

# Institutional Assessment

---

## 2012-2014 Plan



**Arkansas Northeastern College  
Institutional Assessment**

**2012-2014  
Plan**

# **Introduction**

**Arkansas Northeastern College  
Institutional Assessment  
2012-2014**

Assessment of student learning is fundamental to the progress and growth of Arkansas Northeastern College and an integral component of institutional effectiveness. Based on a continuous improvement cycle, the process is designed to provide meaningful information to refine and advance both academic and administrative programs. Assessment initiatives are focused on student learning and the results are used to improve outcomes and support resource decisions.

The Committee for the Assessment of Student Learning is a standing College committee composed of faculty, administrators, and representatives from Academic, Student, and Administrative Services. The group provides leadership and guidance in all matters related to assessment. Committee members supply their expertise and give generously of their time to ensure that Arkansas Northeastern College continues to develop a comprehensive assessment of student achievement and college support services.

Committee for the Assessment of Student Learning:

Allen Allison, Occupational Programs  
Gene Bennett, Occupational Programs/Extended Campus Operations  
Ginger Berry, Math and Science  
Cindy Clark, Assessment Specialist/Chair  
Chris, Cloninger, Management Information Technology Services  
Paula Gragg, Solutions Group  
Pat Ellis, College Preparatory and Learning Assistance Center  
Deanita Hicks, Communications and Humanities  
Brenda Hollifield, Allied Health, Physical Education/Recreation  
Dr. Blanche Hunt, College Preparatory and Learning Assistance Center  
Rosemary Lowe, Student Services  
Renee Marshall, Administrative Services  
Carol Mills, Academic Technology and Distance Education  
Bronwyn Morgan, Academic Services  
Tanya Pankey, Allied Health, Physical Education/Recreation  
Deborah Parker, Arts and Sciences  
Robin Singleton, Business and Technical Division  
Beth Thompson, Advancement  
Jaye Tipton, Extended Campus Operations  
Dr. Paula Williams, Business and Technical Division  
Dr. Gary Yarbrough, Communications and Humanities

*Ex-Officio Members:*

Mary Dement, Instruction  
Laura Yarbrough, Student Services  
June Walters, Administration

Plan Submitted: June 19, 2013

## **Assessment Calendar**

---

Faculty and staff determine which outcomes or objectives will be assessed during the assessment cycle. After student learning outcomes are identified, faculty implement learning activities, collect associated data, and analyze the data to improve student learning. Support areas set administrative objectives, implement improvement activities, collect associated data, and analyze the data to improve services and support to students and academic programs. The timeline below outlines the process.

July	Faculty/staff begin analysis of collected assessment data and preparation of the assessment reports and plans.
September	Program faculty/staff complete assessment reports and plans for the next cycle. Results are presented to the faculty/staff of the reporting area for a preliminary review.
September	Reports and plans due to the Committee for the Assessment of Student Learning (CASL).
October/ November	Committee for Assessment of Student Learning reviews submitted reports and plans. The Committee provides feedback to each reporting area.
December	Finalized assessment reports and plans due to the Assessment Specialist.
February	Annual Institutional Assessment Report and Institutional Plan are presented to the Board of Trustees.

## CONTENTS

Introduction .....	i
Institutional Assessment .....	ii
Assessment Calendar .....	iii
Academic Programs .....	1
Arts and Sciences/General Education .....	2
Allied Health .....	16
Business and Technical Division .....	39
Occupational Programs/Secondary Center .....	53
Solutions Group .....	58
Support Units .....	65
Adams Vines Library .....	66
Wellness Center .....	69
Registrar's Office .....	72
Career Pathways Initiative .....	73

**Academic Programs  
2012-2014 Plans**

**Arts and Sciences/General Education**

<b>Arts and Sciences</b>	
<i>Instructional Department/Program</i>	<i>Degree Level</i>
Communications and Humanities	Associate of Arts
Math and Science	Associate of Arts
Childhood Education	Associate of Science
Early Childhood Education	Associate in Applied Science



**Arts and Sciences/General Education  
Assessment Plan  
2012-2014**

**Expanded Statement of Institutional Purpose:**

*Institutional Mission Statement:* Arkansas Northeastern College is committed to providing accessible, quality educational programs, services and lifelong opportunities.

