**Business Tech Department Assessment Plan 2012-2013**

Submitted by David Hood

**East Central College**

**Assessment Plan: Course/Curriculum**

Division: Education and Social Science

Course/Curriculum Name: Business Technology Program

**Intended Program Outcome:**

* Introduce and explore office technology applications. (i.e. Microsoft Office, QuickBooks)
* Explore and develop personal and professional skills and abilities
* Communicate in a clear, complete courteous manner personally and professionally
* Embrace the concept of professional development and lifelong learning

**Upon successful completion of this program, student will be able to:**

* Explain the importance and value of good customer service
* Create and interpret technical reports
* Identify methods for dependability and accountability relating to work performance
* Function as a team member to identify and solve operational problems
* Present information for projects using appropriate media, graphics etc.
* Identify and evaluate how information technology can impact business processes

**Means of Assessment**

* Case studies
* Projects
* Presentations
* Exams
* The National Occupational Competency Testing Institute (NOCTI) Exam
* CAAP Exam in select courses assessing Critical Thinking skills

**Defined/Established Criteria**

* Students will achieve 80% of program goals and objectives

The NOCTI exam is administered during the Capstone Business Technology course. This Capstone course is one of the last courses that students enroll in prior to graduation. This exam meets the DESE requirements for a Technical Skills Assessment (TSA). These areas include:

1. Computer Applications
2. Working in an Office
3. Records Management
4. Office Procedures
5. Accounting and Computational Skills