outcome
Function effectively as a member of a health care team.

Learning Outcome?: Yes

General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

3.1: Effectively function as a health care member

Measure
Measured by a employer survey, section III, items A, B, D, E and H. Data was collected by the survey sent to the graduate employer and submitted by the program director.

Achievement Target
80% of the responses rated 3 or higher

Findings
92% of the responses are rated 3 or higher.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Apply Knowledge

Outcome
Apply the respiratory care knowledge necessary to function in the health care setting.
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

4.1: Apply Knowledge

**Measure**
Employer survey - Section I, Items A and B.

**Achievement Target**
80% of all responses will be rated 3 or better.

**Findings**
83% of all responses are rated 4 or better.

**Target Met?:** Met
**Targeted for improvement in this cycle?:** No
**Targeted for improvement in prior cycle?:** Yes, (enter progress report below)

**Action Plan/Progress Report**
83% of all responses were rated 4 or better. Target met.

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5: Professional and ethical behavior

**Outcome**
Exemplify professional and ethical behavior consistent with the practice of respiratory care.

**Learning Outcome?:** Yes
**General Education/ Institutional Learning Outcomes Supported?:** Ethics

**Measures and Action Plans**

5.1: Professional and ethical behavior

**Measure**
Measured by an employer survey, section III, items C, F, G and I. Data was collected by the graduate employer and submitted by the program director.

**Achievement Target**
80% of the responses will rate 3 or higher

**Findings**
100% of the responses are rated 3 or higher.

**Target Met?:** Met
**Targeted for improvement in this cycle?:** No
**Targeted for improvement in prior cycle?:** No

**Action Plan/Progress Report**

6: Critical Thinking
Outcome
Use critical thinking skills to recommend appropriate diagnostic and therapeutic procedures using patient data from laboratory and physiologic evaluations.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

M 6.1: Critical Thinking

Measure
Employer Survey - Section I items C, D, and E

Achievement Target
80% of all responses will be rated 3 or better.

Findings
92% of all responses were rated 3 or higher.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Although the program has surpassed the goal of more than 80% of employers rating students 3 or better on a 5-point scale in this area (achieving 83% of all responses rating 4 or higher), the program will continue to address this issue by incorporating critical thinking strategies in lecture using techniques from Quality Enhancement Plan (QEP) materials.
School Age Professional Certificate (PSAV)

1: Families

Outcome
Demonstrate knowledge and understanding of family and community characteristics that will establish positive and productive relationships which will engage them in child/youth development and learning.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Global Awareness

Measures and Action Plans

Measure
Families is measured in course HEV 0195 using Knowledge Assessment exam-Family Engagement in Afterschool. Data was collected and submitted by the instructor.

Achievement Target
90% of students will achieve a passing score

Findings
100% of students achieved a passing score exceeding the 90% benchmark.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Program Management

Outcome
Create a systematic and responsive approach to establishing a high quality afterschool program that meets the diverse needs of children/youth, families, staff and community through sound practices that comply with regulations and ethical standards.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking, Global Awareness

Measures and Action Plans
2.1: Program Management

Measure
Program Management is measured in course HEV0195 using Knowledge Assessment exam-Academics in Afterschool & Youth Leadership. Data collected and submitted by the instructor.

Achievement Target
90% of students will achieve a passing score

Findings
100% of students achieved a passing score exceeding the 90% benchmark.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Physical/Cognitive/Creative Development

Outcome
Demonstrate an understanding of child/youth development by designing and implementing a program that supports, promotes and enhances physical, cognitive, communication and creative development in all children/youth.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
3.1: Physical/Cognitive/Creative

Measure
Physical/Cognitive/Creative is measured in courses HEV0194 & HEV0195 using Knowledge Assessment exams: Bringing Yourself to Work; HighScope; Academics in Afterschool; Play, Inclusion and Superkids; Family Engagement in Afterschool; Youth Leadership; Progressive Afterschool Practitioner. Data collected and submitted by the instructor.

Achievement Target
90% of students will achieve a passing score.

Findings
88% of students achieved a passing score which does "Not Met" the 90% benchmark.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Action Plan:
Based on prior and current year assessment this PLO has been focused for an improvement plan: 1) Discuss the PLO assessment results with the instructors to determine strategies for this area; 2) implement a detailed improvement plan to reach the PLO benchmark for the next assessment cycle.

4: Guidance

Outcome
Promote meaningful engagement, leadership and guidance of children/youth that encourages positive social and emotional development, expression, interaction and group experiences in a respectful environment that honors cultural and human diversity.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking
Measures and Action Plans
M 4.1: Guidance

Measure
Guidance is measured in course HEV0194 & HEV0195 using Knowledge Assessment exams: Bringing Yourself to Work; HighScope; Academics in Afterschool; Play, Inclusion and Superkids; Family Engagement in Afterschool; Youth Leadership, Progressive Afterschool Practitioner. Data was collected and submitted by the instructor.

Achievement Target
90% of students will achieve a passing score

Findings
88% of the students achieved a passing score which did "Not Met" the 90% benchmark for this PLO.

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Action Plan:
Based on prior and current year assessment this PLO has been focused for an improvement plan: 1) Discuss the PLO assessment results with the instructors to determine strategies for this area; 2) implement a detailed improvement plan to reach the PLO benchmark for the next assessment cycle.

O 5: Professionalism

Outcome
Demonstrate professionalism; uphold ethical standards and other professional guidelines in the field by integrating reflective practices, critical perspectives on personal performance that includes goal setting, continuous learning, involvement in professional development, advocacy and leadership opportunities.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics, Global Awareness
Measures and Action Plans
5.1: Professionalism

Measure
Professionalism is measured in courses HEV 0194 & HEV 0195 using Bringing Yourself to Work; Progressive Afterschool Practitioner. Data was collected and submitted by the instructor.

