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Fayetteville Technical Community College

Analysis Answer Profile 2008-2009 AC, Heating & Refrigeration Technology

What were the strengths of your assessment process?

The process caused the department to place more importance on student hands-on training.

What were the weaknesses of your assessment process?

The department needs to collect more data from each student and involve more students in the process.

What was learned as a result of your assessment process?

The department needs to provide the night instructor and students with more support in preparing for the EPA test.
The department is doing a good job training students ,but can improve.

How will what was learned impact the direction and emphasis of your academic or support unit?

No academic change is needed, but more support is required from the full-time staff to the part-time instructors.

Analysis Answer Profile 2008-2009 Accounting

What were the strengths of your assessment process?

The strengths of this assessment process is that once the objective was established, everyone in the department cooperated and submitted the information in a timely manner.

What were the weaknesses of your assessment process?

The test scores established a minimum score. However, while everyone submitted their test one scores, everyone does not cover the same material for test one. Some in the department test on chapter 1; some test on chapters 1 and 2. One instructor first test covers chapters 1,2 and 3. Hence, a comparison amongst instructors or any attempts to determine detect any trends is essentially meaningless.

What was learned as a result of your assessment process?

Need to work in closer co-ordination with the Assessment Mentor to establish more

realistic and achievable measures of comparison.

How will what was learned impact the direction and emphasis of your academic or support unit?

Criteria selected for the 2009-2010 school year for evaluation will be more definitive and comparative than 2008-2009 school year.

Analysis Answer Profile
2008-2009 Admissions

What were the strengths of your assessment process?

The assessment was data-driven to identify the effectiveness of serving students. Further the method of using query builder and informer reports was efficient.

What were the weaknesses of your assessment process?

None observed.

What was learned as a result of your assessment process?

1. Health program prospective students tend to get their information from Advisors, Counselors, and web.
2. Available testing times seems to be meeting the needs of the customers.

How will what was learned impact the direction and emphasis of your academic or support unit?

1. Collaboration with other areas to better communicate the health admissions process.
2. Implementation and funding of Document Imaging project.

Analysis Answer Profile
2008-2009 Advertising and Graphic Design

What were the strengths of your assessment process?

- 1) Students showed an increased awareness concerning their advisors and the role that all advisors have to help students be successful.
- 2) Students succeeded in their use and knowledge of software programs required for this career field.

What were the weaknesses of your assessment process?

We are new at doing this and, as a result, we have a lot of tweaking to get it right. Having instructors use Rubrics is an entirely new concept and one that will take some time to establish as a habit.

What was learned as a result of your assessment process?

- 1) Students failed to use Spell-check on a consistent basis. Professionals grading

student's portfolios stated repeatedly that they would not hire a graduate who showed a portfolio with the number of misspelled words as were seen during the Portfolio Critique.

2) Students needed the survey and then told a variety of methods to improve their knowledge concerning their advisors. Somehow, they equated the survey with a test.

How will what was learned impact the direction and emphasis of your academic or support unit?

If nothing else, faculty have learned that students must learn to use the Spell-check capability of each soft-ware program more diligently. In addition, Grammar seems to be a huge problem. While the faculty in Advertising and Graphic Design are not English teachers, they should be able to recognize poor Grammar skills and have the authority to require a student to take more English courses.

Analysis Answer Profile 2008-2009 Architectural Technology

What were the strengths of your assessment process?

The strength of the ARC-113 assessment was that the rubric extensively covered all the categories for assessing the quality and strength of the students working drawings page by page. The rubric was established and given out to all the students at the beginning of the semester. Students could see how and what they were going to be graded on. The rubric described all the pages required and how together they would complete a set of working drawings. This set would be to a standard that would be acceptable for the construction process to be approved. The overall quality of the working drawings were higher than in years past, due in part to the rubric and this evaluation process.

Document:

[ARC-113 Rubric Assessment](#)

What were the weaknesses of your assessment process?

The weakness of the assessment is there are too many variables to list in a rubric. Every aspect or detail of the drawings must be checked before approving a set of working drawings to be acceptable for construction. Because each student works on a house that is exclusive to them, it is difficult to foresee all problems that may occur in the design. For example: one house may have cathedral ceilings, another tray ceilings, or a two car garage, carport, wood porch, screened porch, brick porch, stucco sidings vs. brick veneer, wood framing, etc. and all these variables are difficult to anticipate in a rubric. So, even though we are able to set parameters that must be met others are determined individually according to the design of that structure.

Document:

[ARC-113 Rubric Assessment](#)

What was learned as a result of your assessment process?

The evaluators for this rubric are trained experience individuals that are knowledgeable and familiar with residential working drawings. All three

evaluators came within a few points of their assessment on each set of working drawings. Without this process, the instructor of the class would not have had such a complete validation that the class was achieving its objectives. This class is an accumulation of four classes: Introduction to Architectural Technology (learning the graphic systems), Architectural CAD (learning to drawing on the computer), Construction Materials and Methods (Building materials and their components), and Building Codes (local codes for construction). By producing a professional quality set of residential working drawings validates a student's knowledge of these classes and their ability to put that knowledge working environment. This assessment not only gave the department a gauge for these classes, but for all the classes involved in preparing the student to complete a profession set of working drawings.

Document:

[ARC-113 Rubric Assessment](#)

How will what was learned impact the direction and emphasis of your academic or support unit?

The direction and emphasis on our academic support unit will be to ensure that all faculty future and present is experienced and knowledgeable with graphics and residential construction. This assessment shows that without quality instruction in ARC-111, ARC-112, ARC-114 & 114A, and ARC-131 that the impact on the final result in ARC-113 would have shown that a student was not prepared to communicate through graphics a set of professional residential working drawings.

Document:

[ARC-113 Rubric Assessment](#)

What was learned impacts the direction and emphasis of our academic or support unit by validating the system of instruction that is currently being administated . The emphasis will be to ensure that all faculty future and present is experienced and knowledgeable with graphics and residential construction. This assessment shows that our instruction in ARC-111, ARC-112, ARC-114 & 114A, and ARC-131 is of a high quality and standard that it impacts the final results in ARC-113. We are very pleased with the results and will continue to set the standard to offer the students the highest quality instruction possible.

**Analysis Answer Profile
2008-2009 Associate Degree Nursing**

What were the strengths of your assessment process?

The strength of the assessment is due to the fact those variables assessed relate directly to the degree in which students are successful. Student success with dosage calculation and nursing care/treatment plans are good predictors of comprehension of material directly relating to passing of the NCLEX.

What were the weaknesses of your assessment process?

The assessment of NCLEX results are not actually available at the time required.

Students potentially could take the NCLEX up to 12 months after graduation. However, I do track results manually.

What was learned as a result of your assessment process?

Other than NCLEX results for May 2008 I learned we are doing what we need to do in order to prepare students for the nursing profession.

How will what was learned impact the direction and emphasis of your academic or support unit?

We will focus additional remediation toward dosage calculation by "recommending" a MATH 140 class specifically designed for nursing students. Students will take the MATH 140 prior to entry in the program.

Analysis Answer Profile
2008-2009 Auto Body Repair

What were the strengths of your assessment process?

The strength was in learning that I need to change my ways of checking my students and myself. This will have to be from class to class because each class will be different.

What were the weaknesses of your assessment process?

Not realizing each class will have to be assessed on its own.

What was learned as a result of your assessment process?

I learned that each class will have to be assessed on its own because each class learning abilities will be different.

How will what was learned impact the direction and emphasis of your academic or support unit?

It will make me go back to and pay closer attention to each individual student.

Analysis Answer Profile
2008-2009 Automotive Systems Technology

What were the strengths of your assessment process?

The strength of each test measurement is this rubrics used quickly identified our student's strengths and weaknesses. This information could then be used by instructors to provide immediate feedback to correct identified problem areas if necessary.

What were the weaknesses of your assessment process?

The rubric used to rate the students was subjective in nature and could be manipulated by the observer in definition of terms. One evaluator should be used to administer the Rubric to insure consistency. The evaluator must be highly proficient in the areas that he or she is evaluating.

What was learned as a result of your assessment process?

To properly administer the rubrics used in the automotive department, the evaluator must ensure consistency. The evaluator must have full knowledge of the different types, styles, and parts used on vehicles today. They must also fully understand the operation of the different systems in use today.

How will what was learned impact the direction and emphasis of your academic or support unit?

The impact of the assessment findings in the Automotive Technologies department will be used to direct more emphasis on classroom instruction and hands on use of equipment in the shop environment.

Analysis Answer Profile
2008-2009 Auxiliary Services (Bookstore)

What were the strengths of your assessment process?

By having three intended outcomes that the Bookstore needed to accomplish, gave the employees steps to identify weakness and strengths, thereby improving the Bookstore.

What were the weaknesses of your assessment process?

Learning WEAVEonline and working out and analyzing the data the make sure everyone was trying to obtain the same goals.

What was learned as a result of your assessment process?

Help pinpoint some of the problems along with the strengths that we came across. Discuss methods for improvements bases upon data collected.

How will what was learned impact the direction and emphasis of your academic or support unit?

Spending more time developing our intended outcomes and measuring our findings while working to achieve our targets. Learning WEAVEonline which I think is great if I can every get use to it.

Analysis Answer Profile
2008-2009 BA - Banking and Finance

What were the strengths of your assessment process?

Because this was my first attempt at participating in the assessment process I am still discovering many things about it. The process forces one to look at the Program in its totality to try and identify problem areas or areas that are being served well. This assesment process itself is possibly a strength.

What were the weaknesses of your assessment process?

A major weakness of the process is that it was dictated to Program Chairs what will be assessed and how many areas should be assessed. I think the Program Coordinator should be given the authority to decide which and how many areas should be assessed.

What was learned as a result of your assessment process?

I learned that the Banking and Finance Program was serving its students quite well as evidenced by the results of the assessment.

How will what was learned impact the direction and emphasis of your academic or support unit?

Based on the results of the assessment I will continue doing the things that are being done well. I will add a link to advising 101 for my online students. I will continue to stress the need for autonomy by Program Coordinators in selecting what to assess and how many assessments are needed for their respective Programs.

Analysis Answer Profile
2008-2009 BA - Electronic Commerce

What were the strengths of your assessment process?

The strengths of this program could not be ascertain because the course chosen for assessment was canceled due to low enrollment.

What were the weaknesses of your assessment process?

The weaknesses of this program could not be ascertain because the course chosen for assessment was canceled due to low enrollment.

What was learned as a result of your assessment process?

Course chosen for assessment was canceled due to low enrollment.

How will what was learned impact the direction and emphasis of your academic or support unit?

Course chosen for assessment was canceled due to low enrollment.

Analysis Answer Profile
2008-2009 BA - Human Resources Management

What were the strengths of your assessment process?

One of the strengths of this year's assessment process was the opportunity for business instructors from different concentrations to work together to design assessments, then to evaluate and discuss the results. The sharing of ideas was a rewarding process. Working together allowed us to generate suggestions to increase student learning, improve a variety of skills, and promote a higher level of student success.

Another strength of the assessment process was that a degree of consistency was achieved for all sections of BUS-110 and BUS-137. The creation and utilization of a uniform assessment tool for these two courses was beneficial for both faculty and students.

An additional strength of this year's assessment process was the confirmation that our students are acquiring valuable workplace and life skills. While students demonstrated competency on the skills assessed, faculty acquired knowledge to assist in the creation of future assignments to improve students' successful acquisition of vital skills.

A further strength was the creation and utilization of an advisor checklist. The results of the student advising satisfaction survey indicate a high level of satisfaction with the advising process. The feedback we received, along with the continued (optional) use of the checklist, will enable business faculty to continue to do an outstanding job of student advising.

What were the weaknesses of your assessment process?

Some weaknesses in the assessment process were noted. Some of the evaluation components for the BUS-234 writing assignment grading rubric lacked specific quantifiable criteria. Also, for BUS-234, the assignments selected for the official assessment process should have been more closely equivalent in length. In addition, data from a larger number of students would be helpful in making a more accurate assessment of written communication skills. Since we are new to the official assessment process, these weaknesses will be addressed as we move through subsequent assessment cycles.

What was learned as a result of your assessment process?

The assessment process provided valuable insights into a number of program management areas. There is a need for improvement in the assessment design process. Additional emphasis on assignment instructions may improve student outcomes. Student advisement needs to better involve distance learning students.

How will what was learned impact the direction and emphasis of your academic or support unit?

The assessment process will be refined as we work through each assessment cycle. Improvements will be made in assessment design and administration. Business Administration/Human Resources Management online classes will include an Advising 101 link. With each assessment cycle, it is anticipated that there will be an increased availability of quantitative data which can be combined with qualitative data to provide information with which to make program improvements.

Analysis Answer Profile **2008-2009 BA - Marketing and Retailing**

What were the strengths of your assessment process?

This assessment process has much strength that not only affected the MKT Program but the entire Business Management Division. It forced faculty to work together as a group to assess and understand the impact that our business students' ability to analyze problems and make logical decisions has on the completion of our individual academic units. This assessment process also greatly impacted the business faculty's ability to see the importance that organization and documentation can have toward improving student satisfaction with academic advising. It also provided business program coordinators the opportunity to improve management decisions by putting into writing what they were already doing intuitively in our own academic units.

What were the weaknesses of your assessment process?

This assessment process has some weaknesses. Since this was a new process, achievement targets were not as strong as they should be in the next academic assessment year. Since findings were written and used, it will provide a learning curve for the writing of better Achievement Target Statements next year. Also, using the new course to the MKT Program and Business Program (MKT 223 Customer Service), may not have been the best choice for the first round of assessments. Eleven MKT students were assessed which provided a small sample of the 40-50 MKT Students currently enrolled at FTCC. Only two of those students were in on-line classes. More data is needed to make good solid recommendations.

What was learned as a result of your assessment process?

A great deal was learned from the assessment process. The core business courses improve the MKT Students' ability to successfully complete their senior level MKT courses such as (MKT 227 and MKT 225 Marketing Application and Marketing Research) by improving their ability to analyze problems and make logical decisions. The sharing of good ideas and advising techniques can make business faculty better advisors to all business students. By using the assessment process, Program Coordinators can make better management decisions concerning their academic units by adding quantitative data to the qualitative data which has been collected in the past.

How will what was learned impact the direction and emphasis of your academic or support unit?