*General Education Goal:* To offer programs in general education that provide the students with the skills and knowledge to succeed in their academic and career paths.

*General Education Outcomes:*

1. Speak, listen, write and read competently in a critical and organized manner.
2. Use mathematical skills appropriate to the task.
3. Reason logically, develop independent thinking, use creative processes and scientific inquiry to analyze and make decisions.
4. Use information technology to locate, process, and present information effectively and ethically.
5. Set goals, learn independently, and develop human relations skills
6. Understand the social, political, economic, and cultural diversities of a global society.
7. Recognize the essential worth of the individual person as a responsible and active participant in social and political change.
8. Understand the creative process, aesthetic principles, and the historical and cultural perspective of the literacy and fine arts.
9. Develop lifelong attitudinal and recreational skills for maintaining physical and mental fitness.

**College Algebra  
Course Level Assessment Plan  
2012-2014**

1. Intended Student Learning Outcome: Students will model real-world situations using data and the functions studied in College Algebra. This outcome pertains to the Division Program Competency #4, "Apply problem-solving techniques to multiple disciplines and real-world situations" and the General Education Goal, "Use mathematical skills appropriate to the task."
  - 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students will perform an experiment early in the semester, collecting data and then finding the line of best fit using the data points collected. Eighty percent of the students completing the assignment will correctly answer the question posed after having derived the function from the data.
  - 1.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students will perform an experiment later in the semester, collecting data that will be used in the quadratic model for freely falling objects. Eighty percent of the students completing the assignment will correctly answer the question posed after having derived the function from the data. Also, the percent of students correctly answering that question will increase from the first experiment to the second experiment.
  
2. Intended Student Learning Outcome: Students will utilize MyLabsPlus to improve mathematical thinking and problem-solving. This outcome pertains to the Division Program Competency #3, "Use the appropriate technology or instrumentation needed to enhance mathematical and scientific thinking" and the General Education Goals, "Use information technology to locate, process, and present information effectively and ethically" and "Use mathematical skills appropriate to the task."
  - 2.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students in all sections of College Algebra will complete a number of common problems in every section using MyLabsPlus, a course management system from Pearson Publishing. The mean score on the homework set on solving quadratic equations will be 80% or above.
  - 2.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students in all sections of College Algebra will complete a quiz in MyLabsPlus over solving quadratic equations. The mean score on this quiz will be 80% or above.

**Mathematics Applications**  
**Course Level Assessment Plan**  
**2012-2014**

1. Intended Student Outcome: Students with placement scores at or above the defined level will master all prescribed modules in one semester. This learning outcome also assesses the General Education Outcome #2) Use mathematical skills appropriate to the task and #3) Reason logically, develop independent thinking, use creative processes and scientific inquiry to analyze and make decisions. It also assesses the Division of Mathematics and Sciences Program Competency, "Apply problem-solving techniques to multiple disciplines and real-world situations."
  - 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Mastery of the prescribed modules will be tracked using the data from all the grade books in the MyLabsPlus Math Apps courses. Of those students still attending at the end of the semester, 75% of the students with placement scores at the level of Beginning Algebra (Compass 40P or 22A, ACT 16 in Math) will show mastery of all modules in one semester.
  - 1.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Of those students still attending at the end of the semester, 75% of those students with reading placement scores at the level of Advanced Reading (Compass 61, ACT 14) will show mastery of all modules in one semester.
  
2. Intended Student Learning Outcome: Students will demonstrate mastery on each Module Posttest. This learning outcome also assesses the General Education Outcome #2) Use mathematical skills appropriate to the task and #3) Reason logically, develop independent thinking, use creative processes and scientific inquiry to analyze and make decisions. It also assesses the Division of Mathematics and Sciences Program Competency, "Apply problem-solving techniques to multiple disciplines and real-world situations".
  - 2.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: 50% of the students completing a Module Posttest will score at mastery-level or above on the first attempt. Modules 1 through 7 will be tracked for mastery on the first attempt.
  - 2.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Of those students not scoring at mastery-level on the first attempt, 50% will show mastery on the Module Posttest on the second attempt. Modules 1 through 7 will be tracked for mastery on the second attempt.