Achievement Target
80% of students will achieve a passing score

Findings
90% of students achieved a passing score exceeding the 80% benchmark.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: Program Environment

Outcome
Demonstrate knowledge of child/youth characteristics and needs, the multiple influences on developmental learning and how to provide safe, healthy, respectful, supportive and challenging environments.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
6.1: Program Environment

Measure
Program Environment in HEV0194 & HEV0195 is measured using the following Knowledge Assessment exams: Bringing Yourself to Work; HighScope; Academics in Afterschool; Play, Inclusion & SuperKids. Data collected and submitted by the instructor.

Achievement Target
85% of students will achieve a passing score.

Findings
74% of students achieved a passing score that falls below the 90% benchmark, therefore, the outcome was "Not Met".

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Action Plan:
Based on prior and current year assessment this PLO has been focused for an improvement plan: 1) Discuss the PLO assessment results with the instructors to determine strategies for this area; 2) implement a detailed improvement plan to reach the PLO benchmark for the next assessment cycle.
Sonography (AS)

1: Analyze Data

Outcome
Acquire and analyze data obtained using ultrasound and related diagnostic technologies.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences, Critical Thinking

Measures and Action Plans

1.1: Analyze Data

Measure
Employer survey given in July each year.

Achievement Target
Students will score a 4 out of a possible 5 on specified questions.

Findings
2013 year end report for class of 2012 average score from employee surveys was 4.2

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Ethical and professional values/affective domain

Outcome
Maintains ethical and professional values outlined in the SDMS Code of Ethics

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics
2.1: Ethical and professional values

Measure
Measured using JRC/DMS annual report required employer survey, section III, items L, M, N and O. Data was collected by the employer survey and submitted by the program director.

Achievement Target
Composite score of three or greater on a five point rating scale

Findings
2013 year end report for class of 2012 average score from employee surveys was 5

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Licensure

Outcome
The program graduate will pass the state or board licensure/certification exam.

Learning Outcome?: Yes
General Education/Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

3.1: Licensure

Measure
Measured by the ARDMS and ARRT sonographer credentials in ARRT(S) and ARDMS (abd) and/or (ob/gyn). Data was collected from state/board or other agencies and submitted by the program director.

Achievement Target
60% of the students will pass state board exam

Findings
91% of students (11 out of 12) passed their licensure exam.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Curriculum changes where make to the 2012 class the results where 11 of 12 students taking and passing their ARDMS boards for at rate of 92%

4: High quality diagnostic information/cognitive domain

Outcome
Use independent judgment and systematic problem solving methods to produce high quality diagnostic information.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Natural Sciences, Critical Thinking

**Measures and Action Plans**

4.1: High quality diagnostic information

**Measure**
Measured using JRC/DMS anual report employer survey, Section I, items A, B, E and F. Data was collected through the employer survey and submitted by the program director.

**Achievement Target**
Composite score of three or greater on a five point rating scale

**Findings**
2013 employer feedback survey results in an average rating of 4.0

**Target Met?**: Met
**Targeted for improvement in this cycle?**: Yes (enter action plan below)
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**
Incorporate critical thinking strategies in lecture using techniques from Quality Enhancement Plan (QEP) materials.

5: Entry level sonographer/psychomotor domain

**Outcome**
Perform as an American Registry for Diagnostic Medical Sonography (ARDMS) candidate sonographer at the entry level

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Natural Sciences, Critical Thinking

**Measures and Action Plans**
5.1: Entry level sonographer

Measure
Measured using JRCDMS annual report employer survey, section II, items G-J. Data was collected by the employer survey and submitted by the program director.

Achievement Target
Composite score of three or greater on a five-point rating scale

Findings
2013 annual report of 2012 class reports an average score of 4.3

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: Communication

Outcome
Communicate effectively in the health care environment with patients, families and other health care professionals.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans

6.1: Communications

Measure
Employer Survey administered every July.

Achievement Target
Students will achieve a score of 4 out of a possible 5 on all specified items.

Findings
2013 year end report for class of 2012 employer survey average score was 4.5

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Sugar Technology (AS)

0 1: Impact of raw sugar quality

Outcome
Describe the impact of raw sugar quality on the various operations of the sugar refinery.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:
Measures and Action Plans

M 1.1: Impact of raw sugar quality

Measure
Final exam in AOM 1262.

Achievement Target
Students will achieve an average score of 75% or higher.

Findings
No findings available due to no courses in this program offered during this assessment cycle.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

0 2: Describe stages of processing

Outcome
Describe the various stages of sugar cane processing and engineering practice.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:
Measures and Action Plans
2.1: Describe stages of processing

Measure
Final exam in AOM 1263

Achievement Target
Students will achieve an average score of 75% or higher.

Findings
No findings available due to no courses in this program offered during this assessment cycle.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Cane quality & analysis

Outcome
Demonstrate knowledge of cane quality and analysis.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

M 3.1: Cane quality & analysis: M1

Measure
Final exam in AOM 1274

Achievement Target
Students will achieve an average score of 75% or higher.

Findings
No findings available due to no courses in this program offered during this assessment cycle.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
3.2: Cane quality & analysis: M2

Measure
Pass rate in AOM 1274.

Achievement Target
100% of the students will pass AOM 1274

Findings
No findings available due to no courses in this program offered during this assessment cycle.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Perform processing operations

Outcome
Perform the operations of clarification, filtration, and evaporation.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

M 4.1: Perform processing operations

Measure
Final exam in AOM 2268.