What I have learned will have a great impact on my ability to better manage the Marketing and Retailing Program. Even though the program sequencing states that MKT Students should take (BUS 137 Business Management) before taking (MKT 227 and MKT 225 Marketing Application and Marketing Research), I will make a greater effort to guide MKT Students in this direction. I do plan to continue to use the Marketing Student Database, Advising Checklist, Advising Assessment Log, and Advising Comment Card Survey to provide better organization and documentation of Advisement to my MKT Students. Also, I plan to offer as many of the (MKT 223 Customer Service) on-line sections as Hybrid classes to enable students to demonstrate mastery of the course competencies through the role-play rubric evaluation. I plan to re-evaluate these changes in 2011.

**Analysis Answer Profile
2008-2009 BA - Operations Management****What were the strengths of your assessment process?**

The greatest strength of this process is that as instructors and advisors, we were able to see evidence of the impact we have on students. As in any profession, it is easy to get run down with the day to day minutia of advising students and teaching courses. The assessment allowed us to take a step back and look at the students as a whole. The advisement given is having a positive impact on the students. The courses that we are teaching are helping to better equip our students in the workplace.

What were the weaknesses of your assessment process?

One of the weaknesses of the process is that the work is not divided well throughout the department. Some instructors were more involved with the assessment than others, simply by virtue of the classes they teach or their position within the department. All the instructors within a department should actively participate in the assessment process.

The assessment may indicate a weakness in another area of the school. Although it is important that the weakness be identified, it may cause animosity between the two departments.

What was learned as a result of your assessment process?

As a result of the assessment process, it was discovered that a pre-requisite of MAT 070 should be added to OMT 112 Materials Management. Students not possessing the necessary fundamental mathematical skills will not be successful in this course, which is essential to the program. Adding the pre-requisite will ensure that students are prepared to complete the various calculations required for OMT 112.

How will what was learned impact the direction and emphasis of your academic or support unit?

Adding the pre-requisite of MAT 070 to OMT 112 will force students to complete any developmental math courses before attempting OMT 112 which will increase the success rate of students in OMT 112. Before adding the pre-requisite, students may not have realized the level of math skills needed to complete the course. The pre-requisite alerts faculty and staff as well as the student to math premise of this course.

**Analysis Answer Profile
2008-2009 BA - Public Administration****What were the strengths of your assessment process?**

The assessment process for the BA/Public Administration process provided an opportunity to review what “we” are doing right in our academic unit. While the assessment which was unique to the Public Administration curriculum could not be carried out, the other two assessments related to critical thinking and the advising processes did provided positive information which can be applied in this program.

What were the weaknesses of your assessment process?

The major weakness of the assessment process for the BA/Public Administration program was in the decision process of selecting the assessment measures. With this being the initial assessment of the program I believe it should have been a broader measure which could have been assessed in any of the program specific courses. The program has such a small student base that there was a danger of the selected course being canceled, however, that was not considered when writing the assessment.

What was learned as a result of your assessment process?

I have learned when writing assessments in the future one of the first steps, after selecting desired outcomes and measures, should be a comprehensive analysis of potential negative factors which would impact the ability to complete the assessment. I have also learned that the assessment process has the potential for providing tools to substantiate good processes, along with discovering processes which could be ineffective and/or obsolete.

How will what was learned impact the direction and emphasis of your academic or support unit?

The information which was learned from the assessments of our academic unit supports that we are apparently using effective methods and also that we work well as a team. Our objectives as a department are reinforced across the majority of the programs and courses. As we reviewed results of the assessments which were offered in departmental required courses we found we offer a fairly seamless transition from course to course within the department and the expectations of various instructors and course requirements are consistent

**Analysis Answer Profile
2008-2009 Basic Law Enforcement Training****What were the strengths of your assessment process?**

The assessment provides written goals that keep the program inline to achieve maximum success.

What were the weaknesses of your assessment process?

I believe that the assessment was complete and I can't find a weakness at this time.

What was learned as a result of your assessment process?

Make sure all documentation is easily available. This process should be easy if everything is available and close at hand.

How will what was learned impact the direction and emphasis of your academic or support unit?

All of our goals were met so the only impact would be that we will stay focused and not be sidetracked away from from our objectives.

**Analysis Answer Profile
2008-2009 Basic Skills Programs- Basic Skills Education****What were the strengths of your assessment process?**

1. Our assessment process revolved around the idea that helping our students understand how they learn best would positively impact the progress they made in the classroom. In collecting data directly from the students, we were able to help them focus on the techniques and strategies that they had before entering the program and those that they had developed. Students had to verbalize their learning strategies and in doing so, they were engaged with their peers and instructors in a discussion of the learning process. Assessment became part of the active learning in the classroom.

What were the weaknesses of your assessment process?

1. Our assessment process was ambitious in that it targeted a very wide range of Basic Skills students. Students functioning in the lower levels of English as a Second Language, Adult Basic Education, and Compensatory Education found it difficult to understand what was being asked of them as part of our pre and post surveys. It was difficult to conduct their pre and post assessments. We overcame these obstacles through translations, observations, and a commitment to taking whatever time was needed to work with students so that we could get the needed information from them. In the end, we obtained good data, but it took longer than we had originally thought.

What was learned as a result of your assessment process?

1. We learned:
 - a. Our students have benefited from our program. Prior to entering Basic Skills, many students were reluctant to read and they avoided reading. Our classes have helped them gain confidence in their reading abilities and that confidence has led to reading improvement, as evidenced by their post-test scores in reading and the post surveys on reading attitudes.
 - b. While some students already had a conscious understanding of their learning strategies, this assessment process helped students refine existing strategies and develop new ones.
 - c. When assessing our program, we should be more precise in choosing our target for improvement. While we obtained good data, the fact that Compensatory Education students were included in our data tended to skew the results. Because these students have special needs, it would have been better if we had developed an outcome specific to their needs and abilities.

How will what was learned impact the direction and emphasis of your academic or support unit?

1. We have learned that it is important for our classes to actively teach strategies for success to our students. We cannot assume that students understand how they learn, so our classes must help them develop the metacognitive skills that will aid them on their pathway to success. Our classes will include mini-lessons on learning styles and learning strategies at least once per semester. Additionally, we will continue to offer professional development activities in these areas to all of our instructors. Our first post-assessment training took place on May 18, 2009.

Analysis Answer Profile 2008-2009 Biotechnology

What were the strengths of your assessment process?

The strengths of the researchers assessment process were centered on the use of multiple sources of data collection. The dual test and rubric provided instructors with information about student success at each level of the activity. Application of a standardized rubric will yield three types of information. First, the rubric will provide a standardized assessment of student learning. Second, the rubric will provide students with standardized feedback on their work. And, third, the rubric will give

program administrators a method of looking at standardization across multi-instructor and multi-course sections.

What were the weaknesses of your assessment process?

The researcher's assessment process consisted of the following weaknesses: (1) limited sample size and (2) short term evaluation process. The data collected for the assessment occurred during the 2008 to 2009 fiscal year. The short term evaluation process mirrors long term evaluation by exploring the formative qualities of curriculum. The disadvantage of short term evaluation is the limited sample size and evidence of significant change and program improvement based on the long term effects of curriculum changes. The advantage to short term evaluation is the abbreviated collection time for data and the immediate application or modification of curriculum based on collection data.

What was learned as a result of your assessment process?

As a result of the assessment the researcher determined if students were developing mature habits of mind and thoughtful and effective use of knowledge.

How will what was learned impact the direction and emphasis of your academic or support unit?

The research experience has lead to the exploration of an assessment-influenced instruction versus an instruction-influenced assessment. Assessment-influenced instruction establishes the aims of the curriculum, creates assessments based on the aims of the curriculum, and plans instructional activities. Instruction-influenced assessment establishes the curriculum, develops and implements instructional activities, and assesses students.

Analysis Answer Profile 2008-2009 Budgets and Financial Systems

What were the strengths of your assessment process?

By participating in the assessment process, the Office of Business and Finance was able to identify three intended outcomes that we wanted to accomplish during the fiscal year. Knowing that we would measure our results at year-end made the office vigilant in working to achieve the target results within a specified time frame.

What were the weaknesses of your assessment process?

One of the Office of Business and Finance's intended outcomes required the College to receive a financial statement audit in order to measure success. The College did

not receive a financial statement audit during the assessment period. As a result, the office was unable to measure the success of one intended outcome. The intended outcome has to be carried over to the next assessment cycle.

What was learned as a result of your assessment process?

The Office of Business and Finance has learned the importance of having open communication on a consistent basis with Student Services. Regular meetings between the two divisions has led to the identification of problems and suggestions for improvements, which resulted in a significant improvement in student accounts receivable balances.

How will what was learned impact the direction and emphasis of your academic or support unit?

The Office of Business and Finance will continue to work on a daily basis with Financial Aid and Registration, in addition to holding monthly meetings, in order to work toward common objectives.

Analysis Answer Profile
2008-2009 Building Construction Technology

What were the strengths of your assessment process?

The strengths of the assessment process was that we learned that students achieved high scores on the learning objective criteria presented to them. We were satisfied with the results and with the implementation of the objectives in the students program of study. The students seemed to score higher in the physical applications verses the book application.

What were the weaknesses of your assessment process?

We did not determine a defined weakness in the assessment process. The scores were above our expectations, as the students received high marks on both the physical and written test applications. The only weakness that we may be able to determine, is that we may need to raise the bar a little on scoring percentage objectives.

What was learned as a result of your assessment process?

We learned that students could reasonably determine construction components as well as construction aspects and NC Residential Building Codes to a satisfactory level of scoring. We did notice that the test administered in the hands-on courses, (CAR 111, 112, & 113) seemed to be higher than those from the classroom only CAR 114 Residential Building Codes course.

How will what was learned impact the direction and emphasis of your academic or support unit?

We have learned to continue to implement within the Building Construction Technology Program the physical and written test on construction components and construction sequence as well as stronger review on NC Residential Building Codes. We will continue to put forth a valiant effort for students in our program to make high marks on assessment given tests as well as end of grade scores/averages.

Analysis Answer Profile **2008-2009 Business Administration**

What were the strengths of your assessment process?

I feel two of the greatest strengths of this process this year were the display of teamwork within the department and consistency within courses. In the case of program coordinators, we opted to run two of the assessments together. Each person took a part in the development of the process and offered suggestions to the others. They operated as a cohesive unit. Within the assessments, the instructors for that area also worked as a team. Two individuals in particular took a leadership role for a particular assessment outcome. From a departmental point of view, watching individuals pull together and operate as one team was an advantage of the process.

Also, improving the consistency from one section to another of the same course was an advantage. All sections of BUS 110 and BUS 137 completed the same tests, cases, and/or projects regardless of instructor or mode of delivery. Students knew the expectations would be the same regardless of section. I think some instructors found that having consistent assignments alleviated some class issues without losing academic freedom.

In the case of these 3 outcomes, we learned that we were meeting these competencies. However, meeting the outcome did not mean that there was no room for improvement. In the case of advising, we now have a departmental advising book with valuable information at our fingertips. Most advisors have gone beyond the original concept of the advising book and have added their own items to it. While we thought we were performing at an above average level of advising (and we were), we found out that we can still improve the process which I feel is a key objective to assessment.

What were the weaknesses of your assessment process?

Since this was the first year we undertook the formal process of assessment, one of the biggest difficulties was getting everyone to understand the process and what we were hoping to accomplish. Many thought this would reflect on a person rather than the program or that it would penalize if the target was not met. Once we began the process, I also observed that not everyone understood the importance of carrying out the measurement. In some cases, I received the "I'm too busy" response. Another obstacle was creating an instrument that would gather the information we needed without being too intrusive. Since this was a new process, it took a while to achieve understanding that it's not about a particular student or faculty member but about improving the program, course, or competency.

What was learned as a result of your assessment process?

We need to be specific in our outcomes and targets. We also need to be realistic in what can be measured or assessed. Assessment can be a valuable tool. However, people need to understand the why before they can carry out the what. We also need to continue to emphasize the importance of conducting the measurement. In each of the 3 outcomes, we learned that while we meet the target, we can find areas to improve. For the case studies and projects, we need to stress the importance of following directions and proper documentation.

How will what was learned impact the direction and emphasis of your academic or support unit?

Assessment has highlighted the importance of consistency in courses. It also helped us to focus on making sure we achieve certain objectives and not lose our focus with calculation of grades. While grades are important and do reflect on success, we need to be sure the program competencies are being met. Assessment also helped us to put our thoughts on paper. Instead of just having a mental idea of how we are grading a particular assignment, we should have written rubrics that further communicate our expectations to students. It also showed that while we may excel at some things, there is always room for improvement.

Analysis Answer Profile **2008-2009 Business Services-Registered Medical Assistant**

What were the strengths of your assessment process?

Assessment process allowed for student weaknesses to be quickly identified and corrected.

What were the weaknesses of your assessment process?

The RMA training process has been revalidated since 2004 and proven to be a reliable tool with no identifiable weaknesses.

What was learned as a result of your assessment process?

Current teaching methods and mentorship in the clinical environment works well.

How will what was learned impact the direction and emphasis of your academic or support unit?

The results of this assessment support the current teaching mentorship process works well and does not warrant change at this time.

Analysis Answer Profile **2008-2009 Carpentry**

What were the strengths of your assessment process?

The overall strengths were learning how the students mentally adapt to their program of study, even though they may not have been familiar with the subject area prior to attending the courses. At the beginning of the term, students had difficulty determining or physically succeeding with the same questions or physical abilities listed on the assessment objectives; however at the end of term or semester, students were able to achieve the passing percentages listed in the measurable objectives.

What were the weaknesses of your assessment process?

There were no weaknesses mentionable in relationship to the students' achievements in meeting the measurable objectives. As an Assessment Director for the Carpentry Program, I may need to look into raising the percentages on the measurable objectives for the next term.

What was learned as a result of your assessment process?

I learned that we as instructors in the Carpentry Program are properly teaching measurable objectives to our students. The students recorded scores that we were satisfied with in our measure of teaching. We will continue in the future to strive to give students every opportunity to learn, in order to succeed in the present and long after their learned experience here at FTCC.

How will what was learned impact the direction and emphasis of your academic or support unit?

