Southwest Texas Junior College
Administrative Information Technology
Unit Action Plan for 2013 - 2014

Start Date: **9/1/2013**   *End Date:* **5/1/2014**

Unit Purpose: **The Administrative Information Technology (AIT) Program prepares individuals for high-demand careers needed in todays computerized workplace. The AIT Program offers a one-year Certificate, a two-year Associate of Applied Science Degree and a Tech Prep Enhanced Skills Certificate. The one-year Certificate Program is designed to prepare individuals for entry-level office information technology careers by providing cutting-edge training in the use of currently popular software packages and preparation for the Microsoft Office Specialist (MOS) Certification. The two-year Associate of Applied Science Degree is for individuals preparing for advanced office information technology careers in office and business management, executive assistant, computer project administration, and medical office administration. Students will be required to take the appropriate MOS exam(s) before the end of each semester as applicable to individual courses (see course descriptions in back of catalog). Students who have completed the A.A.S. degree may receive advanced training in management skills leading to an Enhanced Skills Certificate. Administrative Information Technology is a Technical Program.**

Submitted By
Bonny Herndon   **Yes**

Reviewed By
Connie
Buchanan   **Yes**

Approved By
Juan Guzman   **Yes**

Closeout Ready
Bonny Herndon   **Yes**

Closeout
Completed
Connie
Buchanan   **Yes**

Planning Outcome No. 1   Administrative Information Technology   Year: 2013-2014

Expected Outcome: **Students will improve learning related to the Administrative Information Technology program outcome 'Student will demonstrate proficient use of word processing software'.**

Outcome Rationale: **Certifications for MOS Word/Excel/Access are industry standards and will help our students to be able to attain employment and be successful in their employment after graduation. Intervention: Test-prep software for the Microsoft Office Specialist (MOS) certification in Microsoft Word/Excel/Access has been utilized previously, but only at the student's discretion. During the 2012-2013 academic year, students have had numerous grade requirements throughout the semester(s) for meaningful use of the test-prep software. Beginning with the 2013-2014 year, courses**

will incorporate a minimum of 3 instructor-led reviews of MOS objectives which will be required of students for participation and attendance.

Intervention: **Beginning with the 2013-2014 year, courses will incorporate a minimum of 3 instructor-led reviews of MOS objectives which will be required of students for participation and attendance.**

Mission Link: **Accessible, affordable, high-quality education**

Institutional Goal Link: **Learning-Centered Environment**

Strategic Goal Link: **NA**

Planning Type: **Student Learning**

Program Link: **Administrative Information Technology**

Program Outcome Link: **Student will demonstrate proficient use of word processing software.**

Tracking Data:	2009-2010	2010-2011	2011-2012	2012-2013	Base	Trend	Latest	Target
	NA	60%	21%	11%	%		11%	0%

Other Links: **Instructional Program or Service Unit Review**

An intervention designed to improve a student learning or success.

Assessment Method: **Industry Standard testing - Microsoft Office Specialist (MOS) certification test in Microsoft Word, Excel, and Access.**

Assessment Measures:

Measure	Beginning	Target	Ending
Student will demonstrate proficient use of word processing software.	**11%**	**0%**	**15%**
Percent of students passing the Microsoft Office Specialist (MOS) certification test in Microsoft Word.	**11%**	**80%**	**15%**
Percent of students passing the Microsoft Office Specialist (MOS) certification test in Microsoft Excel.	**4%**	**80%**	**29%**
Percent of students passing the Microsoft Office Specialist (MOS) certification test in Microsoft Access.	**8%**	**80%**	**17%**

Start-End Date: **9/1/2013 - 5/1/2014**

Budget:

Personnel: **$ 0** *for*

Equipment: **$ 0** *for*

Other: **$ 0** *for*

Total Cost: **$ 0   Unit's Budget $0   Other Funding Source $0**

Findings: **Two methods of improvement for MOS Testing were implemented beginning in Spring 2(passing score in Fall 2013:**

1. Assignments from the textbook curriculum were maximized. Previously, student a order to put more focus on MOS practice testing, when we were using Certiprep fc showed a reduction in the number of passing students, so assignments were agai

2. **GMetrix practice tests were purchased by the college and 11 practice tests were re**
   syllabus. Students reported and I found the GMetrix practice tests to be very comp
   MOS objectives. The practice tests were very effective. The MOS Word 2010 tes
   2013 had a 0% passing rate (0 of 20 students passed). The MOS Word 2
   was incorporated into the course shot up to 67% passing (4 of 6 studen
   MOS Excel 2010 testing results shot up to 29% passing (4 of 14 student
   2010 MOS passing rates were 8% and 4%.