Achievement Target
Students will achieve an average score of 75% or better.

Findings
No findings available due to no courses in this program offered during this assessment cycle.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Supervision and Management: General Management, Health Management (BAS)

1: Strategies leaders use to motivate and evaluate

Outcome
Analyze the strategies leaders use to motivate and evaluate individuals and teams[LO-1].

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics, Information Literacy

Measures and Action Plans

1.1: Strategies leaders use to motivate and evaluate (LO1)

Measure
Measured by an average of sampled final course exam scores for MAN 4120 & MAN3240 (updated sources).

Achievement Target
Sampled student scores average 80% or greater

Findings
Sample of students scores average: in class = 88 Online = 87

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Apply Skills / Supv & Mgmt Program (LO8-B2)

Outcome
Apply skills acquired in management, international business, marketing, business law, accounting, finance, economics, and management information systems to different business environments.

Average of course grades in GEB4891

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Social Sciences, Critical Thinking, Ethics, Global Awareness

Measures and Action Plans
2.1: Apply Skills / Supv & Mgmt Program (LO8-B2)

Measure
Measured by an average of sampled final course exam scores for GEB4891.

Achievement Target
Sampled student scores average 80% or greater

Findings
Sampled student scores average: In class = 83% Online = 87%

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Broad Overview-Health (LO8-H1)

Outcome
Exhibit a broad overview of the health care field and health issues, and understand the nature of major health care problems.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Natural Sciences, Critical Thinking

Measures and Action Plans

3.1: Broad Overview-Health (LO8-H1)

Measure
Measured by an average of sampled final course exam scores for HSA3110 and HSA4421 (updated sources).

Achievement Target
Sampled student scores average 80% or greater

Findings
Sampled student scores average: In class = 82% Online=86%

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Compare and analyze strategies

Outcome
Compare and analyze strategies and frameworks used by leaders to initiate change in organizations [LO-5]
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

4.1: Compare and analyze strategies (LO5)

Measure
Measured by an average of sampled final exam scores for MAN 3301.

Achievement Target
Sampled student scores average 80% or greater

Findings
Sampled student scores average: In class = 79%  Online = 78%

Target Met?: Not Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Ethical practices

Outcome
Comprehend and apply ethical practices in professional activities.[LO-2]

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Social Sciences, Critical Thinking, Ethics

Measures and Action Plans

5.1: Ethical practices (LO2)

Measure
Measured by an average of sampled final exam scores for BUL3130 & MAN4162 (updated sources).

Achievement Target
Sampled student scores average 80% or greater

Findings
Sampled student scores average: In class = 79%  Online 80%

Target Met?: Partially Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: Finance and budgeting
Outcome
Comprehend and apply the framework underlying the principles of finance, budgeting and accounting [LO-3]

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Mathematics, Natural Sciences, Critical Thinking

Measures and Action Plans

6.1: Finance and budgeting (LO3)

Measure
Measured by an average of sampled final exam scores for FIN3400. Data collected and submitted by the Instructor.

Achievement Target
Sampled student scores average 80% or greater

Findings
Sampled student scores average: In class = 76% Online 77%

Target Met?: Not Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
The BDP cluster has voted to revise this course. The revision will include providing students with more detail instructions and a new text. Additional emphasis will be placed on identifying qualified adjunct faculty to teach this course. Additionally a request for full time faculty member that can be credentialed to teach and oversee finance has been submitted and approved for 2015-2016.

7: HR Practices in Public Safety (LO8-P2)

Outcome
Apply scientific human resources practices to address current public safety issues relating to labor relations and hiring/termination processes. Average of course grades form DSC4710

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Social Sciences, Critical Thinking

Measures and Action Plans
7.1: HR Practices in Public Safety (LO8-P2)

**Measure**
Measured by an average of sampled final exam scores for DSC4710.

**Achievement Target**
Sampled student scores average 80% or greater

**Findings**
Not assessed during this cycle as this program is being discontinued.

**Target Met?:** Not Assessed in this Cycle  
**Targeted for improvement in this cycle?:** No  
**Targeted for improvement in prior cycle?:** No

**Action Plan/Progress Report**
The course is currently being revised with more detailed and clear instructions for students. The revised course will be offered beginning Fall 2014. The course will no longer be offered after 2015 due to low enrollment.

8: Integrate Knowledge/Supv & Mgmt (LO9-B1)

**Outcome**
Integrate the knowledge acquired in the Supervision & Management program to analyze a business to identify its strengths and weaknesses and develop an improvement plan.

**Learning Outcome?:** Yes  
**General Education/ Institutional Learning Outcomes Supported?:** Communications, Social Sciences, Critical Thinking

**Measures and Action Plans**
M 8.1: Integrate Knowledge/Supv & Mgt (LO8-B1)

Measure
Measured by an average of sampled final exam scores for GEB4935.

Achievement Target
Sampled student scores average 80% or greater

Findings
Sampled student scores average: In class = 80%  Online = 75%

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The course is currently being revised with more detailed and clear instructions for students. Students will be provided specific guideline for completing the research assignment that include sample formats for each chapter of the research paper. Additionally, students will be provided with instructions for conducting research. These instruction will included information on conducting a Boolean search and how to construct a research map. The revised course will be offered using two new textbooks that presents the material in a manner that is more conducive to student learning. The revised course will be offered beginning Fall2014.

9: Leadership in Healthcare (LO8-H2)

Outcome
Provide leadership for all areas of a health care organization. Average of course grades from HSA4938

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics

Measures and Action Plans
M 9.1: Leadership in Healthcare (LO8-H2)

Measure
Measured by an average of sampled final exam scores for HSA4938.