We, as instructors of the Carpentry Program will continue to apply learned measurable objectives to our program in order to monitor the students on their ability to comprehend both mentally and physically the important aspects of the construction industry.

**Analysis Answer Profile
2008-2009 Central Sterile Processing**

What were the strengths of your assessment process?

With this being the first year of the program, the data provided a great guide for the program.

What were the weaknesses of your assessment process?

Working out the kinks of a new program.

What was learned as a result of your assessment process?

Proper assessment is vital for the success of the student and program.

How will what was learned impact the direction and emphasis of your academic or support unit?

The assessment process, will keep the doors of improvement, ability, and correction open for students to improve and grow in their area of study. The assessment data will help the staff develop new ideas' for improving the program.

**Analysis Answer Profile
2008-2009 Civil Engineering Technology**

What were the strengths of your assessment process?

The assessment process is an integral part of the courses involved. Students progress from relatively simple technical concepts to more challenging and detailed laboratory experiments, thus allowing students to react to instructional feedback and rectify errors and refine their developing skills. The assessment process allows for and promotes interaction among students and instructors and provides a good measurement of how individual students are performing.

What were the weaknesses of your assessment process?

The weaknesses were the burden of doing assessment reporting formally for the first time, and tracking and documenting what was being done.

What was learned as a result of your assessment process?

Students need to be made aware of what is expected of them when they enter the workforce. Students need to better understand the importance of learning theoretical concepts as well as practical knowledge if they are expected to be leaders in their selected fields.

How will what was learned impact the direction and emphasis of your academic or support unit?

The importance of continuing to do the things that appear to have positive results will be emphasized; however, the necessity of learning new and rapidly changing technology involving materials, methodologies, and equipment will not be overlooked. Additional efforts will be made to help the students and instructional staff to have a better understanding of the jobs for which the students are preparing.

Analysis Answer Profile 2008-2009 Communication-English

What were the strengths of your assessment process?

1. Solid plan and expertise
2. Comprehensive view of the students' progress from Developmental to Transfer classes (no duplication and consistency of expectations from lower level classes up to the more advanced level classes offered within the division)
3. Collaborative atmosphere enabling standardization of the evaluation process that insures students success (throughout the division)

What were the weaknesses of your assessment process?

1. Instructor buy-in of the standardized process and extra tasks
2. Reporting detail (some reporting task were more labor intensive than anticipated)

What was learned as a result of your assessment process?

1. Although instructors are using a variety of tools and metrics, most of them have an excellent understanding of our students and can indicate areas for improvement
2. Development of the rubric will help with new instructors' orientation
3. Teams have to rotate and have extra time to process the results.

How will what was learned impact the direction and emphasis of your academic or support unit?

1. We will keep the exiting objectives because they work
2. We will work to solidify the evaluation and data collection process (adjust

timelines; improve faculty buy-in)

3. We will review the objectives (when deemed necessary) from the perspective of a student who moves from developmental to advanced classes.
4. We will target the areas of the greatest need.

Analysis Answer Profile **2008-2009 Community Spanish Interpreter**

What were the strengths of your assessment process?

The strengths of the assessment process is the utilization of the same tests to gather data from the three different instructors which provide a sound base for comparison in the pursuit of the goals set.

What were the weaknesses of your assessment process?

None were noted.

What was learned as a result of your assessment process?

The assessment process helped us as a department to identify possible areas where we need to focus to improve students outcomes.

How will what was learned impact the direction and emphasis of your academic or support unit?

The results obtained in the gathering of the data will help us add emphasis and expand/review our methodology in teaching and assessing some areas such as greater emphasis in the conjugation of verbs as well as the utilization of vocabulary in context.

Analysis Answer Profile **2008-2009 Computer Information Technology**

What were the strengths of your assessment process?

The strengths of the assessment process for Computer Information Technologies were as follows:

1. Students were given a better overview of what was expected out of their final projects due to the rubrics being used to evaluate progress.
2. Instructors were more cognizant of what to use to guide lectures and

assist students in preparing for the final projects.

What were the weaknesses of your assessment process?

The biggest weakness of the assessment process for Computer Information Technology was not budgeting time wisely in order to take full advantage of the assessment cycle.

What was learned as a result of your assessment process?

As a result of the assessment process for Computer Information Technology, several things were learned. First, the Department Chair must do a better job of time management in order to fully complete the cycle of assessment. Secondly, it was learned that having rubrics to evaluate student progress is a very useful tool for both instructors and students.

How will what was learned impact the direction and emphasis of your academic or support unit?

The outcomes of the assessment process will strongly guide future analysis of what is expected of students in the capstone course. Also, as a result of the assessment process, members of the Computer Information Technology department will do a better job of making sure that students know who their academic advisor is, and will be strongly encouraged to keep in contact with their advisor during their entire time at FTCC.

Analysis Answer Profile
2008-2009 Computer Programming

What were the strengths of your assessment process?

The strength of the assessment process for Computer Programming were as follows:

1. Students were better equipped to deliver a high quality final project due to the understanding and implementation of the Critical Path in the Systems Development Life Cycle.

What were the weaknesses of your assessment process?

A weakness of the assessment process for Computer Programming was the hardship of evaluating individual performance in team-based projects.

What was learned as a result of your assessment process?

As a result of the assessment process for Computer Programming, it was discovered

that an additional questionnaire to evaluate team projects would be helpful in providing feedback to the instructor regarding individual work performance in addition to the rubrics used to evaluate student progress.

How will what was learned impact the direction and emphasis of your academic or support unit?

The outcomes of the assessment process will enable the Computer Programming department to fairly and accurately assess future capstone projects.

Another result of the assessment process is that members of the Computer Programming department will do a better job of making sure that students know who their academic advisor is. Students will be strongly encouraged to keep in contact with their advisor during their entire time at Fayetteville Tech.

**Analysis Answer Profile
2008-2009 Counseling Services**

What were the strengths of your assessment process?

The honesty of students' response to the survey questions, along with their comments

What were the weaknesses of your assessment process?

The survey did not offer an opportunity for qualitative research

What was learned as a result of your assessment process?

The positive perceptions of students on our daily interaction and relationship with assisting them in becoming successful and productive members of society. Also, the willingness of students to assist Counseling Services in becoming proficient in understanding and interpreting their needs.

How will what was learned impact the direction and emphasis of your academic or support unit?

Counseling Services will offer more surveys inviting students to inform us of services they feel will be beneficial to their academic progression

**Analysis Answer Profile
2008-2009 Criminal Justice Technology**

What were the strengths of your assessment process?

The assessment process provided a systematic procedure that allowed our department to analyze and scrutinize what we are doing.

What were the weaknesses of your assessment process?

It may not be feasible to ascertain the competency of some students through a written examination or writing exercise. However, it is important that students be able to

bring their thoughts to paper so the assessment certainly achieves that goal.

What was learned as a result of your assessment process?

Students are being provided information that can help them achieve a greater level of understanding of the criminal justice profession. Also, that perhaps after further data is collected through this process the department will have to review whether to change the achievement expectations.

How will what was learned impact the direction and emphasis of your academic or support unit?

This process will drive our continuous assessment and review of our department. We will be able to monitor our delivery of material and whether our students are retaining information. Additionally, we will be able to assess and monitor our teaching methods to ensure we are providing the highest possible conditions for learning.

**Analysis Answer Profile
2008-2009 Culinary Technology**

What were the strengths of your assessment process?

The strengths of the assessment process was that we now have a baseline to compare with future results.

What were the weaknesses of your assessment process?

The weakness of the assessment process was that we averaged all the classes for each of the assessment pieces. We did not look at the difference in the outcome between instructors and between method of delivery (online verses traditional).

What was learned as a result of your assessment process?

As a result of the assessment process we learned :

- 1) that more time needs to be spent in instruction of conversion in the CUL 140 class
- 2) we need to compare the results of the servesafe exam with the national average
- 3) we need to compare method of delivery (online verses traditional) in CUL 110 with the outcome to see if there is a difference in results and make an effort to close the gap
- 4) that some students in the CUL 110 class did not take the servesafe exam and it will be a requirement for all students completing the class next year

How will what was learned impact the direction and emphasis of your academic or support unit?

Culinary instructors will allot more time for the instruction of recipe conversions and yields in the CUL 140 class next year. Instead of testing at the midterm for results we will test at the midterm to identify the specific area students are having problems with in recipe conversions. The instructor will use this information to provide additional instruction and assignments and will then measure the results at the end of the semester instead of the middle.

The Culinary Department will require all students to take the servesafe exam in the CUL 110 course and will compare the results with the national average.

Analysis Answer Profile **2008-2009 Curriculum Programs- Gen Ed Competencies**

What were the strengths of your assessment process?

In the 2008-09 academic year, FTCC embarked upon a more rigorous assessment of General Education Core Competencies at FTCC. The new assessment protocol required that FTTC's faculty, staff, and administrators learn, adjust, and commit to this more intensive and extensive approach. The process of setting measures and achievement targets for individual competencies resulted in many more individuals talking and thinking in the language of assessment. The acquisition of WEAVEonline, our assessment management system, greatly enhanced our ability to organize, track, and gain insight from the assessment of the Core Competencies.

What were the weaknesses of your assessment process?

As expected in any new endeavor, there were many challenges that were faced and instances in which decisions had to be made without the benefit of previous experience. Some of the measures that were enacted to assess the competencies proved to be more difficult to implement than anticipated. Also, it was difficult to accurately determine appropriate achievement targets for the Core Competencies. When research was done on other institutions to determine if a standard level of achievement existed, results were mixed. It is therefore understandable that some units underestimated their expectations and some overestimated. Because this was also the first year that the assessment management system (WEAVEonline) was launched, many faculty and staff were hindered by having to learn a new management system while simultaneously implementing a more intensive assessment process.

What was learned as a result of your assessment process?

We learned that it will probably take a few cycles of assessment to arrive at a plan that best represents student achievement of core competencies. Some of the strategies for measuring outcomes will need to be refined, based on unanticipated developments. Although we feel that refinement will be an on-going process, the second year's assessment of these competencies will most likely reflect the greatest revision. We were able to identify certain areas that need particular attention and uncover both strengths and weaknesses. We also learned that maintaining open lines of communication and making frequent contact with assessment coordinators in individual disciplines is conducive to obtaining meaningful results.

How will what was learned impact the direction and emphasis of your academic or support unit?

Each of the discipline areas involved in measuring a core competency has identified an area for improvement, revision, or further examination. The findings for each measure show the specific concerns. The overall impact from the assessment process of the core competencies is a renewed commitment to "getting things right". When findings indicated that results were below expectations, serious efforts were made to determine cause. More importantly, all involved wanted to instigate changes

that would increase chances of student success. We do expect to take what was learned from this year's results and apply it to next year's assessment process, both procedurally and in subject matter delivery.

Analysis Answer Profile **2008-2009 Dental Assisting**

What were the strengths of your assessment process?

The assessment tools chosen directly correlate with the technical skills that would be required of our graduates. Students who master the skills assessed are more likely to be successful in the clinical setting.

What were the weaknesses of your assessment process?

The first two assessment tools give only a snapshot view of what the student may or may not be capable of doing. A success or failure at that interval may not necessarily be an indicator of future success or failure.

What was learned as a result of your assessment process?

Students are performing as expected in the preclinical and clinical setting. The faculty of the department will continue to keep retention as a focus throughout the educational process.

How will what was learned impact the direction and emphasis of your academic or support unit?

The faculty of the department will continue to focus on retention early in the educational experience for our students. Our goal would be to retain as many students as possible without compromising the integrity of the education offered to our students. We will continue to provide opportunities for help and growth throughout the preclinical phase of education so that students have greater opportunities for success in the clinical setting.

Analysis Answer Profile **2008-2009 Dental Hygiene**

What were the strengths of your assessment process?

The process allowed us to gather information that we also needed for reporting to our programmatic accrediting body. Data indicates our students are strong in research and presentation and in critical thinking regarding treatment planning.

What were the weaknesses of your assessment process?

The overall assessment process did not reveal any obvious weaknesses at this time. However, faculty consensus was to tighten up expected percentages - perhaps we had not expected enough.

What was learned as a result of your assessment process?

In selecting out departmental intended learning outcomes, faculty found it necessary to really look hard at what expectations existed in selected areas of the curriculum. Having the methodology and criteria for success clearly spelled out make it much easier to measure something we already collected.

How will what was learned impact the direction and emphasis of your academic or support unit?

Faculty found we really like the three learning outcomes initially selected. We decided to utilize the same outcomes while measuring other student activities.

**Analysis Answer Profile
2008-2009 Developmental Math**

What were the strengths of your assessment process?

Strengths:

- Learning outcomes were focused and measurable, not vague or too broad
- Almost all, if not all, math faculty were involved in the process of gathering data for the assessments
- Three of the four developmental courses taught by the math department were the focus of assessment

What were the weaknesses of your assessment process?

Weaknesses:

- MAT 060 assessment did not include enough questions to accurately measure students' performance
- MAT 060 assessment did not include some of the most common applications of percent
- MAT 080 assessment may not have included enough questions to accurately measure students' performance
- The rubric used in the MAT 070 assessment may have been biased toward a particular instructional technique not used by all instructors
- MAT 070 assessment did not include a variety of application problems; it used two problems with similar structures.

What was learned as a result of your assessment process?

Before conclusions can be reached about whether assessment targets have been met or not, it is important to refine the assessments used to be sure they accurately measure the desired learning outcomes. From this first cycle of assessment, I think we have learned a great deal about how to design the tools of assessment.

How will what was learned impact the direction and emphasis of your academic or support unit?

The assessment process will be refined and improved for the next cycle, so that

findings can be viewed with more confidence and used to pinpoint areas of weakness within the developmental math curriculum. More immediately, this first cycle has highlighted the low overall success rate in some of the developmental courses, especially MAT 080. Emphasis will be placed on researching and implementing solutions to improve the passing rates in developmental math courses.

Analysis Answer Profile **2008-2009 Developmental Science**

What were the strengths of your assessment process?

The primary strength of the developmental chemistry assessment plan was that it provided an opportunity for developmental chemistry faculty to communicate their student achievement concerns and to develop a consensus plan for addressing the concerns. The plan provides a long range set of strategies to improve student success on the assessment instruments.

What were the weaknesses of your assessment process?