**Music Appreciation  
Course Level Assessment Plan  
2012-2014**

1. Intended Student Learning Outcome: The Music Appreciation students will be able to identify aurally five major musical compositions on the final.
  - 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: At least 70 percent of the students will score 80 percent or better on the listening portion of the final.
  
2. Intended Student Learning Outcome: Students in Music Appreciation will be able to list least three stylistic characteristics from the Baroque, Classical and Romantic style periods.
  - 2.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: At least 70 percent of the students will score 80 percent or above on the section of the unit tests covering stylistic characteristics.
  - 2.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: At least 80 percent of the students will score 80 percent or above on the section of the final covering stylistic characteristics.

**World Civilization  
Course Level Assessment Plan  
2012-2014**

1. *Intended Student Outcome:* Students who complete World Civilization to 1600 will demonstrate an average understanding of historic perspective by examining several key topics throughout the course of the semester. Students will demonstrate this understanding in a well-organized essay that makes use of specific examples. An evaluation of the two essay questions will chart student development over the duration of the course.
  - 1.1 *Means of Assessment and Criteria for Success:* At least 40% of students will score a three or higher on the scoring rubric for this question. Example topics for essay questions in World Civilization to 1600 may include early human origins and the cradle of civilization.
  - 1.2 *Means of Assessment and Criteria for Success:* Final Exam Essay - At least 70% of students will score a three or higher on the scoring rubric for this question. Example topics for final exam essay questions in World Civilization to 1600 may include the Middle Ages and the New World.

**General Psychology  
Course Level Assessment Plan  
2012-2014**

1. *Intended Student Outcome:* General Psychology students will differentiate between a population and a sample, and classify a sample as representative or non-representative in scientific research. This learning outcome also assesses General Educational Learning Outcome 1: "Speak, listen, write and read competently in a critical and organized manner."
  - 1.1 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* Seventy percent of students will successfully differentiate between a population and sample. Data will be collected using a multiple choice exam in which an experiment will be described. From the description of the experiment, students will determine which group was the sample and which group was the population.
  - 1.2 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* Seventy percent of students will discriminate between a representative sample and a non-representative sample. Data will be collected using a multiple choice exam in which an experiment will be described. From the description of the experiment, students will determine whether the sample was representative or non-representative.
  
2. *Intended Student Learning Outcome:* General Psychology students will be able to recognize and discriminate between experimental and correlational research. This learning outcome also assesses General Educational Learning Outcomes 1: "Speak, listen, write and read competently in a critical and organized manner" and 3: "Reason logically, develop independent thinking, use creative processes and scientific inquiry to analyze and make decisions."
  - 2.1 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* Students will be given a description (abstract) from a recent research article that has been featured in the popular media or news outlets. Based on this information, 70% of students will correctly categorize the research as correlational or experimental.
  
3. *Intended Student Learning Outcome:* General Psychology students will read a recent article from the media and explain how the article is related to the materials covered in class and to wider society. This learning outcome also assesses General Educational Learning Outcomes 1: "Speak, listen, write and read competently in a critical and organized manner", 3: "Reason logically, develop independent thinking, use creative processes and scientific inquiry to analyze and make decisions", 4: "Use information technology to locate, process, and present information effectively and ethically", 5: "Set goals, learn independently, and develop human relations skills.", and 6: "Understand the social, political, economic, and cultural diversities of a global society."
  - 3.1 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* Students will be given a link to a recent news article

that is related to one or more of the major concepts covered in class. Seventy percent of students will correctly identify the chapter and main topic from their book that is directly related to the article. This assignment will be completed in the final quarter of the semester so that students will have gained a significant knowledge base from which they can work.

- 3.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students will be given a link to a recent news article that is related to one or more of the major concepts covered in class. Seventy percent of students will correctly identify at least two implications that the topic has for general society. This assignment will be completed in the final quarter of the semester so that students will have gained a significant knowledge base from which they can work.
- 3.3 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Success rates for outcome 2 will be compared to success rates for outcome 3.2, so that learning based upon direct instruction can be compared to students' ability to complete an independent assignment.