Achievement Target
Sampled student scores average 80% or greater

Findings
Sampled student scores average: In class = 83%  Online = 83%

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
10: Manage Critical Incidents (LO8-P1)

**Outcome**
Effectively manage critical incidents, including the development of both long-term and short-term mitigation and recovery plans.

**Learning Outcome?**: Yes

**General Education/ Institutional Learning Outcomes Supported?**: Communications, Natural Sciences, Critical Thinking

**Measures and Action Plans**

**10.1: Manage Critical Incidents (LO8-P1)**

**Measure**
Measured by an average of sampled final exam scores for DSC3079 & PAD4893 (updated sources).

**Achievement Target**
Sampled student scores average 80% or greater

**Findings**
Not assessed during this cycle as this program is being discontinued.

**Target Met?**: Not Assessed in this Cycle

**Targeted for improvement in this cycle?**: No

**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**

11: Management practices/technology

**Outcome**
Apply information management practices to the business/organization environment and adapt to future technology changes. [LO-6]

**Learning Outcome?**: Yes

**General Education/ Institutional Learning Outcomes Supported?**: Communications, Critical Thinking, Information Literacy

**Measures and Action Plans**
11.1: Management practices/technology (LO6)

Measure
Measured by an average of sampled final exam scores for ISM4011 & MAN4504 (updated sources).

Achievement Target
Sampled student scores average 80% or greater

Findings
Sampled student scores average: In class = 90%  Online = 88%

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

12: Management theories and practices

Outcome
Apply management theories and practices in program and resource management.  [LO-4].

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics

Measures and Action Plans

12.1: Management theories and practices (LO4)

Measure
Measured by an average of sampled final exam scores for MAN3025 & MAN4401 (updated sources).

Achievement Target
Sampled student scores average 80% or greater

Findings
Sampled student scores average: In class = 83%  Online 80%

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Sample student scores have reached as average of 80%.

13: Written and Oral skills

Outcome
Demonstrate written and oral presentation skills expected of a Supervision & Management degree graduate [LO-7]

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking

Measures and Action Plans

M 13.1: Written and Oral skills (LO7)

Measure
Measured by an average of sampled final exam scores for GEB3213 & MAR4802 (updated sources).

Achievement Target
Sampled student scores average 80% or greater

Findings
Sampled student scores average: In class = 81% Online = 73%

Target Met?: Partially Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
This objective was targeted for improvement in the previous cycle. The targeted goal for this objective was to achieve a student score average of 80% or greater. In the previous cycle sample student average scores were: in class 79% and online 74%. An action plan for improvement was implemented and we have seen a improvement in average score for in class instruction increase from 79 % to 81%. There has not been a significant improvement in the online average score. We will continue to focus on identifying qualified adjunct faculty with credentials to teach business writing. Additionally a request for full time faculty member that can be credentialed to teach and oversee business writing has been submitted and approved for 2015-2016.
Surgical Technology (PSAV)

1: Skills for surgical technology

Outcome
Demonstrate the knowledge and skills required for surgical technology

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking

Measures and Action Plans

1.1: Skills for surgical technology

Measure
Measured in course STS 0150C, in clinical performance evaluation summary addendum B: highlighted items. Data was collected from clinical competency forms and submitted by the program manager.

Achievement Target
100% of the students will demonstrate required knowledge of surgical procedures with a score between 75-83 percent

Findings
100% of the students demonstrated the required knowledge for surgical procedures with a score between 75-83 percent.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Communication

Outcome
Exhibit communication and interpersonal skills required as a surgical technologist.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Global Awareness

Measures and Action Plans
2.1: Communication

Measure
The communication portion of the laboratory evaluation in STS 0003 - Introduction to Surgical Technology

Achievement Target
100% of the students will achieve a score of "3" in the communication portion of the laboratory evaluation.

Findings
100% of the students achieved a score of "3" in the communication portion of the laboratory evaluation.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: Basic Sciences

Outcome
Apply principles of basic sciences as related to surgical technology

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Ethics, Global Awareness

Measures and Action Plans

3.1: Basic Science

Measure
Final exam in PRN0022 - Body Structure and Function Course

Achievement Target
100% of students will achieve a score of 75% or higher.

Findings
100% of students that progressed to this learning outcome achieved a score of 75% or higher.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Professionalism

Outcome
As a medical professional, exemplify appropriate behavior within the surgical site

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Ethics, Global Awareness

Measures and Action Plans

M 4.1: Professionalism

Measure
The professionalism content on the laboratory evaluation in STS 0155L - Operating Room Technique.

Achievement Target
100% of the students will achieve a score of “3” in the professionalism content area on the laboratory evaluation.

Findings
100% of the students achieved a score of “3” in the professionalism content area on the laboratory evaluation.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

O 5: Comprehend and apply aseptic techniques

Outcome
Demonstrate the ability to comprehend and apply aseptic techniques required as a surgical technician.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Humanities, Critical Thinking, Ethics, Global Awareness

Measures and Action Plans

M 5.1: Comprehend and apply aseptic techniques

Measure
Measured in course STS 0949 by clinical performance evaluation summary addendum B: highlighted items. Data was collected from clinical competency forms and submitted by the program manager.

Achievement Target
100% of the students will demonstrate aseptic techniques with a score between 84-92 percent

Findings
100% of the students demonstrated aseptic techniques with a score between 84-92 percent.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

O 6: Legal and ethical issues
Outcome
Interpret legal and ethical responsibilities specific to the surgical technologist

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Ethics, Global Awareness

Measures and Action Plans

6.1: Legal and Ethical Issues

Measure
Portion of final examination in STS 0140C that measures legal and ethical issues.