The weakness of our plan was that much of its development evolved over the course of the first semester of implementation. Not everyone in the department was able to implement some of the selected strategies to enhance student success on the assessment instrument.

What was learned as a result of your assessment process?

The achievement targets were set too high initially considering that the department did not have time to implement many of its proposed strategies for student improvement.

How will what was learned impact the direction and emphasis of your academic or support unit?

The department will establish more realistic achievement targets and better coordinate the implementation of strategies to address its outcomes. The department will continue to address the 2008 - 2009 outcomes.

Analysis Answer Profile **2008-2009 Developmental Studies-English**

What were the strengths of your assessment process?

1. Solid plan and expertise
2. Comprehensive view of the students' progress from Developmental to Transfer classes (no duplication and consistency of expectations from lower level classes up to the more advanced level classes offered within the division)
3. Collaborative atmosphere enabling standardization of the evaluation process that insures students success (throughout the division)

What were the weaknesses of your assessment process?

1. Instructor buy-in of the standardized process and extra tasks
2. Reporting detail (some reporting task were more labor intensive than

anticipated)

What was learned as a result of your assessment process?

1. Although instructors are using a variety of tools and metrics, most of them have an excellent understanding of our students and can indicate areas for improvement
2. Development of the rubric will help with new instructors' orientation
3. Teams have to rotate and have extra time to process the results.

How will what was learned impact the direction and emphasis of your academic or support unit?

1. We will keep the exiting objectives because they work
2. We will work to solidify the evaluation and data collection process (adjust timelines; improve faculty buy-in)
3. We will review the objectives (when deemed necessary) from the perspective of a student who moves from developmental to advanced classes.
4. We will target the areas of the greatest need.

Analysis Answer Profile 2008-2009 Developmental Studies-Reading

What were the strengths of your assessment process?

1. Solid plan and expertise
2. Comprehensive view of the students' progress from Developmental to Transfer classes (no duplication and consistency of expectations from lower level classes up to the more advanced level classes offered within the division)
3. Collaborative atmosphere enabling standardization of the evaluation process that insures students success (throughout the division)

What were the weaknesses of your assessment process?

1. Instructor buy-in of the standardized process and extra tasks
2. Reporting detail (some reporting task were more labor intensive than anticipated)

What was learned as a result of your assessment process?

1. Although instructors are using a variety of tools and metrics, most of them have an excellent understanding of our students and can indicate areas for improvement
2. Development of the rubric will help with new instructors' orientation
3. Teams have to rotate and have extra time to process the results.

How will what was learned impact the direction and emphasis of your academic or

support unit?

1. We will keep the exiting objectives because they work
2. We will work to solidify the evaluation and data collection process (adjust timelines; improve faculty buy-in)
3. We will review the objectives (when deemed necessary) from the perspective of a student who moves from developmental to advanced classes.
4. We will target the areas of the greatest need.

Analysis Answer Profile
2008-2009 Early Childhood Associate**What were the strengths of your assessment process?**

The strengths of the assessment process was the use of researched based theory in combination with hands-on experience when formulating the developmentally appropriate curricula plans, thematic units, and lesson plans.

What were the weaknesses of your assessment process?

The weaknesses of the assessment process was utilizing too many variables although it was research based. This did cause some confusion in the onset of this process.

What was learned as a result of your assessment process?

During this assessment process it was learned that using one basic curricula plan or rubric and expanding on that with diverse thinking in regards to the project was grasped by the students in a more timely manner.

How will what was learned impact the direction and emphasis of your academic or support unit?

The information that was learned during this assessment will allow instructors to present the material in a manner that engages the students earlier in the process thus instigating critical thinking and diverse ideas among the students finished curricula plan, rubric, or lesson plan.

Analysis Answer Profile
2008-2009 Early Childhood Associate/Special Education**What were the strengths of your assessment process?**

The strengths of the assessment process were utilizing hands-on experience as much as possible. Visiting special education facilities that enlightened the students to specific needs of these young children was very beneficial.

What were the weaknesses of your assessment process?

The weaknesses of the assessment process included using a wide variety of case studies and IEPs. These should be focused on the specific disability being studied. Also, the instructors should be versed with the changing laws regarding special education.

What was learned as a result of your assessment process?

As a result of this assessment process, it was learned that special education courses and the requirements included in those courses engulf much more than regular education courses. More medical and health related problems are discussed in detail in regards to the education of young special education students. This becomes an obstacle for a number of our students.

How will what was learned impact the direction and emphasis of your academic or support unit?

With the information learned through this assessment process, the special education instructors will add emphasis on the health and diversity of young children with exceptionalities. More discussion with the parents, speakers with knowledge in the different areas, and more hands-on experiences would be beneficial to special education students in this degree program.

Analysis Answer Profile 2008-2009 Early Childhood Associate/Teacher Associate

What were the strengths of your assessment process?

The strengths of the assessment process included using very specific rubrics for assessments. The students were aware at the beginning of the semester what was expected for each project.

What were the weaknesses of your assessment process?

The weaknesses of the assessment process was not having face-to-face discussions with the students and interaction with the cooperating teachers. This impacted on the actual teaching time of these important factors in student teaching experiences.

What was learned as a result of your assessment process?

Although these courses are taught online, it is extremely important to make face-to-face contact, follow-up phone calls and emails with each student during their student teaching experience.

How will what was learned impact the direction and emphasis of your academic or support unit?

The learned impact of this assessment was to schedule at least one meeting session each month for discussion and feedback on each project during the field experience.

Analysis Answer Profile

2008-2009 Early Childhood Education Center

What were the strengths of your assessment process?

Having to set goals for assessment has helped us to achieve higher quality for the children enrolled in the ECEC as well as more learning experiences for the FTCC students.

What were the weaknesses of your assessment process?

No weaknesses found for this years assessment

What was learned as a result of your assessment process?

Better ways to write goals and outcomes

How will what was learned impact the direction and emphasis of your academic or support unit?

It will encourage us to meet the goals and therefore provide the best care for the children we serve as well as providing a quality experience for the FTCC Students.

Analysis Answer Profile 2008-2009 Electrical/Electronics Technology

What were the strengths of your assessment process?

The electrical department is using a nationally recognized curriculum this year. The National Center for Construction Education and Research sets standards for the curriculum. We are using this for the first time.

What were the weaknesses of your assessment process?

Some students need more time for some projects.

What was learned as a result of your assessment process?

The electrical department is right on target for students learning the electrical trade.

How will what was learned impact the direction and emphasis of your academic or support unit?

The new curriculum is a good gauge to track students performance. It requires a written test and performance test to show that the student is qualified for the job.

Analysis Answer Profile 2008-2009 Electronics Engineering Technology

What were the strengths of your assessment process?

The assessment process was an integral part of the course, resulting in no disruption to normal class or lab flow. It provided a means to formally organize and document

student performance.

What were the weaknesses of your assessment process?

None.

What was learned as a result of your assessment process?

The students need more practice applying mathematics, using computer simulators, using test equipment and writing.

How will what was learned impact the direction and emphasis of your academic or support unit?

Future instruction in the classroom and in the lab will stress more repetition of material with more feedback. Memorization of key relationships and procedures will be emphasized in all courses. Additional instruction will be provided to help students use existing knowledge and procedures from past solutions to develop and discover new knowledge and procedures for future solutions.

Analysis Answer Profile

2008-2009 Emergency and Protective Services- Emergency Medical Technician (Paramedic)

What were the strengths of your assessment process?

Students are evaluated each day via quizzes, section exams, skill evaluations according to class schedule. For successful completion of the course and to be recommended to take the state written exam, each student must maintain a course average of 80% or higher by mid-term and end of the course. Students are remediated if they do not successfully pass each section exam or do not properly perform during skills practice and testing. Instructors work with students to constantly strive high standards during the course and to stay abreast of any weakness or problem areas encountered. Assessment process allows for student weakness to be quickly identified and corrected.

What were the weaknesses of your assessment process?

Continuous monitoring of students for weakness in specific area's allowed for remediation to prevent failure of the Paramedic Program. Constant monitoring of progression of students allowed for improvement and identification problems.

What was learned as a result of your assessment process?

Currently the clinical internship that students must complete prior to ending course allows students to successfully complete the program with 100% pass rate. At this present time our program is working well. We will constantly strive to improve new teaching methods to better reinforce our program.

How will what was learned impact the direction and emphasis of your academic or support unit?

Currently teaching methods and internship in the clinical areas works well. No

remediation necessary at this present time.

Analysis Answer Profile **2008-2009 Emergency Medical Science**

What were the strengths of your assessment process?

The Emergency Medical Science faculty focused on the skills that are required for all paramedics. The objectives and outcomes that were chosen reflected the essential qualities needed to work as a paramedic. The students did extremely well on all objectives.

What were the weaknesses of your assessment process?

Although the Emergency Medical Science Department is satisfied with the assessment process and findings, we are changing the methodology and criteria for learning outcome 1. The instructors find that most clinical preceptors do not want to give students average grades fearing that they will be dropped from the program. This created inflated scores for this objective. The department created a new objective in an attempt to alleviate this problem.

What was learned as a result of your assessment process?

The Emergency Medical Science students are well prepared to enter the workforce. Students can effectively communicate with patients and manage common medical problems presented to the paramedic. The faculty will continue to focus on the current needs of the workplace and ensure that the graduates have the skills necessary to be successful.

How will what was learned impact the direction and emphasis of your academic or support unit?

The Emergency Medical Science Department will continue to focus on the needs of the surrounding EMS agencies. Constant coordination with these agencies will ensure that we produce a paramedic capable of providing quality patient care on the first day of employment. Faculty will continuously evaluate courses to ensure they contain the most current content.

Analysis Answer Profile **2008-2009 Emergency Preparedness Technology**

What were the strengths of your assessment process?

The assessment process provides the student an overall understanding of the departmental measures and goals of the instructional material that is taught.

What were the weaknesses of your assessment process?

It is difficult to rate the competency of some of the students through a written examination or writing exercise. Although, the written requirements do provide a small window for the assessment process.

What was learned as a result of your assessment process?

What was learned is that the students are perceptive and can understanding the material that is being instructed in the classroom, proven by the work that is being assessed.

How will what was learned impact the direction and emphasis of your academic or support unit?

By continuing with the assessment, the department can continuously monitor the students learning process. This also provides the department with a tool to monitor the instruction of all the instructors within the department.

**Analysis Answer Profile
2008-2009 English- Curriculum****What were the strengths of your assessment process?**

1. Solid plan and expertise
2. Comprehensive view of the students' progress from Developmental to Transfer classes (no duplication and consistency of expectations from lower level classes up to the more advanced level classes offered within the division)
3. Collaborative atmosphere enabling standardization of the evaluation process that insures students success (throughout the division)

What were the weaknesses of your assessment process?

1. Instructor buy-in of the standardized process and extra tasks
2. Reporting detail (some reporting task were more labor intensive than anticipated)

What was learned as a result of your assessment process?

1. Although instructors are using a variety of tools and metrics, most of them have an excellent understanding of our students and can indicate areas for improvement
2. Development of the rubric will help with new instructors' orientation
3. Teams have to rotate and have extra time to process the results.

How will what was learned impact the direction and emphasis of your academic or support unit?

1. We will keep the exiting objectives because they work
2. We will work to solidify the evaluation and data collection process (adjust timelines; improve faculty buy-in)
3. We will review the objectives (when deemed necessary) from the perspective of a student who moves from developmental to advanced classes.
4. We will target the areas of the greatest need.

Analysis Answer Profile **2008-2009 Enrollment Management**

What were the strengths of your assessment process?

The assessment process identified critical areas needing special attention to increase overall efficiency and effectiveness of staff and procedures.

What were the weaknesses of your assessment process?

The assessment included participation of external resources which the Enrollment Management office had no control over, thus skewing the assessment results.

What was learned as a result of your assessment process?

Future assessment measures should be based on actions and/or activities that are directly under the supervision and control of the Enrollment Management Office.

How will what was learned impact the direction and emphasis of your academic or support unit?

The Drug and Alcohol Information brochure brings us into compliance with reporting provisions under Title IV. The evaluation rubric for employees allows the Enrollment Management division to identify employees' strengths and weaknesses through the establishment of performance benchmarks. The Articulated Credit Sharing Agreement with Cumberland County high schools will allow the Enrollment Management division to more effectively share information with students about their high school/college credit(s). The electronic transfer of transcripts, at this point, does not appear to be a duable concept. In summary, the assessment areas above have effectively focused the Enrollment Management Office on much needed processes to improve workflows and employee performance.

Analysis Answer Profile **2008-2009 Facility Services**

What were the strengths of your assessment process?

The assessment process increased the awareness of procedures or services that are working well while indicating areas of needed improvement. By establishing goals or

measurable outcomes, extra effort is placed on completion and or quality of service to meet that goal, which improves the quality or level of service.

What were the weaknesses of your assessment process?

1. The cumulative percentile of the survey gave a indication of the overall satisfaction, the few comments made were helpful in determining some of the shortcomings. Specific questions within that survey or a independent questionnaire would provide more specific needs or services that users feel need improvements.
2. Available labor hours and schedules is not available to complete all desired tasking and objectives. The need to obtain additional personnel for routine tasks and new assignments would augment and improve the ability to implement and manage new services and oversee those in place.
3. One of the objectives was to broad, they were nearly impossible to monitor and record the information to give be of use.

What was learned as a result of your assessment process?

The assessment/self study is a valuable tool in evaluation of operations and services provided as well as performance measuring. Deficiencies were noted in staffing, housekeeping procedures/workload sharing, modernization of heating cooling systems in Cumberland Hall and additional pest control are just a few items learned during the process. Additionally, measurable goals were established and extra effort was provided to yield a positive result at or above the goal, essentially it motivated some to preform above expectations.

How will what was learned impact the direction and emphasis of your academic or support unit?

Implement additional staff training where needed, monitor employee workload and performance closely, seek additional resources or modifications to vendor contracts to improve services. Include items that require additional funding or support in the Strategic Planning cycle. Establish new assessments to measure or improve/ implement services or processes.

Analysis Answer Profile 2008-2009 Fire Protection Technology

What were the strengths of your assessment process?

The assessment process provides the student an overall understanding of the departmental measures and goals of the instructional material that is taught.

What were the weaknesses of your assessment process?

