

NTID
Communication Outcomes Assessment
Plan and Report for AY 2007-2008

Program Goal: To prepare students to communicate effectively in their professional, personal and civic lives.

Critical Outcomes for all Students		Assessment of Outcomes		Timeline		Results	
Domain/Task/ Capability	Performance Criteria/ Benchmarks	Instrument/ Opportunity	Assessment of Performance	Develop	Collect	Summarization of Results	Use of Results
1. Students will demonstrate competency in face-to-face communication.	a. Students will choose the appropriate communication medium and level for situation. b. Students will demonstrate the ability to clearly structure a message and express ideas. c. Students will utilize strategies to monitor comprehension.	Communication outcomes assessment rubric and/or co-op evaluation form.	80% of AOS and AAS students will receive and average score of "2" or higher (partially developed) on the communication outcomes assessment rubric and/or co-op evaluation form.	AY 2004-2005, 2005-2006	Pilot beginning AY 2007-2008. Data collection to begin 2008-09.	For the quarters: 20064, 071, 072, 073 N=56 Co-op supervisor reports completed online. Mean rating for all associate level students = 3.94 for "Communicates effectively in face-to-face interactions." (5-point scale where 1=Needs further development, 3=Meets expectations, and 5=Exceeds expectations.)	We will continue to monitor the data from NCE and CSS will revise our approach to measuring this outcome next AY.
2. Students will demonstrate competency when initiating and replying to email.	a. Students will choose the appropriate communication medium and level for situation. b. Students will demonstrate the ability to clearly structure a message and express ideas. c. Students will utilize strategies to monitor comprehension.	Communication outcomes assessment rubric and/or co-op evaluation form.	80% of AOS students will receive and average score of "2" or higher and 80% of AAS students will receive a score of "2.5" or higher on the communication outcomes assessment rubric and/or co-op evaluation form.	AY 2004-2005, 2005-2006	Pilot beginning AY 2007-2008. Data collection to begin 2008-09.	Data was collected during Spring Quarter for students enrolled in the Capstone Course. The procedure is in the process of being refined based upon feedback and the 1 quarter of use. 11 students completed the present procedure and all satisfied the criteria.	The process used this quarter was developed during Fall and Winter Quarters. It needs to be revised. We have begun these revisions and will complete

							them prior to the beginning of Fall Quarter.
3. Students will demonstrate competency in making a formal presentation.	<p>a. Students will choose the appropriate communication medium and level for audience.</p> <p>b. Students will demonstrate the ability to clearly structure a message and express ideas.</p> <p>c. Students will utilize strategies to monitor comprehension.</p>	Communication outcomes assessment rubric and/or co-op evaluation form.	80% of AOS students will receive and average score of "2" or higher and 80% of AAS students will receive a score of "2.5" or higher on the communication outcomes assessment rubric and/or co-op evaluation form.	AY 2004-2005, 2005-2006	Pilot beginning AY 2007-2008. Data collection to begin 2008-09.	Outcomes data was collected Winter (20072) and Spring (20073) quarters; n=46. 38 of the 46 satisfied the criteria or 83%.	We will continue to collect this data utilizing the NTID Capstone Course, quarterly.
Comments:							
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