Achievement Target
100% of students will score a 75% or higher on portion of final exam that deals with legal and ethical issues.

Findings
100% of students scored a 75% or higher on the portion of final exam that deals with legal and ethical issues

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

7: Safety measures

Outcome
Demonstrate and understand safety measures in the surgical environment

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Critical Thinking, Global Awareness

Measures and Action Plans
7.1: Safety measures

**Measure**
Measured in course STS 0150C, clinical performance evaluation summary addendum B: highlighted items. Data was collected from the clinical competency forms and submitted by the program manager.

**Achievement Target**
100% of the students will demonstrate an understanding of safety measures in the surgical environment with a score of 75-83 percent.

**Findings**
100% of the students, that progressed to this course objective, demonstrated an understanding of safety measures in the surgical environment with a score of 75-83 percent.

**Target Met?**: Met
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**

8: Licensure

**Outcome**
The program graduate will pass the National Board of Surgical Technology and Surgical Assisting (NBSTSA) certification exam.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Ethics

**Measures and Action Plans**
M 8.1: Licensure

Measure
Measured by the National Board of Surgical Technology and Surgical Assisting (NBSTSA) certification exam results.

Achievement Target
70% of the students will pass the national certification exam required by Accreditation Review Council on Education in Surgical Technology and Surgical Assisting (ARC/STSA)

Findings
100% of the students passed the national certification exam required by Accreditation Review Council on Education in Surgical Technology and Surgical Assisting (ARC/STSA).

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The students have met all the targeted content areas of the NBSTSA national certification exam with an average of 92% for this reporting period which is 12% over the required national standard benchmark. However, the program will continue to reinforce testing skills and review of certification content areas of the national certification examination. In addition, will continue to incorporate NorthStar On-Line Learning Comprehensive NBSTSA Exam Review into all program core courses.
Teacher Certificate Program (EPI)

1: Communication

Outcome
Consistently and effectively communicate with students and parents/caregivers to promote student achievement.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans

Measure
Measured by portfolio artifacts in course EPI0001. Data collected in class and submitted by the instructor.

Achievement Target
90% of students will receive a passing grade of "C" or higher on the rubric for the related artifacts.

Findings
100% of students earned grades greater than or equal to a "C" on each rubric related artifact.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Although the performance benchmark (90%) was exceeded (100% of students earned greater or equal to a "c" on each related rubric) this outcome was focused for improvement for the prior cycle.

All EPI course content was redesigned and aligned with FLDOE state requirements and professional development training was rolled out for the adjuncts regarding the FEAPs. Also, informational videos were designed and made available to students. Benchmarks put in place to ensure students had 3 advisement sessions during the program in an effort to monitor their progress more closely.

2: Classroom Environment

Outcome
Construct and maintain a safe, organized, student-centered classroom environment that accepts, adapts to and fosters diversity of learning approaches and cultural backgrounds.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Global Awareness

Measures and Action Plans
2.1: Classroom Environment

Measure
Measured by portfolio artifacts in courses EPI0030 and EPI0004. Data collected in class and submitted by the instructor.

Achievement Target
90% of students will receive a grade of "C" or higher on the rubric for the related artifacts.

Findings
100% of students have earned grades greater than or equal to a "C" on each rubric related artifact.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Although the performance benchmark (90%) was exceeded (100% of students earned greater or equal to a "C" on each related rubric) this outcome was focused for improvement for the prior cycle.

All EPI course content was redesigned and aligned with FLDOE state requirements and professional development training was rolled out for the adjuncts regarding the FEAPs. Also, informational videos were designed and made available to students. Benchmarks put in place to ensure students had 3 advisement sessions during the program in an effort to monitor their progress more closely.

3: Teaching Skills

Outcome
Demonstrate effective teaching skills and dispositions in a classroom setting.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Information Literacy

Measures and Action Plans
3.1: Teaching Skills

Measure
Measured using a teaching demonstration evaluation rubric. Data was collected during individually scheduled teaching demonstration and submitted by the instructor conducting the observation.

Achievement Target
90% of students will have earned a >2 average score on the "Teaching Demonstration Evaluation" rubric.

Findings
100% of students have earned a >2 average score on the "Teaching Demonstration Evaluation" rubric.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Although the performance benchmark (90%) was exceeded (100% of students earned greater or equal to a “2” on each related rubric) this outcome was focused for improvement for the prior cycle.

Students will be required to utilize the provided lesson plan template and view the "Lesson Plan Template" instructional video on the TCP website. Teaching demonstrations are assessed utilizing the new 2010 FEAPs Demonstration assessment form which was implemented 2012.

4: Professionalism

Outcome
Adhere to the Code of Ethics and Principles of Professional Conduct of the education profession in Florida.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Ethics

Measures and Action Plans
4.1: Professionalism

Measure
Measured by portfolio artifacts in courses EPI0020 and EPI0030. Data was collected in class and submitted by the instructor.

Achievement Target
100% of students will earn grade of "C" or higher on the rubrics of the related artifacts.

Findings
100% of students have earned greater than or equal to a "C" on each rubric related artifact.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: Yes, (enter progress report below)

Action Plan/Progress Report
Although the performance benchmark (90%) was exceeded (100% of students earned greater or equal to a "C" on each related rubric) this outcome was focused for improvement for the prior cycle.

All EPI course content was redesigned and aligned with FLDOE state requirements and professional development training was rolled out for the adjuncts regarding the FEAPs. Also, informational videos were designed and made available to students. Benchmarks put in place to ensure students had 3 advisement sessions during the program in an effort to monitor their progress more closely.