It is difficult to rate the competency of some of the students through a written examination or writing exercise. Although, the written requirements do provide a small window for the assessment process.

What was learned as a result of your assessment process?

What was learned is that the students are perceptive and can understanding the

material that is being instructed in the classroom, proven by the work that is being assessed.

How will what was learned impact the direction and emphasis of your academic or support unit?

By continuing with the assessment, the department can continuously monitor the students learning process. This also provides the department with a tool to monitor the instruction of all the instructors within the department.

Analysis Answer Profile
2008-2009 Funeral Service Education

What were the strengths of your assessment process?

I feel that the strengths of my assessment process was the practicality of the measures and the work that was performed by the students. The tasks were not theoretical, but were applicable to modern funeral practice. This includes: Funeral direction details, Embalming machine operations, and Specific casket demonstration and nomenclature.

What were the weaknesses of your assessment process?

The weaknesses seem to be seen primarily in the demonstration process; merely because the instructor or observer may be very judgemental and overly-analytical in grading funeral directing, machine operation, and explanation of caskets. Some specific explanationa are "textbook", by nature, but other graded areas may be discretionary.

What was learned as a result of your assessment process?

I learned that students enjoy a greater amount of role play and demonstration as opposed to written exams or assignments. The potential and interest level for learning increases when role play or demonstration are implemented into a learning exercise.

How will what was learned impact the direction and emphasis of your academic or support unit?

To maintain the practicality of the assessments as they apply to everyday activities at funeral institutions. Also, to try to engage the students more often through role play, demonstration and practical exercise as much as possible.

Analysis Answer Profile
2008-2009 Healthcare Management Technology

What were the strengths of your assessment process?

The data was easy to collect and analyze. Since this was the first time, the assessment items were a "stab in the dark." After completing this first cycle, I have a better understanding of how to improve the process for the upcoming year.

What were the weaknesses of your assessment process?

My assessment was not well thought out. I really did not know what I was doing. I really did not get the "big picture" initially. Also, there were some stumbling blocks along the way. Some of my proposed data collection methods were not realistic.

What was learned as a result of your assessment process?

Fortunately, all of my objectives were met. The objectives were relative safe, meaning, I was fairly certain they would be met. None of the outcomes came as a surprise. Based on the objectives, the HMT program is doing better than average.

How will what was learned impact the direction and emphasis of your academic or support unit?

The HMT Department will continue to assess various aspects of the program to view a well-rounded picture of its performance. The advising findings were very helpful. The assessment of retention in the upcoming year and the method for doing so was generated out of this year's process.

Analysis Answer Profile **2008-2009 Horticulture Technology/Management**

What were the strengths of your assessment process?

The assessment process permitted the involvement of everyone in the department in setting goals and achievement targets for the students. It also provided instructors from the designated classes an alternative means of determining success in these classes rather than relying on the final grade achieved in the class.

What were the weaknesses of your assessment process?

This was a new process for the department and defining and narrowing goals and achievement targets was more difficult than expected. As an example: setting the goal for plant identification we found that the intended outcome of each student being able to identify 100 plants was difficult due to student not taking both classes during one assessment cycle. It was determined that reducing the number of plants to identify and limiting it to a single class could be assessed better.

What was learned as a result of your assessment process?

Goals need to be clearly defined. Assessment targets need to be limited and directed to specific classes. Review of data on a semester basis permits fine tuning of the objectives and assessment process. It can take several assessment cycles to determine if the program has successfully accomplished the objective.

How will what was learned impact the direction and emphasis of your academic or support unit?

It was determined that the data collected from this assessment cycle was limited. That repeating the objectives with modification in the goals and achievement targets would benefit the program. The horticulture department will continue to collect data regarding these objectives and assess how to enhance the teaching of plant

identification as well as pest identification and pest treatment.

Analysis Answer Profile **2008-2009 Hotel and Restaurant Management**

What were the strengths of your assessment process?

The strengths and weaknesses of the Hotel and Restaurant Management were as follows:

- **Our ability to work together as a team.** We came together to brainstorm and to define the items that we felt were critical components of our Hotel and Restaurant Management curriculum. Our panel worked well together to gather all data and all panel members were very timely in grading the projects and returning the rubrics to the assessment coordinator thus allowing the assessment coordinator ample time to compile and analyze the results and develop a strong plan of action based on the results.
- **The swift and timely implementation of the assessment process.**
- **Use of Blackboard aided in the efficiency and effectiveness of the assessment process.** A Blackboard site was developed for the HRM department to allow all panel members 24 hour access to the HRM SACS goals and objectives, student projects, and grading rubrics. Panel members were able to log in when they had time in order to work on the assessment. They were able to submit their findings directly to the Blackboard site, thus allowing the assessment coordinator to compile all panel members' rubrics easily and efficiently.

What were the weaknesses of your assessment process?

Given that this was the first year of assessment there was definitely a learning curve! We found that the following were areas of opportunity for our assessment process:

- **Rubrics needed to be more flexible for use in grading the student projects.** We found that we needed more categories in our rubrics. Student projects did not always easily fall into one of three or four categories (i.e. exceed expectations, met expectations, did not meet expectations). Projects were often somewhere in between. We feel that the rubrics were strong and well-developed, but the categories need to be broader.
- **Set unrealistic expectations.** We learned that we may have been somewhat idealistic in regard to our expectations. There is nothing wrong with setting the bar high, but we learned that expecting 90% of a class to exceed expectations may have been somewhat unrealistic. We need to change the wording to indicate that we expect 90% of the class to meet and/or exceed expectations or lower the percentage of the class that we expect to exceed expectations.

Other than these two areas of opportunity we feel very confident in how well we handled the first assessment cycle.

What was learned as a result of your assessment process?

We learned a lot during the 2008-2009 assessment cycle. We definitely learned why the assessment process is so important. Our eyes were really opened to how much this process can help us in regard to improving our courses and our curriculum as a whole. The assessment process taught us that it is critical to take time to really analyze what we are doing, why we are doing it and how we can improve our methods. We were able to carefully analyze what was working and what was not. The assessment process allowed us to pinpoint areas of opportunity and develop workable solutions to help take the curriculum to the next level. The benefit to the instructors and the students is really incredible. We look forward to seeing how our action plans can help us to progress each year.

How will what was learned impact the direction and emphasis of your academic or support unit?

The HRM panel feels that the assessment process has greatly helped us to reaffirm our commitment to preparing our Hotel and Restaurant Management students for success in the “real world”. Completing the assessment process has shown us that while we are on the right track we need to develop and implement additional pedagogical methods in our current outlines of instruction to ensure that our students are prepared to excel in real-life hospitality situations.

We have always realized the importance of providing our students with an education that is not just based on textbook learning but that incorporates the myriad challenges and complexities of life outside the classroom. Our assessment targets this year reflected this. The analysis of our current methods has allowed us to find our areas of opportunity and develop plans of action that will ensure that we continue to emphasize the importance of timely, relevant strategic real world learning in the Hotel and Restaurant Management program.

Analysis Answer Profile 2008-2009 Huskins Nursing Assistant

What were the strengths of your assessment process?

Goals were established with definitive objectives and time-lines. Results were easily measureable.

What were the weaknesses of your assessment process?

During lab practicals scenarios are based primarily on objective criteria. In an actual true life setting, the patient may deny symptoms and behave differently than what the vital signs display. Changes in a patient's condition may not be so obvious. Instructors had to emphasize importance of reporting abnormal values regardless of how the patient appeared.

What was learned as a result of your assessment process?

Expectations when formulatling the goals were achievable. The numbers were on target, and will provide a baseline upon which to build upon with future classes.

How will what was learned impact the direction and emphasis of your academic or support unit?

It was evident that the decline in the number of students passing the NACES exam on first attempt could be correlated to having one less instructor in the skills lab to check off 69 skills.... The previous two years had 3 lab instructors who could dedicate more 1:1 time with the students and therefore spend more time emphasizing the critical elements of each skill. This year there was one less instructor in the lab.

Analysis Answer Profile 2008-2009 Huskins/College Connections

What were the strengths of your assessment process?

Informing counselors, parents, and students of the various College Connections opportunities that are available to their high school student(s) created good PR and advertisement for the program.

What were the weaknesses of your assessment process?

The students have so many options and choices available to them for their high school schedules - this is not always a good thing. Sometimes there are so many choices the students/parents/counselors have a hard time deciding which program area to continue in.

What was learned as a result of your assessment process?

Open communication is the best policy in dealing with high school students, parents, and counselors.

How will what was learned impact the direction and emphasis of your academic or support unit?

The high school counselors want, and need, to be more involved with this program.

Analysis Answer Profile 2008-2009 Industry Training- Forklifting

What were the strengths of your assessment process?

Individual student skill development areas identified as weak and in need of improvement are quickly identified and bridged by immediate instructor intervention.

What were the weaknesses of your assessment process?

No weaknesses were identified. This process has been time tested for many years and works well in both new hire and incumbent workforce training situations.

What was learned as a result of your assessment process?

The current teaching method works well.

How will what was learned impact the direction and emphasis of your academic or support unit?

The results of this assessment reinforce that no changes of instructional methods or course content material are warranted at this time.

Analysis Answer Profile **2008-2009 Information Systems Security**

What were the strengths of your assessment process?

The strengths of the assessment process for Information Systems Security were as follows:

1. Students were given a better overview of what was expected out of their final projects due to the rubrics being used to evaluate progress.
2. Instructors were more cognizant of what to use to guide lectures and assist students in preparing for the final projects.

What were the weaknesses of your assessment process?

The biggest weakness of the assessment process for Information Systems Security was not budgeting time wisely in order to take full advantage of the assessment cycle.

What was learned as a result of your assessment process?

As a result of the assessment process for Information Systems Security, several things were learned. First, the Department Chair must do a better job of time management in order to fully complete the cycle of assessment. Secondly, it was learned that having rubrics to evaluate student progress is a very useful tool for both instructors and students.

How will what was learned impact the direction and emphasis of your academic or support unit?

The outcomes of the assessment process will strongly guide future analysis of what is expected of students in the capstone course. Also, as a result of the assessment

process, members of the Information Systems Security department will do a better job of making sure that students know who their academic advisor is, and will be strongly encouraged to keep in contact with their advisor during their entire time at Fayetteville Tech.

Analysis Answer Profile **2008-2009 Institutional Effectiveness & Assessment**

What were the strengths of your assessment process?

The assessment process allowed us to create an Annual Planning Cycle that incorporated the major linkages of Strategic Planning, Assessment Planning, and the budgeting process. It also demonstrated to us some areas for improvement within the planning cycle and highlighted for us some calendar adjustments that were necessary to ensure an orderly strategic planning process, without overlapping of work efforts. The real strength was an opportunity to critical view the overall process looking for bottlenecks and other obstacles that could be addressed and resolved prior to moving to another strategic planning year.

What were the weaknesses of your assessment process?

Only two major weaknesses became evident to us as we went through this 2008-09 assessment year. First, learning the new WEAVEonline Assessment Management System was very time-consuming and required numerous faculty-staff training sessions and took valuable time that could have been used to expand to additional outcomes. But, that weakness was overcome with the establishment of the Ambassadors of Assessment "team structure" that provided a train-the-trainer approach to learning the mechanics of the software. The second weakness was not fully understanding the mechanics of designing "good" achievement targets and thinking about how they would be measured and documented near the end of the assessment cycle. This resulted in having to create the rubric and metrics a little late in the assessment cycle and will not be repeated in upcoming years. As our division develops our new year assessment achievement targets, we will also be simultaneously creating our rubrics and metrics that will allow a more orderly collection of the data during the assessment year.

What was learned as a result of your assessment process?

That assessment, while time-consuming is a very valuable process for the students, the faculty and the staff. Assessment allows for continuous quality improvement activities, throughout the academic year, resulting in improved (and measurable) services to our students and local businesses/community. Assessment also greatly increased the collaboration between departments of the campus that very seldom ever collaborated on student related progress issues prior to implementation of our assessment processes. We are glad to see the increase in communication, hallway discussions, and meeting discussions all geared at finding new and exciting things we can do as an educational community to enhance student learning outcomes. Assessment has proven to be one of the most valuable processes at our institution.

How will what was learned impact the direction and emphasis of your academic or support unit?

Our assessment unit will spend more time in the development of outcomes and development of rubrics and metrics early on in the assessment cycle for all future

assessment periods. We have learned the value in spending more time carefully developing our intended outcomes, measures, and achievement targets early in the process to assist us later in the assessment cycle when we are reporting our findings and developing our action plans. The knowledge we have gained on the mechanics of the WEAVEonline Management System will be very valuable to us in future assessment cycles and we now have core of experienced WEAVEonline users that train new faculty-staff, as they arrive to the organization. We will continue to move forward with even better assessment plans in the upcoming years building upon lessons learned from previous assessment cycles.

Analysis Answer Profile **2008-2009 Library**

What were the strengths of your assessment process?

The assessment process revealed that the library staff has a strong desire to help students in both face-to-face and online classes. Recognizing the need for online students to have access to the same electronic materials as face-to-face students is especially important because there are those who do not have access to a physical library. The electronic resources offered by the Paul H. Thompson Library are authoritative and expose students to a wide variety of print sources that are not available on the internet.

What were the weaknesses of your assessment process?

The library's staffing problems have been a factor in not meeting one objective. It was also learned that the library orientation worksheet was not working for the students, based on the scores obtained from worksheets returned for grading. Additionally, there is currently no way to orient online students to the library or a quiz to evaluate their ability to use the library's electronic resources.

What was learned as a result of your assessment process?

The outcome for the scores on the face-to-face library orientation worksheet was far less than expected. This outcome led to the development of a library orientation quiz, with question formats changed and point values assigned to each question. It was also determined that it would be necessary to change one of the outcomes due to the library's current staffing situation. Additionally, the online library orientation quiz needs to be devised and implemented as soon as possible.

How will what was learned impact the direction and emphasis of your academic or support unit?

The outcomes in the library orientation worksheet scoring indicated that a newly developed library orientation quiz must be implemented. Also, the librarians must ensure that face-to-face students complete and turn in the quiz immediately following the attended library orientation. This will result in more students taking the quiz and potentially higher scores. Additionally, the assessment process inspired the need to promote library services more effectively, leading to a more attainable objective and outcome for the next assessment cycle.