**Introduction to Philosophy  
Course Level Assessment Plan  
2012-2014**

1. Intended Student Learning Outcome: Students will analyze their own political, social, ethical, and/or religious views using the approach of the Sophists. This learning outcome also assesses General Educational Learning Outcomes 1: "Speak, listen, write and read competently in a critical and organized manner", 3: "Reason logically, develop independent thinking, use creative processes and scientific inquiry to analyze and make decisions", 4: "Use information technology to locate, process, and present information effectively and ethically", and 6: "Understand the social, political, economic, and cultural diversities of a global society."
  - 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Each student will be given the task of correctly identifying at least two cultural factors and at least two personal factors that have influenced his/her own belief systems. In addition, each student will also identify at least two ways that his/her beliefs may have been different if he/she had been raised in a different cultural environment. Finally, each student will identify at least two ways that this process has shaped today's global society and political climate. Eighty percent of students will successfully complete this assignment.
  
2. Intended Student Learning Outcome: Students will analyze their own social and political responsibility for ending poverty using Peter Singer's approach (the "hypothetical case of Bob"). This learning outcome also assesses General Educational Learning Outcomes 1: "Speak, listen, write and read competently in a critical and organized manner", 3: "Reason logically, develop independent thinking, use creative processes and scientific inquiry to analyze and make decisions", 4: "Use information technology to locate, process, and present information effectively and ethically", and 7: "Recognize the essential worth of the individual person as a responsible and active participant in social and political change"
  - 2.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Seventy percent of students will pass a written assignment requiring each student to compare his/her own social-justice views and behaviors to Peter Singer's views. Specifically, each student will respond to Singer's "hypothetical case of Bob", either defending Bob's behavior or describing why Bob's behavior is unethical. In addition, each student will choose two other topics related to Peter Singer's views. For both topics, the student will explain why he/she agrees or disagrees with Singer.



**Introduction to Sociology  
Course Level Assessment Plan  
2012-2014**

1. Intended Student Outcome: Students in Introduction to Sociology will be able to define and identify one example of institutional discrimination.
  - 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: On the unit exam covering institutional discrimination, 50 percent or more of the students will be able to define and identify one example of institutional discrimination.
  - 1.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: On the comprehensive final exam, 70 percent of students will be able to define and identify one example of institutional discrimination.
  
2. Intended Student Outcome: Student in Introduction to Sociology will be able to correctly identify both parts of the sociological perspective.
  - 2.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: On the unit exam covering the sociological perspective, 50 percent or more of the students will be able to correctly identify both parts of the sociological perspective.
  - 2.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: On the comprehensive final exam, 70 percent of students will be able to correctly identify both parts of the sociological perspective.

**Social Problems  
Course Level Assessment Plan  
2012-2014**

1. Intended Student Learning Outcome: Students in Social Problems will be able to correctly identify and define both components of a social problem.
  - 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: On the unit exam covering the components of a social problem, 50 percent or more of the students will be able to correctly identify and define both components.
  - 1.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: On the comprehensive final exam, 70 percent of students will be able to correctly identify and define both components of a social problem.
  
2. Intended Student Learning Outcome: Student in Social Problems will be able to successfully relate key terms from the course to contemporary social problems.
  - 2.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students are required to participate in 5 discussion forums (each worth 20 points) throughout the semester, each one asking them to relate a key term from class to a contemporary social problem. 70% of the students will receive a score of at least 80% for their 5 discussion forums.
  - 2.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students are required to submit an Applying Social Problems portfolio, containing 4 artifacts that each relate key terms from class to a contemporary social problem. 70% of the students will receive a score of at least 80% for their portfolios.

**World Literature I and World Literature II  
Course Level Assessment Plan  
2012-2014**

1. Intended Student Learning Outcome: Students completing World Literature I and World Literature II will demonstrate competency in critically reading, discussing, and writing about significant works in world literature.
  - 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students will illustrate competency in critically reading, discussing, and writing about significant works in world literature by analyzing and explicating two poems from the same era in literature, writing an essay to explain their work, and using outside sources to write about the two poems. This work will involve reading, discussing, researching, comparison/contrast analysis, and explication. The paper will be assessed using the following rubric:
    1. Clearly state the focus of the paper in a thesis sentence in the introduction of the paper. The introduction will include at least five sentences.
    2. Use at least two outside sources and cite them in the paper and on a Works Cited page, using the Modern Language Association (MLA) style of documentation.
    3. Write body paragraphs to support primary points in the paper. Each body paragraph will have a clear topic sentence and contain at least seven sentences of support.
    4. Use specific details from the primary work (s) of literature they are writing about. This will include quotations, lines of poetry, short passages, etc.
    5. Use appropriate outside source materials to illustrate the thesis and primary points of the paper.
    6. Write an appropriate conclusion for the analytical paper. The conclusion must be at least five sentences long.