5: Instructional Activities

Outcome
Plan authentic instructional activities based upon well-established human development and learning theories and designed to set high expectations, promote higher-order thinking skills, and meet the needs and interests of all students.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans
5.1: Instructional Activities

**Measure**
Measured by portfolio artifacts in course EPI0002. Data was collected in class and submitted by the instructor.

**Achievement Target**
90% of students will earn grade of "C" or higher on the rubrics of the related artifacts.

**Findings**
100% of students have earned greater or equal to a "C" on the rubrics of the related artifacts.

**Target Met?**: Met  
**Targeted for improvement in this cycle?**: No  
**Targeted for improvement in prior cycle?**: Yes, (enter progress report below)

**Action Plan/Progress Report**
Although the performance benchmark (90%) was exceeded (100% of students earned greater or equal to a "C" on each related rubric) this outcome was focused for improvement for the prior cycle.

All EPI course content was redesigned and aligned with FLDOE state requirements and professional development training was rolled out for the adjuncts regarding the FEAPs. Also, informational videos were designed and made available to students. Benchmarks put in place to ensure students had 3 advisement sessions during the program in an effort to monitor their progress more closely.

6: FTCE Exams

**Outcome**
Have successfully passed all Florida Teacher Certification Exams.

**Learning Outcome?**: Yes  
**General Education/Institutional Learning Outcomes Supported?**: Humanities

**Measures and Action Plans**
6.1: FTCE Exams

Measure
Measured by the Florida Teacher Certification Examination. Data was collected by the Florida Department of Education and submitted by the Program Director.

Achievement Target
100% of program graduates will earn a passing grade on the applicable Subject Area Exam, all subtests of the General Knowledge Test, and the Professional Education Test.

Findings
100% of students have earned greater than or equal to a "C" on each rubric related artifact.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Although the performance benchmark (100%) was exceeded (100% of students earned greater or equal to a "C" on each related rubric) this outcome was focused for improvement for the prior cycle.

Students will be required to pass the State Board certification exams in order to be a completer of the program. The Professional Development department in ITE is now coordinating with the PBCSD to offer workshops that focus on various GKT, SAE and Professional FTCE exams. Study materials are made available for students in the PBSC library.

As a new entry requirement all students must have taken and passed all sections of the GKT to enter the program.

7: Assessment Strategies

Outcome
Interpret and use data from formal and informal assessment strategies to evaluate students.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences

### 7.1: Assessment Strategies

**Measure**
Measured using portfolio artifacts in the courses, EPI0003 and EPI0010. Data was collected in class and submitted by the instructor.

**Achievement Target**
100% of students will earn grade of "C" or higher on the rubrics of the related artifacts.

**Findings**
100% of students have earned greater than or equal to a "C" on each rubric related artifact.

**Target Met?**: Met  
**Targeted for improvement in this cycle?**: No  
**Targeted for improvement in prior cycle?**: Yes, (enter progress report below)

**Action Plan/Progress Report**
Although the performance benchmark (90%) was exceeded (100% of students earned greater or equal to a "c" on each related rubric) this outcome was focused for improvement for the prior cycle.

All EPI course content was redesigned and aligned with FLDOE state requirements and professional development training was rolled out for the adjuncts regarding the FEAPs. Also, informational videos were designed and made available to students. Benchmarks put in place to ensure students had 3 advisement sessions during the program in an effort to monitor their progress more closely.
Trade and Industry

Sustainable Construction Management (AS)

1: Sustainable Technology

**Outcome**
Apply green building technology and sustainable construction procedures to maximize conservation of all involved natural and earth resources on buildings constructed.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Global Awareness

**Measures and Action Plans**

1.1: Sustainable Technology

**Measure**
Measured by written examinations, midterm and final exam. Measured in BCN2598.

**Achievement Target**
80% of students will score an average of 80% or higher on all exams.

**Findings**

**Target Met?**: Not Assessed in this Cycle
**Targeted for improvement in this cycle?**: No
**Targeted for improvement in prior cycle?**: No

**Action Plan/Progress Report**
The Sustainable Construction Management program has been officially closed to new students effective Summer 2014, with completion of the teach out plan in Summer 2016. The program is no longer being assessed in Compliance Assist.

2: Operate Legally

**Outcome**
Demonstrate the knowledge required to operate within legal parameters on all building operations.

**Learning Outcome?**: Yes
**General Education/ Institutional Learning Outcomes Supported?**: Communications

**Measures and Action Plans**
2.1: Operate Legally

Measure
Measured by written examinations, midterm and final exam. Measured in BCN1743.

Achievement Target
80% of students will score an average of 80% or higher on all exams.

Findings
The Sustainable Construction Management program has been officially closed to new students effective Summer 2014, with completion of the teach out plan in Summer 2016. The program is no longer being assessed in Compliance Assist.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
The Sustainable Construction Management program has been officially closed to new students effective Summer 2014, with completion of the teach out plan in Summer 2016. The program is no longer being assessed in Compliance Assist.

3: Materials and Methods

Outcome
Evaluate building construction plans and specific job specifications to ascertain exact materials and assembly methods required to best produce a cost-effective, code-compliant, final building assembly.

Learning Outcome?: Yes
General Education/Institutional Learning Outcomes Supported?: Information Literacy

Measures and Action Plans

M 3.1: Materials and Methods

Measure
Measured by written examinations, midterm and final exam. Measured in BCN2220.

Achievement Target
80% of students will score an average of 80% or higher on all exams.