Analysis Answer Profile **2008-2009 Management Information Services (MIS)**

What were the strengths of your assessment process?

The process of assessment confirmed that the MIS department was currently performing some forms of assessment processes; however, we were not consistent with the methodologies being used. The MIS assessment process has given the department clear objectives.

What were the weaknesses of your assessment process?

In hindsight, better approaches to the methodologies used should have been given. The data for support services was difficult to interpret due to a flaw in our methods of collecting the data. This issue will be corrected for the next assessment cycle.

The MIS department has used this year as a baseline and will better align methodologies in the Support Services and Systems functional units assessment plans for the coming year.

What was learned as a result of your assessment process?

The MIS department is better informed on how to assess the functional units of the department and will strive to improve on our methodologies to ensure that we collect relevant and accurate data for the next assessment cycle.

How will what was learned impact the direction and emphasis of your academic or support unit?

This assessment cycle has shown the MIS department that a greater emphasis needs to be placed on customer service and efficiency. This initiative will be taken within the functional units of MIS as well as the department as a whole. Continuous improvement and re-aligning of the MIS department will continue to be driven by our future assessment cycles.

n/a

Analysis Answer Profile 2008-2009 Math-Curriculum

What were the strengths of your assessment process?

Strengths:

- Learning outcomes were focused and measurable, not vague or too broad
- Most, if not all, math faculty were involved in administering the assessment tool for at least one learning outcome
- The courses with highest total enrollments were involved in the assessments
- Both transfer courses and a non-transfer course required by several two-year programs were involved in the assessment process

What were the weaknesses of your assessment process?

Weaknesses:

- MAT 151 assessment tool contained design flaws
- MAT 151 assessment scoring process was not consistent
- MAT 161 assessment may not have included enough questions to accurately measure students' performance on the desired scale
- The rubric for the MAT 115 assessment may have focused too heavily on the format of student responses

What was learned as a result of your assessment process?

From this first cycle of assessment, the math assessment team has (hopefully) learned how to avoid some of the pitfalls of assessment in the next cycle:

- assessment tools must be well-designed to yield reliable, usable findings
- rubrics must focus on the intended learning outcome only, not on a particular format for student responses
- assessments must be designed to elicit a sufficient number of student responses to provide for accurate measurement

How will what was learned impact the direction and emphasis of your academic or support unit?

The assessment process will be refined and improved for the next cycle, so that findings can be viewed with more confidence and used to pinpoint areas of weakness within the math curriculum. Results and analysis from this assessment cycle will be shared with all math faculty to elicit suggestions for improvement in both the assessment process and in the curriculum. Findings from this cycle will be used to spark and encourage the type of interaction among faculty that leads to an improvement in teaching and evaluation techniques.

**Analysis Answer Profile
2008-2009 Media Services****What were the strengths of your assessment process?**

The study process for Media Services required data from a variety of resources. For assessment number one, the responses were to come from students. For assessment number two, the availability of technology in the classroom, the responses came from instructors. And for assessment number three, the data came from the entire College community.

What were the weaknesses of your assessment process?

For assessment number two, the use and expansion of telecourses, Media Services did not receive up-to-date information about the discontinuation of telecourses as instructional tools.

What was learned as a result of your assessment process?

When determining the assessments and the goals or targets for the assessments, one must be sure the latest information is available and all "players" are involved. For assessment number two, the decision to stop using telecourses as instructional materials was made at the Associate VP level and Media Services was not consulted during the discussions or subsequent decision making process.

How will what was learned impact the direction and emphasis of your academic or support unit?

Assessment number one: Media Services will continue to provide the level of technology and classroom support the College community expects. The Assessment process demonstrated that Media Services is "on the right track" when it comes to technology and classroom support.

Assessment number two: Media Services will continue to support telecourse use in the classrooms as supplemental materials but no longer provide telecourse program schedules from the master education channel program schedule

Assessment number three: Media Services will increase the use of the classroom technology data base and work to improve the accuracy of the data it contains.

The completes close out for the 2008-2009 Media Services Assessment Plan.

**Analysis Answer Profile
2008-2009 Medical Office Administration****What were the strengths of your assessment process?****Outcome #1**

- Through the simulation, the students were able to accurately use the resources available to process the complete billing cycle in an efficient manner.

Outcome #2

- The survey communicates to the advisees that advisors are available and ready to assist them with their academic goals.
- The survey increased awareness among the students as to the importance of seeing an advisor.
- As advisors, we have a better understanding of a student's perspective of the advisor/advisee relationship. This assessment will allow us the opportunity to improve in areas where students do not feel their advising needs are being met.

Outcome #3

- The evaluation of each student's externship performance by their supervisor in the medical facility was beneficial in helping the students to better understand what is expected of them by potential employers non clinical personnel in the field of medicine.

What were the weaknesses of your assessment process?

Outcome#1

The use of Rubrics is new to us and some revising must be done to effectively use this process.

Outcome #2

- Care should be taken that the distribution of the advisement survey cards take place in not only the OST 130 classes, but OST 141 and OST 142 as well.

Outcome #3

The use of Rubrics is new to us and some revising must be done to effectively use this process.

What was learned as a result of your assessment process?

Outcome #1

- Students need more simulations to effectively perform in the field.

Outcome #2

- Criteria results show that students' dissatisfaction with the advising process was highest in the amount of time spent with their advisor.
- Most students (96 percent) understand that if they do not follow their student education plan, it may take longer to complete their degree.

Outcome#3

- Most students need an externship in their field of study to become more marketable in their quest for a job.

How will what was learned impact the direction and emphasis of your academic or support unit?

Outcome #1

The future direction of the unit is to continue the process of using rubrics more efficiently and to continue providing feedback and monitor the students' progress through the simulation process.

Outcome #2

The future direction of the unit is to continue with the advising survey cards and to make changes noted above to improve the advising assessment process.

Outcome #3

The future direction of this unit is to continue requiring externships to all students seeking a degree in the non clinical field of medicine.

Analysis Answer Profile **2008-2009 Networking Technology**

What were the strengths of your assessment process?

Strength - Targeting items that impact on student success. We used administrative items as well as technical skills in our assessments.

What were the weaknesses of your assessment process?

Weakness - organization and execution of assessments.

What was learned as a result of your assessment process?

Looking at ourselves and the way we do things is actually beneficial.

How will what was learned impact the direction and emphasis of your academic or support unit?

Although it will not be assessed, taking time during classes to train students on how to use Web Advisor will continue. It is important that they know what they can do with this tool. Critical path will continue to be taught in the manner currently used as it was found to be effective. We will continue to place emphasis on critical thinking skills.

Analysis Answer Profile **2008-2009 Nuclear Medicine Technology**

What were the strengths of your assessment process?

The assessment process provided an objective way to produce a predictive measurement of our students success in the field following graduation.

What were the weaknesses of your assessment process?

Due to the very small class size (3) last year, the assessment results may be skewed. A larger sampling will hopefully provide a better indication of the assessments value.

What was learned as a result of your assessment process?

Based on our assessment FTCC NMT students are qualified to occupy entry level positions in the field of Nuclear Medicine.

How will what was learned impact the direction and emphasis of your academic or support unit?

As our targets were met, it is hoped that a larger class size in future will provide more insights into the weaknesses of the NMT program. Based on this data it is felt that the targets chosen for assessment where good predictive measures of program outcomes.

Analysis Answer Profile **2008-2009 Occupational Extension and Community Services- Art**

What were the strengths of your assessment process?

This process has provided for more dialogue between the continuing education art instructors and the Director of Community Services/Extension Education. It also provides for a thorough examination of what is currently being taught in the art courses. It identified areas where instructors needed to make changes in the content of the courses and in their teaching techniques. It provided an opportunity for students to tell us much more than what we had previously learned by just conducting course evaluations.

What were the weaknesses of your assessment process?

Because of the nature of continuing education, with all of our instructors being part-time, the original art instructors who helped develop the current assessment no longer teach for the division. Had the rubrics used for the assessment been designed by the current instructors, they might have been somewhat different. Due to the fluid nature of assessment, we will have the opportunity to review the current rubrics and determine whether changes need to be made in what and how the instructors are teaching and in what we are evaluating students on.

What was learned as a result of your assessment process?

First, that it is a very useful process. We thought we already knew that the students were satisfied with their classes and instruction and that what was being taught was what students needed to learn. We have been pleased with the findings, but made aware that there areas that can be improved.

How will what was learned impact the direction and emphasis of your academic or support unit?

Courses offered through continuing education sometimes tend to be less structured than those offered for college credit. In the past, the art classes have leaned more towards studio classes because of the varying skill levels of the students. Skill levels range from virtually none to students with formal training and degrees in art. Although the continuing education art classes will still be non-credit, the instructors feel that they can take some of the experiences they had in their college-level classes and apply them to the continuing education classes and still give the students a more structured, but at the same time, enjoyable, non-pressured experience. We are also looking at providing more courses at the intermediate or advanced level so that there won't be as wide a gap as there currently is in students' abilities within one class.

Analysis Answer Profile**2008-2009 Occupational Extension-Cabling Access Television Course****What were the strengths of your assessment process?**

Individual student weaknesses were quickly identified allowing for immediate instructor intervention to maximize skill development.

What were the weaknesses of your assessment process?

No weaknesses were identified warranting consideration.

What was learned as a result of your assessment process?

The course content material presented in the classroom adequately prepares students for the field lab phase of training.

How will what was learned impact the direction and emphasis of your academic or support unit?

The results of this assessment reinforce that current instructional methods are valid and maximize the students learning potential.

Analysis Answer Profile 2008-2009 Office Systems Technology

What were the strengths of your assessment process?

Outcome #1

- Feedback on daily work reflects increased performance in students' production of error-free documents.

Outcome #2

- The survey communicates to the advisees that advisors are available and ready to assist them with their academic goals.
- The survey increased awareness among the students as to the importance of seeing an advisor.
- As advisors, we have a better understanding of a student's perspective of the advisor/advisee relationship. This assessment will allow us the opportunity to improve in areas where students do not feel their advising needs are being met.

Outcome #3

- The rubric was beneficial in helping students understand the objectives of writing a good quality resumé and cover letter. It was obvious that most students critiqued their work by using the rubric before turning in their assignments. As a result, students produced quality documents and attained a high score.
- The integration of this assignment between two classes underscored the importance of spending quality time on this project. Obtaining pertinent and relevant information for this project is vital in building a quality resumé and cover letter.

What were the weaknesses of your assessment process?

Outcome#1

- Criteria in the methodology part of the assessment in the future should reflect that students who pass the capstone course will be able to produce at least 80 percent of error-free documents

Outcome #2

- Distribution of the advisement survey cards should take place in the students' first and second semesters instead of distributing them twice during the same semester. For example, the cards could be distributed initially in OST 130, a first-semester course and a prerequisite of many of the Office Administration and Medical Office Administration core courses, and then again in OST 132, a second-semester course for Office Administration and Medical Office Administration.
- One of the comments on the survey should be re-worded from "I see my advisor

every semester.” to “I should see my advisor every semester.” or “I plan to see my advisor every semester.” This is a result of students commenting on the survey that this was their first semester and they had not had time to see an advisor.

- Another comment on the survey card could be re-worded from “I understand the importance of seeing an advisor, regardless of having Star and WebAdvisor.” to “I understand the importance of seeing an advisor, even though I have access to register myself through WebAdvisor.”

Outcome #3

- Some of the rubric criteria for both the resumé and cover letter were vague. Additional criteria should be included in the rubrics to focus attention on the students’ writing mechanics.
- Most of the students’ writing mechanics were below satisfaction; therefore, if writing mechanics had been part of the rubric evaluation process, grades would have been lower.

What was learned as a result of your assessment process?

Outcome #1

- Students performing at 85 percent or above: 57 percent.
- Students performing between 70 and 85 percent: 42 percent

Outcome #2

- Criteria results show that students’ dissatisfaction with the advising process was highest in the amount of time spent with their advisor.
- Most students (96 percent) understand that if they do not follow their student education plan, it may take longer to complete their degree.

Outcome#3

- Integrating this project with another class stressed the importance of creating an acceptable resumé and cover letter.

How will what was learned impact the direction and emphasis of your academic or support unit?

Outcome #1

Continue to provide feedback and monitor the students’ progress towards production of error-free documents.

Outcome #2

The future direction of the unit is to continue with the advising survey cards and to make changes noted above to improve the advising assessment process.

Outcome #3

The future direction of the unit is to continue the process of using rubrics for creating excellent résumés and cover letters. The rubric for each document needs to be adjusted so that writing mechanics can be evaluated. With writing mechanics included on the rubric, we need to address improving students’ writing skills. Writing mechanics should be stressed in all classes, and some type of lesson plan(s) should be established to help students with their writing.

Analysis Answer Profile 2008-2009 Paralegal Technology

What were the strengths of your assessment process?

The assessment process provided a systematic procedure to measure how well our students learned the material and applied it to paralegal skills.

What were the weaknesses of your assessment process?

I think we designed learning outcomes that were too broad and too general, such that we already knew the students were learning. We need to design the questions to give us information that we do not already have by looking at their grades.

What was learned as a result of your assessment process?

We did not learn much on these particular learning outcomes. The skills and knowledge tested are very basic for the paralegal curriculum and we already knew the students met the objectives because they passed the tests for grades in the classes tested. Next time, we will try to design the questions to reveal more information so that the process will be more useful.

How will what was learned impact the direction and emphasis of your academic or support unit?

The process will cause us to continuously assess and review the paralegal curriculum. We will be more aware of how well our students are learning and applying the subject matter. We will also be able to monitor and assess our teaching methods and create a better learning environment. This annual assessment will make the program more relevant and help ensure that our students are prepared for the workplace.

**Analysis Answer Profile
2008-2009 Pharmacy Technology****What were the strengths of your assessment process?**

The Pharmacy Technology faculty focused this year on skills that are required for all pharmacy technicians. The outcomes and objectives that were chosen reflected essential qualities needed to work in any area of pharmacy. The focus on the objectives was seen throughout the Program and students demonstrating weakness were offered additional outside assistance prior to the assessments. The process went smoothly and the faculty are satisfied with the results demonstrated by the students.

What were the weaknesses of your assessment process?

Overall, the Pharmacy Technology Department is satisfied with the assessment process and findings. After reviewing the results, the criteria for success for objectives 1 and 3 should have been set higher.