Actions Taken/Changes: **These two methods of improvement should definitely be continued. Additionally, we will 2014 to MOS-aligned curriculum, moving to Office 2013, and we have added a student tu software for future students.**

Outcome achieved: **Yes**

Outcome Resulted in Improved Student Learning: **Yes**

Outcome Resulted in Improved Student Success: **No**

Person Responsible: **Bonny Herndon**

Date: **2/16/2015**

Planning Outcome No. 2   Unit: Administrative Information Technology   Year: 2013-2014

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*Expected Outcome***:** **Increase the total awards of Administrative Information Technology Certificates and AAS by 20% per academic year.**

*Outcome Rationale***:** **Students with completion of certificate or AAS are more marketable in the business world due to their increased knowledge, understanding and skills.**

Intervention: **Work with Registar and Technical Programs Counselor to contact students who have academic records approaching requirements for completion of the AIT program. The contact will include academic counseling and options for student completion of program.**

Mission Link: **Enter the job market**

Institutional Goal Link: **Learning**

Strategic Goal Link: **Learning - Increase 'Momentum Points"**

Planning Type: **Student Success**

Success Indicator: **Total Awards in year**

Other Links: **Instructional Program or Service Unit Review**

Assessment Method: **An annual review of graduation records will be performed by the AIT program coordinator and Technical Programs counselor.**

Assessment Measures:

Measure	Beginning	Target	Ending
AIT Program Graduates	**15%**	**20%**	**9%**

Start-End Date: **09/01/2013 - 05/01/2014**

Budget:

Personnel:	$	0	*for*	
Equipment:	$	0	*for*	
Other:	$	0	*for*	
Total Cost:	$	0	**Unit's Budget $0 Other Funding Source $0**	

Findings: **AIT Program graduates decreased from 13 to 9. Reasons aren't clear. There seem to be a**
needing by-arrangement courses, possibly because the students are taking courses that
sequence and not getting what they need in sequence due to course load.

Actions   **Reduce the number of courses being offered out of sequence.**
Taken/Changes:

Outcome achieved: **No**

Outcome Resulted in Improved Student Learning: **No**

Outcome Resulted in Improved Student Success: **No**

Person Responsible: **Bonny Herndon**

Date: **2/16/2015**

Planning Outcome No. 3   Unit: Administrative Information Technology   Year: 2013-2014

Expected   **Students will improve learning related to the Administrative Information**
Outcome: **Technology program outcome 'Student will demonstrate competency**
skills in financial business functions: creating & analyzing financial and
bank statements, performing accounting and payroll functions, and
demonstrate competency skills in basic and complex business math
scenarios'.

Outcome   **Assessments indicate that improvement is needed in this program**
Rationale: **outcome.**

Intervention: **Provide more real world financial examples and assessments for students**
including tools such as Excel that will help the student learn to solve
financial problems independently.

Mission Link: **Pursue their professional and personal goals**

Institutional Goal Link: **Learning**

Strategic Goal Link: **Learning - Increase 'Momentum Points"**

Planning Type: **Student Learning**

Program Link: **Administrative Information Technology**

   Program Outcome Link: **Student will demonstrate competency skills in financial business functions:**
creating & analyzing financial and bank statements, performing accounting and payroll functions, and
demonstrate competency skills in basic and complex business math scenarios.

Tracking Data:	2009-2010	2010-2011	2011-2012	2012-2013	Base	Trend	Latest	Target
	NA	**NA**	**79%**	**39%**	**%**		**39%**	**0%**

Other Links: **Assessment of Learning Outcomes or Services**
An intervention designed to improve a student learning or success.

Assessment
Method:

Students will complete a project requiring that the student choose the proper method and tools for finding a solution to the multi-faceted problem.

Assessment Measures:

Measure	Beginning	Target	Ending
Student will demonstrate competency skills in financial business functions: creating & analyzing financial and bank statements, performing accounting and payroll functions, and demonstrate competency skills in basic and complex business math scenarios	**39%**	**80%**	**39%**

Start-End Date: **9/1/2013 - 5/1/2014**

Budget:

Personnel:	**$**	**0**	*for*
Equipment:	**$**	**0**	*for*
Other:	**$**	**0**	*for*
Total Cost:	**$**	**0**	**Unit's Budget $0 Other Funding Source $0**

Findings: **Student success remained the same. Need increased emphasis on business financial fur students to practice these.**

Actions Taken/Changes: **Increase emphasis on business financial functions and their uses and allow students to**

Outcome achieved: **Yes**

Outcome Resulted in Improved Student Learning: **Yes**

Outcome Resulted in Improved Student Success: **No**

Person Responsible: **Bonny Herndon**

Date: **2/16/2015**