Findings
The Sustainable Construction Management program has been officially closed to new students effective Summer 2014, with completion of the teach out plan in Summer 2016. The program is no longer being assessed in Compliance Assist.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
4: Financial Principles

Outcome
Apply sound financial principles in all company and project discussions.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Critical Thinking

Measures and Action Plans

Measure
Measured by written examinations, midterm and final exam. Measured in BCT1750.

Achievement Target
80% of students will score an average of 80% or higher on all exams.

Findings
The Sustainable Construction Management program has been officially closed to new students effective Summer 2014, with completion of the teach out plan in Summer 2016. The program is no longer being assessed in Compliance Assist.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Manage Operations

Outcome
Provide knowledgeable overall management of building construction operations.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans
5.1: Manage Operations

Measure
Measured by written examinations, midterm and final. Measured in BCN2793.

Achievement Target
80% of students will score an average of 80% or higher on all exams.

Findings
The Sustainable Construction Management program has been officially closed to new students effective Summer 2014, with completion of the teach out plan in Summer 2016. The program is no longer being assessed in Compliance Assist.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: Supervision

Outcome
Demonstrate the ability to provide overall building construction onsite field supervision.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications

Measures and Action Plans

Measure
Measured by written examinations, midterm and final exam. Measured in BCT2730.

Achievement Target
80% of students will score an average of 80% or higher on all exams.

Findings
The Sustainable Construction Management program has been officially closed to new students effective Summer 2014, with completion of the teach out plan in Summer 2016. The program is no longer being assessed in Compliance Assist.

Target Met?: Not Assessed in this Cycle
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Welding Technology (PSAV)

1: Welding dissimilar metals

Outcome
Use proper procedures for welding dissimilar metals, ferrous and nonferrous metals, and the use of proper polarity.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences, Critical Thinking

Measures and Action Plans

M 1.1: Welding dissimilar metals

Measure
Measured by NCCER module examinations and competency evaluations via tasks.

Achievement Target
70% of the students will pass the exam at a level of 75% or higher.

Findings
More than 80% of students passed exams and competency exams.

Target Met?: Met
Targeted for improvement in this cycle?: Yes (enter action plan below)
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

Recently, four virtual reality welding simulators were purchased using grant funds. These welding simulators can help students develop tactile proficiency before they actually weld in a welding booth using real metals and welding machines. Tactile proficiency is an important element in the proper use of welding procedures. We believe that the welding simulators will help students develop tactile proficiency faster and to a higher level than not having time on the simulators before welding in the booth. We will monitor the performance profile sheets to measure whether hoped for gains in the learning outcome actually occur.

Specifically:

1. Create a cohort of students in the software for each of the students in the class, for tracking of progress on the simulator.

2. Collect, review and report on student progress data on the simulators.

3. Compare data for the tactile skill attainment results to the older performance profile rubrics to determine if student skill attainment has accelerated because of the simulators.

2: Practice safety

Outcome
Practice shop safety, personal safety, equipment safety and proper usage of oxy-fuel equipment.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Natural Sciences, Critical Thinking, Ethics

Measures and Action Plans
2.1: Practice safety

Measure
In PMT0109 the instructor will cover the relevant NCCER Welding Modules that will enable students to begin working safely in the lab. Students will gain proficiency in shop safety, personal safety, and equipment safety, and proper usage of oxy-fuel equipment. Students will be taught the NCCER Core Curriculum Module on Safety (00101-09). Students shall be given the NCCER Basic Safety exam and shall pass with a score of 70% or better.

Achievement Target
70 % of students will pass the NCCER Core safety modules.

Findings
More than 80% of students passed exams and competency exams.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: AWS testing and code work procedures

Outcome
Apply American Welding Society (AWS) procedures for testing and code work pertaining to American Petroleum Institute (API) and the American Society of Mechanical Engineers (ASME).

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Mathematics, Natural Sciences, Critical Thinking

Measures and Action Plans
3.1: AWS testing and code work procedures

Measure
Measured by NCCER module examinations and competency evaluations via tasks. Measured in PMT0126, PMT0127, PMT0147, PMT0150, PMT0151, and PMT0167.

Achievement Target
70% of the students will pass the exam at a level of 75% or higher.

Findings
More than 80% of students passed exams and competency exams.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Blueprints, symbols and measurements

Outcome
Interpret basic blueprints and welding symbols and effectively demonstrate use of measuring equipment and basic math, fractions, decimals and metric measurement.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Mathematics, Natural Sciences, Critical Thinking, Information Literacy

Measures and Action Plans

4.1: Blueprints, Symbols and Measurements

Measure
Measured by NCCER module examinations and competency evaluations. Competency evaluations are graded tasks lab tasks. Measured in PMT0108, PMT0109, PMT0126, and PMT0127.

Achievement Target
70% of the students will pass the exam at a level of 75% or higher.

Findings
More than 80% of students passed exams and competency exams.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Demonstrate basic setup tasks

Outcome
Demonstrate basic setup tasks and operations for air carbon arc, shielded metal arc (stick), gas metal arc (MIG), gas tungsten arc (TIG), plasma arc, oxy fuel welding/cutting, track burning operations and basic cutting machines.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Natural Sciences, Critical Thinking

Measures and Action Plans

5.1: Demonstrate basic setup tasks

Measure
Measured by NCCER Module Examinations and Practical Competency Evaluations in PMT0109, PMT0126, PMT0127, PMT0147, PMT0143, PMT0150, PMT0151.

Achievement Target
70% of the students will pass the exam at a level of 75% or higher.