What was learned as a result of your assessment process?

The Pharmacy Technology students are well prepared in basic skills needed to work in any area of pharmacy. Pharmacy calculations continues to be an obstacle for some students as math tends to be a weak area for students in general. Overall, the

faculty are focusing on current needs in the workplace and ensuring that graduates have the skills necessary to be successful. The Department will continue to monitor course content for current and accurate material.

How will what was learned impact the direction and emphasis of your academic or support unit?

The Pharmacy Technology Department will continue to focus on qualities needed by entry-level technicians. Calculations will be incorporated into coursework throughout the program so that students can gain more practice and experience. Current courses will be continuously evaluated to ensure that they reflect updated material and content needed to work as a pharmacy technician.

**Analysis Answer Profile
2008-2009 Phlebotomy**

What were the strengths of your assessment process?

The Phlebotomy Program faculty focused this year on skills that are required for phlebotomist. The outcome and objectives that were chosen reflected essential qualities needed to work in any area of phlebotomy. The focus on the objectives was seen throughout the program and students demonstrating weakness offered additional outside assistance prior to the assessments. The process went smooth and the faculty are satisfied with the results demonstrated by the students.

What were the weaknesses of your assessment process?

Overall, the Phlebotomy Program is satisfied with the assessment process and findings. After review the results, the criteria for success for all objectives should have been set higher.

What was learned as a result of your assessment process?

The Phlebotomy Program students are well prepared in basic skills needed to work in any area of phlebotomy. Overall, the faculty are focusing on current needs in the workplace and ensuing graduates have the skills necessary to be successful. The Phlebotomy Program will continue to monitor course content for current and accurate material.

How will what was learned impact the direction and emphasis of your academic or support unit?

The Phlebotomy Program will continue to focus on qualities need by entry-level phlebotomist. Current courses will be continuously evaluate to ensure that they reflect current material and content needed to work as a phlebotomist.

**Analysis Answer Profile
2008-2009 Physical Therapist Assistant**

What were the strengths of your assessment process?

This objective indicates the knowledge of muscles which are an essential component of the PTA's expected knowledge base.

What were the weaknesses of your assessment process?

We estimated that 95% (14/14) of the students would achieve 80% on the upper extremity practical exam. We did not achieve this level. 2 students failed the course and 2 students who completed the course did not achieve the 80%. This dropped the student % achieving 80% well below the 95% expected level.

What was learned as a result of your assessment process?

The % of students was not realistic for this group and we need to be sure we state that the objective only relates to those who pass the course.

How will what was learned impact the direction and emphasis of your academic or support unit?

We are going to review this objective again with some changes in the wording. If the objective is not met next year, we will need to see if more emphasis needs to be placed on the muscles of the upper extremity or if remediation is needed for those who do not score 80%.

**Analysis Answer Profile
2008-2009 Plumbing****What were the strengths of your assessment process?**

The overall strengths were learning how students mentally and physically adapt to the skills of plumbing. The majority of the students had no experience in this line of work, and felt plumbing was easily learned in the classroom and in the field. At the beginning of the term, the majority of students had difficulty comprehending and answering the questions listed on the assessment objectives. With the use of repetitive practice, the students were able to achieve the passing percentages listed in the measurable objectives.

What were the weaknesses of your assessment process?

There was no weakness mentionable in relationship to the students' achievements in meeting the measurable objectives. I plan to raise the percentage on measurable objectives for the fall term.

What was learned as a result of your assessment process?

Having measurable objectives, I can assess the students progress in the Plumbing program. Applying the repetitive practice helped the students to achieve satisfactory recorded scores within our measure of teaching.

I will continue to improve the assessment process to give students every opportunity to succeed in the classroom and hands-on projects experience at FTCC to take with them upon completion of the plumbing course.

How will what was learned impact the direction and emphasis of your academic or support unit?

As an instructor of the Plumbing Program, I will continue to apply learned measurable objectives in order to monitor the students on their ability to comprehend both

mentally and physically the important aspects of the plumbing industry.

Analysis Answer Profile **2008-2009 Postal Service Technology**

What were the strengths of your assessment process?

The strengths of the Assessment Process have been in two primary areas. The first has been the overwhelming positive support provided by the Assessment Team, led by Ms Beverly Hall and complemented by the individual ambassadors.

The other strength has been the Adjunct Faculty who have helped administer the assessment. Since the Postal Service Technology program's postal- unique courses are only taught by Adjunct Faculty, FTCC has been uniquely fortunate to have such high caliber individuals who place their service to FTCC and the students above and beyond a mere "paycheck mentality".

What were the weaknesses of your assessment process?

There are no educational platforms (outside the U.S. Postal Service (USPS)) where a person can get advanced training and degrees in Postal Service technology. A person with a 4-yr degree who happens to teach for the Postal Service Technology program and possesses such a 4-yr degree will have it from within another academic discipline.

As well, due to the technical nature of the courses that carry a "POS" pre-fix with the Postal Service Technology program, these instructors must be technically aware and proficient in the course material and its practical application. Hence, the instructor "pool" is limited to people who are currently working or recently retired from the USPS & are willing to teach at FTCC as Adjunct Faculty.

Hence, the available instructor pool is further constrained by that the fact that there is a significant opportunity cost for those skilled USPS professionals that do volunteer to teach as an Adjunct Faculty at FTCC.

Furthermore, the Adjunct Faculty is compensated on a course-by-course basis. Hence, much of the effort to support the WEAVE Online Assessment process falls into a "limbo land" where they are not really receiving compensation for time rendered toward this process.

What was learned as a result of your assessment process?

Reflecting on the process (with the advantage of 'hindsight'), greater coordination with the Adjunct Faculty earlier on in the process could have been helpful. Alas, with the Adjunct Faculty only teaching the POS-unique course in the evening, more

creative ways to engage them will be needed since they are not directly compensated for the extra work involved with the WEAVE Online process.

How will what was learned impact the direction and emphasis of your academic or support unit?

With what was learned through this first phase of the Assessment Process, the program's Advisory Committee now has a "roadmap" from which it can chart a course and a reason to meet, perhaps even more frequently.

Analysis Answer Profile
2008-2009 Practical Nursing

What were the strengths of your assessment process?

The Practical Nursing faculty used skills that were essential components to the program. These outcomes were measurable through check off sheets and clinical evaluations. Faculty worked with students to achieve these goals.

What were the weaknesses of your assessment process?

The Practical Nursing faculty are satisfied with the results but need to include Nur 103B. Nur 103B needs to be included with results of math exam and maybe need to be more specific with findings of all three semester.

What was learned as a result of your assessment process?

This assessment helps the Practical Nursing faculty to see if we are meeting the criteria that is relevant with student success in the program. The area of mathematics is a weak area for students but is a current needs in the workplace with administering medications. We need to ensure students are proficient in this area before graduating. Infection control and communications are areas that are important in all of the nursing courses, that students need to build on. These areas will be continually monitored all areas for student success.

How will what was learned impact the direction and emphasis of your academic or support unit?

The Practical Nursing department will continue to use the tools to evaluate students performance and knowledge in all semesters. We will incorporate VCE in all courses to assist students with clinical effectiveness. We will continue to assist with math remediation for success on math exam and accurate medication administration. The outcome and assessment process will be used to evaluate the program and courses will be updated with material and content needed to ensure that students will be successful.

Analysis Answer Profile
2008-2009 Print Shop

What were the strengths of your assessment process?

Initially, as FTCC began its College-wide assessment process, the Print Shop was not sure that the assessment process would be applicable to service-support activities and would most likely be more appropriate for the academic programs. However, after completing this 2008-2009 assessment cycle, we have determined that assessments are good for all activities at the college, including service-support type activities. This assessment cycle provided a way for the Print Shop staff to measure the effectiveness of the Print Shop operation, and to provide documented evidence of above average service to our customers. In the past, we knew we were giving this level of service but could not demonstrate it with evidence and this assessment cycle produced written evidence of our customer service focus.

What were the weaknesses of your assessment process?

The weakness of the Print Shop during this assessment cycle was not identifying a method to collect the data of E-Print Jobs coming from distance education and/or adjunct faculty. This was based on our belief that we needed expansion positions to accommodate the assessment outcome; however, we have since determined that if we simply change the E-Print Job Order form, we will be able to collect this data in the future, even if the expansion positions are not funded. So while we did not meet this standard this year, we have a well developed action plan for fully achieving it in the next assessment cycle.

What was learned as a result of your assessment process?

The Print Shop learned and finally had written evidence that it was providing the highest possible level of service, overall print quality, and superb timeliness in work order processing. This result was good for the morale of employees who could see the benefits of their labors.

How will what was learned impact the direction and emphasis of your academic or support unit?

A review of the total assessment process for 2008-2009 helped us identify methods of collecting E-Print usage data, without the need for waiting for expansion positions to collect the data. It also gave us evidence of our strong work ethic and desire for high customer service and support. It also helped identify the need for a Print Shop Web Page to be created and launched in the upcoming assessment cycle to assist distance education and adjunct faculty, as well as supporting full-time faculty during non-working hours of the Print Shop.

Analysis Answer Profile 2008-2009 Property Control

What were the strengths of your assessment process?

The assessment process provided us with a way to look at and measure the services of the Property Control Office in using logical decisions on depreciation of assets and fiscal accountability of assets.

What were the weaknesses of your assessment process?

The weakness of the assessment process was not having a financial audit conducted during the assessment cycle to give a true evaluation on the depreciation intended outcome.

What was learned as a result of your assessment process?

The Property Control Office learned that the College is using proper inventory control procedures to achieve fiscal accountability of its assets.

How will what was learned impact the direction and emphasis of your academic or support unit?

The Property Control Office will continue to conduct and stress the importance of inventory control procedures so that the College will receive no audit exceptions and achieve loss/theft levels under the NCCCS's state averages.

**Analysis Answer Profile
2008-2009 Public Safety & Security****What were the strengths of your assessment process?**

For the first time, the Public Safety and Security Office was able to capture quantifiable data, that was measurable, to indicate levels of performance for the overall security operation. The measurements resulted in one area that staff assumed was satisfactory becoming highlighted as an area that needed additional action planning to enhance operations. As a result of implementation of assessment, that area has been moved into the next year's assessment cycle for continued monitoring and measurements.

What were the weaknesses of your assessment process?

The learning curve associated with use of WEAVEonline for recording assessment planning activities was difficult for staff that do not deal with assessments on a daily basis. However, after one full cycle, the program has demonstrated its value to the organization and has become more user friendly. The Security Office Staff has determined that use of survey data is not as effective as use of other measurable data elements as a result of targeted personal agenda's coming from selected survey respondents.

What was learned as a result of your assessment process?

Assessment is a good thing in that it allows the staff to begin to discuss methods for ongoing improvements based upon the data that was collected during the assessment process. Additionally, assessments help to identify items that should be incorporated within the Strategic Plan to obtain additional funding necessary for process improvements. The process of assessment has resulted in more cross-divisional discussions related to campus quality improvements.

How will what was learned impact the direction and emphasis of your academic or support unit?

Data collected during assessments are now incorporated within the Strategic Plan to ensure monies are considered during the budget allocation process. This has shown the direct correlation of good assessments to the overall strategic planning process.

Analysis Answer Profile

2008-2009 Radiography

What were the strengths of your assessment process?

Overall, our assessment process was successful. We set goals for measuring the success of our students' knowledge in specific areas for courses during their last semester for degree completion. We were not sure of how high to set our goals, so we ended up with one outcome that was unrealistic in terms of achievement for the students. However, we learned from this process, and can set our outcomes for the future for a truer summation in this area.

What were the weaknesses of your assessment process?

Some of the weakness of our evaluation criteria is that they appear to be redundant in terms of a specific area of Radiography. We hope to change this redundancy in our new assessment cycle.

What was learned as a result of your assessment process?

This assessment cycle tells us that our Student Clinical Evaluation is a very good tool to use for many areas in assessment of a student's ability to perform in the clinical environment. It also tells us that our Trauma Case Scenario projects work for the purpose that they are designed. Students take the assignment seriously and work hard to achieve a good grade, as it is the culmination of their skills and their level of knowledge being assessed.

We learned that outcomes and assessment analysis can be a useful tool in evaluating specific areas of the Radiography Program.

How will what was learned impact the direction and emphasis of your academic or support unit?

As stated in an earlier response, we learned that we have useful tools in place for evaluating students within the Radiography Program. We learned that we have to set relevant, achievable goals when assessing appropriate outcomes for students. We will be able to use the outcomes and assessment process to evaluate the program to ensure that our students are successful.

Analysis Answer Profile 2008-2009 Registration and Records

What were the strengths of your assessment process?

Giving students the opportunity to register for their classes anytime/anywhere was a positive outcome for the RO office the overall impact was evident in the increase of student enrollment by term. This process was implemented with the FALL08 designated group who favored using STAR vs Webadvisor, however the next enrollment cycle SP09 clearly indicated more students were excited about using Webadvisor by shifting their mode of enrollment from STAR to Webadvisor.

What were the weaknesses of your assessment process?

One substantial weakness is having two modes of enrollment for students. Historically, students were comfortable with face to face registration and transitioning

to online registration was a challenge and some resistance was met so we still have dual enrollment methods in place to support our student population who do not have a computers, prefer human interaction, and still prefer to have a piece paper for registration.

What was learned as a result of your assessment process?

Most students prefer to have all processes on-line opposed to having to visit the campus. Students were excited about having access to their education record, to register for classes, print off unofficial transcripts, change their address/name.

How will what was learned impact the direction and emphasis of your academic or support unit?

The overall impact of allowing all students to enroll via online has decreased the wait time for service during peak periods of registration, empowered students to have access to their academic record. Allowed staff members to refocus on their day to day processes to become more efficient in their jobs. More time can be utilized for research using more web-based products that will enhance both students, faculty and staff.

**Analysis Answer Profile
2008-2009 Respiratory Care**

What were the strengths of your assessment process?

The combination of goals allowed an objective view at the didactic and clinical portions of this program. There is a comparison between first and second year students. This prevents basing all analysis and action plan on one cohort.

What were the weaknesses of your assessment process?

The assessment process looked deeper into the laboratory (clinical phase) than the didactic portion. Also the second year class have benefitted from course changes that could have a bearing on the didactic portion that have not extensively been explored.

