**Executive Summary**

(After completing the questions on the next few pages, please replace this area with a written executive summary of the questions that follow, including your data analysis, findings, action plan, and improvements you have already made. This will be the top sheet of your report. This summary should be at least a paragraph, and can definitely be longer if desired.)

**Faculty Included in the Preparation and Sharing of this Report:**

(please replace this area with the names of all faculty that helped to prepare and provide input on this report. This includes faculty who were parts of draft discussions and conversations. Ideally, it is all faculty representing the core disciplines making up the degree or certificate.)

**Please provide a brief and cogent narrative in response to each of the following questions.**

1. Provide a quantitative analysis for each PLO your CLOs inform. Provide the total number of students who passed/total number of students assessed in each PLO column *and* the corresponding PLO passing rate as an aggregated percentage*.*

**AWARD (and corresponding PLO) Students Passed/Assessed TOTAL RATE**

Certificate of Achievement: Word Processing

1. *Productively work as a team member with people of diverse experiences and N/A N/A*

*backgrounds in a workplace environment.*

1. *Demonstrate the ability to competently use a wide variety of office equipment, 225/252 89%*

*including computers, peripherals, and non-computerized office machines.*

Certificate of Achievement: Office Support

1. *Actively assist in implementing general office procedures, including records 438/491 89%*

*management.*

1. *Demonstrate the ability to competently use a wide variety of office equipment, 438/502 87%*

*including computers, peripherals, and non-computerized office machines.*

Certificate of Achievement: Office Administration

1. *Productively work as a team member with people of diverse experiences and 12/12 100%*

*backgrounds in a workplace environment.*

1. *Competently communicate in support of a business office, including production 262/278 94%*

*and design of complex electronic and paper based correspondence and documents.*

1. *Actively assist in implementing general office procedures, including records 207/223 93%*

*management.*

1. *Use the Internet, a wide variety of computer applications and standard business* 231/245 94%

*procedures to compute, analyze business performance and solve problems*.

1. *Efficiently perform office-related duties utilizing prioritization and necessary* 178/192 93%

*communication skills.*

Certificate of Achievement: Records Management

1. *Actively assist in implementing general office procedures, including records 70/73 96%*

*management.*

1. *Efficiently perform office-related duties utilizing prioritization and necessary 303/344 88%*

*communication skills.*

*3. Utilize computer software to manage data effectively. 335/376 89%*

Certificate of Achievement: Office Computer Applications

1. *Use the Internet, a wide variety of computer applications and standard business 445/504 88%*

*procedures to compute, analyze business performance and solve problems.*

1. *Demonstrate the ability to competently use a wide variety of office equipment, 494/559 88%*

*including computers, peripherals, and non-computerized office machines.*

Certificate of Achievement: Clerical

1. *Productively work as a team member with people of diverse experiences and 70/73 96%*

*backgrounds in a workplace environment.*

1. *Demonstrate the ability to competently use a wide variety of office equipment, 431/461 93%*

*including computers, peripherals, and non-computerized office machines.*

1. *Actively assist in implementing general office procedures, including records 240/257 93%*

*management.*

A.S. Degree: Office Administration

1. *Productively work as a team member with people of diverse experiences and 12/12 100%*

*backgrounds in a workplace environment.*

1. *Competently communicate in support of a business office, including production 238/251 95%*

*and design of complex electronic and paper based correspondence and documents.*

1. *Demonstrate the ability to competently use a wide variety of office equipment, 298/316 94%*

*Including computers, peripherals, and non-computerized office machines.*

1. *Actively assist in implementing general office procedures, including records 152/161 94%*

*management..*

1. *Use the Internet, a wide variety of computer applications and standard business 228/240 95%*

*procedures to compute, analyze business performance and solve problems.*

1. *Efficiently perform office-related duties utilizing prioritization and necessary 16/16 100%*

*communication skills.*

A.S. Degree: Clerical

1. *Productively work as a team member with people of diverse experiences and 82/85 96%*

*backgrounds in a workplace environment.*

1. *Demonstrate the ability to competently use a wide variety of office equipment, 444/472 94%*

*including computers, peripherals, and non-computerized office machines.*

1. *Actively assist in implementing general office procedures, including records 393/421 93%*

*management.*

1. Reflect on, consider and analyze the data you have. ***What does your CLO data tell you about how your students are achieving PLOs?*** *Be detailed, descriptive and analytical* in this qualitative assessment of each PLO in relation to your CLO data. **Are your results satisfactory?**

1. Your department and the college should be making improvements based on student learning outcomes assessment, and we need to continue to document and share the improvements and progress you have already made. Did you make any changes in your CLO or PLO statements or analysis during the last cycle or recently? Did you receive funding for resources requests that were aimed to improve assessment results? Did you make any improvements in the areas of teaching and instruction processes, your courses, or your program? *Please explain your accomplishments and provide details about your efforts.*
2. **Action Plan.** Based on the assessments and analysis you have provided, please consider what changes or improvements you would like to make, which might include updating your CLO statements, modifying course outlines, rethinking instruction efforts, using different assessment instruments, asking for additional resources to improve assessment results, etc. ***Based on the analysis, provide an action plan for improvement that draws on your assessment results and efforts.***