Findings
More than 80% of students passed exams and competency exams.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: Basic fixtures

Outcome
Demonstrate use of basic fixtures and welding fabrication tools

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Natural Sciences, Critical Thinking

Measures and Action Plans
6.1: Basic fixtures

Measure
Measured by NCCER module examinations and competency evaluations via tasks. Measured in course PMT0108, PMT0109 and PMT0126.

Achievement Target
70% of the students will pass the exams at a level of 75% or higher.

Findings
More than 80% of students passed exams and competency exams.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

7: Employability skills

Outcome
Demonstrate basic business practices and employability skills

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Communications, Social Sciences, Critical Thinking, Ethics

Measures and Action Plans

7.1: Employability Skills

Measure
Measured by NCCER module examination and competency evaluations via tasks.

Achievement Target
70% of the students will pass the exam at a level of 75% or higher.

Findings
More than 80% of students passed exams and competency exams.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

8: Application and control of heat

Outcome
Recognize heat affected zones, distortion control procedures and application and control of heat and the effect on fabrication assemblies.
Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?: Natural Sciences, Critical Thinking

Measures and Action Plans

M 8.1: Application and control of heat

Measure
Measured by NCCER module examinations and competency evaluations via tasks. Measured in PMT0143

Achievement Target
70% of the students will pass the exam at a level of 75% or higher.

Findings
More than 80% of students passed exams and competency exams.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report
Welding Technology (PSAV) - Belle Glade

1: Welding dissimilar metals

Outcome
Use proper procedures for welding dissimilar metals, ferrous and nonferrous metals, and the use of proper polarity.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

Measure
Measured by NCCER module examinations and competency evaluations via tasks.

Achievement Target
70% of the students will pass the exam at a level of 75% or higher.

Findings
100% of students scored a 75% or higher on this goal.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

2: Practice safety

Outcome
Practice shop safety, personal safety, equipment safety and proper usage of oxy-fuel equipment.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans
2.1: Practice safety

Measure
In PMT0109 the instructor will cover the relevant NCCER Welding Modules that will enable students to begin working safely in the lab. Students will gain proficiency in shop safety, personal safety, and equipment safety, and proper usage of oxy-fuel equipment. Students will be taught the NCCER Core Curriculum Module on Safety (00101-09). Students shall be given the NCCER Basic Safety exam and shall pass with a score of 70% or better.

Achievement Target
70% of students will pass the NCCER Core safety modules

Findings
100% of all students passed this measure with a 75% or higher.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

3: AWS testing and code work procedures

Outcome
Apply American Welding Society (AWS) procedures for testing and code work pertaining to American Petroleum Institute (API) and the American Society of Mechanical Engineers (ASME).

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:
Measures and Action Plans
3.1: AWS testing and code work procedures

Measure
Measured by NCCER module examinations and competency evaluations via tasks. Measured in PMT0126, PMT0127, PMT0147, PMT0150, PMT0151, and PMT0167.

Achievement Target
70% of the students will pass the exam at a level of 75% or higher

Findings
100% of all students scored a 75% or higher on this measure.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

4: Blueprints, symbols and measurements

Outcome
Interpret basic blueprints and welding symbols and effectively demonstrate use of measuring equipment and basic math, fractions, decimals and metric measurement.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

4.1: Blueprints, Symbols and Measurements

Measure
Measured by NCCER module examinations and competency evaluations. Competency evaluations are graded tasks lab tasks. Measured in PMT0108, PMT0109, PMT0126, and PMT0127.

Achievement Target
70% of the students will pass the exam at a level of 75% or higher.

Findings
100% of all students passed this measure with a 75% or higher.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

5: Demonstrate basic setup tasks
Outcome
Demonstrate basic setup tasks and operations for air carbon arc, shielded metal arc (stick), gas metal arc (MIG), gas tungsten arc (TIG), plasma arc, oxy fuel welding/cutting, track burning operations and basic cutting machines.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

5.1: Demonstrate basic setup tasks

Measure
Measured by NCCER Module Examinations and Practical Competency Evaluations in PMT0109, PMT0126, PMT0127, PMT0147, PMT0143, PMT0150, PMT0151.

Achievement Target
70% of the students will pass the exam at a level of 75% or higher.

Findings
100% of students passed this measure with a 75% or higher.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

6: Basic fixtures

Outcome
Demonstrate use of basic fixtures and welding fabrication tools

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans
6.1: Basic fixtures

Measure
Measured by NCCER module examinations and competency evaluations via tasks. Measured in course PMT0108, PMT0109 and PMT0126.

Achievement Target
70% of the students will pass the exams at a level of 75% or higher.

Findings
100% of students scored a 75% or higher on this goal.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

7: Employability skills

Outcome
Demonstrate basic business practices and employability skills

Learning Outcome?: Yes

General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

7.1: Employability Skills

Measure
Measured by NCCER module examination and competency evaluations via tasks

Achievement Target
70% of the students will pass the exam at a level of 75% or higher.

Findings
100% of students scored a 75 or higher on this goal

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report

8: Application and control of heat

Outcome
Recognize heat affected zones, distortion control procedures and application and control of heat and the effect on fabrication assemblies.

Learning Outcome?: Yes
General Education/ Institutional Learning Outcomes Supported?:

Measures and Action Plans

M 8.1: Application and control of heat

Measure
Measured by NCCER module examinations and competency evaluations via tasks. Measured in PMT0143

Achievement Target

70% of the students will pass the exam at a level of 75% or higher.

Findings
100% of all students passed with a 75% or higher.

Target Met?: Met
Targeted for improvement in this cycle?: No
Targeted for improvement in prior cycle?: No

Action Plan/Progress Report