What was learned as a result of your assessment process?

After analyzing the assessment process, I have concluded that too much credit was given for a grade requiring student to demonstrate 90% to remain in the program. More attention will be place on the didactic portion for knowledge assessment.

How will what was learned impact the direction and emphasis of your academic or support unit?

Grading break down for each course incorporating a laboratory will change. More emphasis will be placed on testing material and less on laboratory procedures.

**Analysis Answer Profile
2008-2009 Science-Curriculum**

What were the strengths of your assessment process?

The assessment tool we used does indeed show us (as faculty) if we are presenting material that the students will need to be successful in Allied Health programs. The assessment tool also helped us identify areas of content that we need to present in a different manner to our students.

What were the weaknesses of your assessment process?

One weakness of our assessment tool is that it is in the form of a scantron test with multiple choice answers. Ideally, an open ended test would better measure the students' ability to learn the material. However, the large number of students makes that approach difficult to complete.

Another weakness in our assessment tool is that it is given 2 months after the material has been presented to students and there is a lack of new material that reinforces the concepts.

What was learned as a result of your assessment process?

The results of our assessment tool showed us that we were being successful in all three of our target goal areas. Although the specific target percentages were not met, the results showed that students were retaining the majority of the material that the department faculty were presenting. We also learned that the more frequently that material was used in class the lab, the higher the retention rate became. Because of this, we learned that we (as faculty) need to do a better job in relating "new" material to the concepts that we have already taught.

How will what was learned impact the direction and emphasis of your academic or support unit?

We believe that our students demonstrated that the material that is thoroughly taught and reviewed and tested, will be retained. We also believe that we (as faculty) need to do a better job in relating current classroom material to past classroom material. It will impact us as we work together to develop strategies that will help us to do a more effective job of presenting the material to our students. These strategies will need to concentrate on helping the students make relevant connections between the various systems in the human body. We will need to develop methods to assist the students in seeing not only one system but how each system impacts on the others.

Analysis Answer Profile 2008-2009 Social Science/Humanities Area

What were the strengths of your assessment process?

- The 10 item survey was a quick and simple instrument; easy to analyze and administer.
- Religion and Sociology met overall assessment targets; Overall Learning Outcome #1 was met with aggregated data.
- Specifically, Religion, History and Sociology met Learning Outcome #1; Religion and Sociology met Learning Outcome #2, and Sociology was the only subject area to met Learning Outcome #3.
- Sociology courses, overall, performed well.
- More advanced classes performed better than the more general classes

pulling up the overall average in these analyses.

- Generally all subject areas performed better when samples included 200 level courses or non general courses.
- All subject areas met target when upper level classes were included – data was not broken down by Learning Outcomes.

What were the weaknesses of your assessment process?

- A 10 item survey may not include enough questions to fully cover the diversity of the Social Sciences and Humanities program area.
- A 10 item survey does not allow for detailed analysis.
- More classes needed to be surveyed with a larger N-value per class.
- Overall only 46% of participants (30) met the target of 60% of the respondents earning 70% or greater pass rate.
- Psychology performed least well based on the selected sample and criteria established by the instructional unit.
- Several outliers possibly contributed to the overall poor performance of psychology. This was possibly exacerbated due to small samples. For instance, selected class sizes ranged from 7 – 24 students.

What was learned as a result of your assessment process?

Overall Snapshot of Social Sciences/Humanities and SACS Assessment

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Utilizing the ten item SACS SOC/HUM assessment, selected classes in the division completed the assessment during its initial launch during the Fall 2008 term in order to develop a greater understanding of the assessment tool.

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The table below represents the number and percentage of respondents completing the assessment that met the target established by the instructional unit. The target of 60% of the respondents earning 70% or greater pass rate was established.

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These classes covered a broad spectrum of the division – including general and advanced courses. The courses identified with (*) are not currently included for future assessments of the division. *It should be also noted that due to a timing error Humanities courses were not assessed.*

The column “Met” represents scores of 70% or greater and “Not Met” represents scores of 69% or less.

		<u>Target</u>		<u>Total</u> <u>N</u>
		<u>Not Met</u> <u>(%)</u>	<u>Met</u> <u>(%)</u>	
<u>Subject</u>	<u>Philosophy*</u>	<u>6 (15%)</u>	<u>35 (85%)</u>	<u>41</u>
	<u>Religion</u>	<u>1 (4%)</u>	<u>24 (96%)</u>	<u>25</u>
	<u>Spanish*</u>	<u>8 (24%)</u>	<u>25 (76%)</u>	<u>33</u>
	<u>Art*</u>	<u>1 (25%)</u>	<u>3 (75%)</u>	<u>4</u>
	<u>History</u>	<u>30 (18%)</u>	<u>137 (82%)</u>	<u>167</u>
	<u>Sociology</u>	<u>7 (7%)</u>	<u>89 (93%)</u>	<u>96</u>
	<u>Psychology</u>	<u>15 (32%)</u>	<u>32 (68%)</u>	<u>47</u>
	<u>Drama*</u>	<u>8 (20%)</u>	<u>33 (80%)</u>	<u>41</u>
<u>Total</u>		<u>76 (17%)</u>	<u>378 (83%)</u>	<u>454</u>

Year 1 Conclusions

- Overall only 46% of participants (30) met the target of 60% of the respondents earning 70% or greater pass rate.
- Religion and Sociology met overall assessment targets; Overall Learning Outcome #1 was also met with aggregated data.
- Specifically, Religion, History and Sociology met Learning Outcome #1; Religion and Sociology met Learning Outcome #2, and Sociology was the only subject area to met Learning Outcome #3.
- Sociology performed well whereas psychology performed least well based on the selected sample and criteria established by the instructional unit.
 - Several outliers possibly contributed to the overall poor performance of psychology

- Possibly exacerbated due to the small samples.
 - Selected class sizes ranged from 7 – 24 students.
 - From the two additional exploratory studies including additional classes –
 - More advanced classes performed better than the more general classes pulling up the overall average in these analyses.
 - Generally all subject areas performed better when samples included 200 level courses or non general courses.
 - All subject areas met target when upper level classes were included – data was not broken down by Learning Outcomes.
 - Additionally the performance of the psychology sample used for the pre-post assessment performed better than the sample selected for the official assessment (8.2 vs. 4.7).
 - There was also some growth from pre-test average to post-test average

Document:

[Selected Social Sciences and Humanities Courses](#)

How will what was learned impact the direction and emphasis of your academic or support unit?

- Sociology performed very well in the initial assessment. For the next round of assessment, psychology will be more emphasized.
- The survey instrument will be more inclusive of history, religion, and humanities. Separate assessments for History, Religion, and Humanities are needed/desired
- Increase the number of items for each of the learning outcomes – possibly to five each for a total of 15 items.
- There was concern about the limited sample sizes. In the future, the number of sampled classes will be increased.
- More classes needed to be surveyed with a larger N-value per class.

Analysis Answer Profile
2008-2009 Speech Language Pathology Assistant

What were the strengths of your assessment process?

I was able to capture data that is helpful in determining curriculum strengths.

What were the weaknesses of your assessment process?

My target percentages were not high enough and may need to be adjusted.

What was learned as a result of your assessment process?

I discovered the need for more in-house clinical time to review the therapeutic process prior to the registration exam.

How will what was learned impact the direction and emphasis of your academic or

support unit?

I will be moving the SLP-Assistant Program to a new location on campus that offers the opportunity for more in-house clinical time.

Analysis Answer Profile
2008-2009 Student Financial Aid & Services

What were the strengths of your assessment process?

We were able to get students acclimated to setting up their student email to receive correspondence from our office. By sending emails to students about their financial aid status decrease the time students spent waiting in the line.

What were the weaknesses of your assessment process?

A weakness suffered by the entire assessment plan is the changes in employment. Throughout one academic year we have lost two financial aid directors which resulted in the remaining staff assuming extra duties and responsibilities.

What was learned as a result of your assessment process?

Staff members must ensure they attend training sessions to stay abreast on changes and revisions in federal, state, and institutional regulations. With the recent budget cuts the staff has tremendously suffered from not being able to attend these workshops. A major business has agreed to allow us to train via the web which is convenient for the staff to attend.

How will what was learned impact the direction and emphasis of your academic or support unit?

Staff will continue to research for possible workshops and/or training that can assist them with enhancing their knowledge of all federal regulations. Additional training will not only enhance skills but will also help foster continuous improvement throughout the entire organization.

Analysis Answer Profile
2008-2009 Success Center

What were the strengths of your assessment process?

One of the major strengths of this assessment process was that it was just that: a process. Or, perhaps, that ongoing assessment was encouraged. Examining the overall operation of the department with a view towards identifying areas that need improvement is something which I have normally done at least once annually. But, having to select several areas/items and then more formally track progress (with the aim of completing such tasks/achieving such targets) was very helpful.

What were the weaknesses of your assessment process?

The only real weakness that I can identify was that of waiting too long to try to implement the direct referral concept. The concept should have been ready and

then implemented no later than the start of the Spring semester, but, for various reasons (including the availability of the needed new forms) this was delayed until about one month into the semester.

What was learned as a result of your assessment process?

The major lesson learned was not a new one; rather, it was an old lesson that needed to be emphasized: One should select realistic yet challenging targets/tasks, which one can reasonably expect to achieve. Progress towards achieving such targets must be tracked on a regular basis. Those completed tasks should ideally result in improved services and/or resources.

How will what was learned impact the direction and emphasis of your academic or support unit?

The direction and emphasis of this support unit will remain essentially the same. What will change will be the tack that is chosen to maintain that direction and achieve our targets.

**Analysis Answer Profile
2008-2009 Surgical Technology**

What were the strengths of your assessment process?

The data provided a guide that can be used to continue program improvement. Also, provided student monitoring toward program goals.

What were the weaknesses of your assessment process?

Preceptors' evaluations are not a true indicator of the student's ability.

What was learned as a result of your assessment process?

Preceptors do not always provide an honest assessment of the students' surgical abilities, taking into account their level of training and experience.

How will what was learned impact the direction and emphasis of your academic or support unit?

The assessment has provided a reflection of the key components, which allows the Surgical Technology students to gain their skills. Also, having the data will allow the department to continuous review and improve our teaching methods.

**Analysis Answer Profile
2008-2009 Surveying Technology**

What were the strengths of your assessment process?

The assessment process is an integral part of the courses involved. Students progress from relatively simple technical concepts to more challenging and detailed laboratory experiments, thus allowing students to react to instructional feedback and rectify errors and refine their developing skills. The assessment process allows for

and promotes interaction among students and instructors, and provides a good measurement of how individual students are performing.

What were the weaknesses of your assessment process?

The low number of students enrolled in our classes can create skewed statistical results that might not be indicative of the entire program.

What was learned as a result of your assessment process?

Students need to be made aware of what is expected of them when they enter the workforce. Students need a better understanding of the importance of learning theoretical concepts as well as practical knowledge if they expect to be leaders in their selected fields.

**Analysis Answer Profile
2008-2009 Veterans Services**

What were the strengths of your assessment process?

The customer service survey was able to give us instant feedback on what the VA student actual needs. The coordination required between the VA office and FTCC counselors raised the awareness of VA requirements and closer coordination..

What were the weaknesses of your assessment process?

We have had numerous problems with the electronic drop web site making it harder to know where the actual problems are in this system. Faculty instructors do not have a good understanding of the VA system, therefore not make it a priority to submit timely drops slips for VA students

What was learned as a result of your assessment process?

It many cases, the preceived problem is caused by poor communications. VA students want to comply with the VA rules but in many cases, the automated systems required to help the VA student are not the same causing added delays in the processing of initial identification and monthly certifications to process. The customer service survey was an ideal tool to find out what the VA student did not know about his/her VA benefits.

How will what was learned impact the direction and emphasis of your academic or support unit?

By knowing where the problem lies will enable us to focus on the real problem. This requires coordination on a daily basis between the VA office, Registrar's office and faculty instructors understanding the importance of of timely drop reporting for VA students.

**Analysis Answer Profile
2008-2009 Vice President's Office (Human Resources)**

What were the strengths of your assessment process?

The assessment process helped us focus on the primary goals of the Human Resources Office.

What were the weaknesses of your assessment process?

It was difficult to set appropriate achievement targets with no baseline information.

What was learned as a result of your assessment process?

The advertising assessment was most enlightening because it showed us very specifically where applicants are seeing our job ads. Because of the results, we have adjusted the locations where we advertise and in turn are saving the College money.

How will what was learned impact the direction and emphasis of your academic or support unit?

1. We will continue to upload transcripts into Report2Web as required by SACS.
2. We have adjusted our advertising media as a result of the study on advertising locations.
3. We are working with additional faculty to teach faculty professional development classes.

Analysis Answer Profile
2008-2009 Web Technologies

What were the strengths of your assessment process?

- a. Students were given a better overview of what was expected out of their final projects due to the rubrics being used to evaluate progress.
- b. Instructors were more cognizant of what to use to guide lectures and assist students in preparing for the final projects.

What were the weaknesses of your assessment process?

Department chair not budgeting time wisely in order to take full advantage of the assessment cycle.

What was learned as a result of your assessment process?

- a. Department Chair must do a better job of time management in order to fully complete the cycle of assessment.
- b. That having rubrics to evaluate student progress is a good tool for both instructors and students.

How will what was learned impact the direction and emphasis of your academic or support unit?

- a. The information gained will strongly guide future analysis of what is expected of students in the course.
- b. Instructors in the department will do a better job of making sure that students know who their academic advisor is, and will be encouraged to keep in contact with their advisor during their time here.

Analysis Answer Profile **2008-2009 Welding**

What were the strengths of your assessment process?

Two of the three achievement targets were met.

1. 92% of the students accurately interpreted an engineering drawing.
2. 93% of the students were able to understand basic metallurgy, materials designation, and classification systems used in welding.

What were the weaknesses of your assessment process?

The outcome that was not met, was not clear, specific and measurable.

What was learned as a result of your assessment process?

Outcome statement 1. "Applying skills to welding and cutting processes" was too broad. Too many aspects of the program were trying to be addressed.

How will what was learned impact the direction and emphasis of your academic or support unit?

New learning outcomes and performance tasks that are clear, specific and measurable need to be developed and/or revised.