Student papers will be assessed on content, structure, mechanics, usage, and format. However, in the next cycle, we will spend more time on teaching students, by modeling and example, how to analyze what they read. This is a very weak area for our students, and we will stress the skills which are used to explicate and analyze literature. Eighty-five percent of students will earn a score of 75% or higher on this essay.

**Humanities Through the Arts  
Course Level Assessment Plan  
2012-2014**

1. *Intended Student Outcome:* Students will be able to critically assess a work of art based on its content, context, and subtext.
  - 1.1 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* A short answer question focusing on a work of art from our first unit. For the subtext portion of the assignment, students must have at least a developed paragraph discussing if any hidden meaning exists or a comment from the artist is evident, and there must be a personal reaction to this and the work as a whole. The mean score for the subtext portion of the rubric will be 10/15 points.
  
2. *Intended Student Outcome:* Students will be able to adequately explicate a Shakespearian sonnet.
  - 2.1 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* One question on exam three requires students to discuss both the form and content of a sonnet. For the form portion of the question, students should mention that the sonnet follows a closed form pattern, explain what iambic pentameter is, and discuss how Shakespeare divides the poem into four parts. Students must recognize that the last two lines of the fourteen lined poem make up a couplet and usually provide a moral message from the writer. The mean score for the format portion of the rubric will be 5/10 points

**Fitness for Life  
Course Level Assessment Plan  
2012 -2014**

1. Intended Student Outcome: Students will be involved in interactive environments that contribute to their physical, mental, and emotional well being.
  - 1.1 State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success: One hundred percent (100%) of all students enrolled in the Fitness for Life Course will identify three unhealthy behaviors and develop a personal action plan to improve or maintain health enhancing physical fitness during the first two weeks of the course.
  - 1.2 State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success: Eighty five percent (85%) of students will indicate an improvement in mental and emotional health as reflected in the pre and post course physical evaluation tool by increasing one point on an scale of 1 to 5 with 1 being the lowest and 5 the highest in the following areas:
    - Increased motivation to participate in various scheduled activities
    - Decreased stress levels
    - Increased self-confidence from accomplishing tasks
    - Increased satisfaction with quality of life on campus

## Allied Health

<b>Allied Health</b>	
<i>Instructional Program</i>	<i>Degree Level</i>
Associate Degree Nursing	Associate in Applied Science
Practical Nursing	Certificate
Dental Assisting	Certificate
Nursing Assistant	Certificate
Emergency Medical Technician Course	Certificate
Emergency Medical Technician - Paramedic	Certificate
Phlebotomy	Certificate

**Associate Degree Nursing Program  
Assessment Plan  
2012-2014**

**Expanded Statement of Institutional Purpose:**

*Institutional Mission Statement:* Arkansas Northeastern College is committed to providing accessible, quality educational programs, services, and lifelong opportunities.

*Division/Department Mission Statement:* Arkansas Northeastern College Associate Degree Nursing Program is committed to providing students the opportunity to acquire the necessary knowledge and skills to successfully pass the NCLEX-RN and to become licensed as a registered nurse equipped to meet the health care needs of individuals in the community.

**Intended Student Learning Outcomes:**

1. Graduates will meet the Arkansas State Board of Nursing and the National League for Nursing Accrediting Commission (NLNAC) standards as evidenced by the NCLEX-RN results and the HESI Exit Exam.
2. Graduates will meet the ANC Nursing goals for Progressive Testing Exams and student retention.
3. Employed graduates will indicate through surveys that the Arkansas Northeastern College Associate Degree Nursing curriculum has prepared them to practice as competent registered nurses.
4. Graduates employed by healthcare agencies in the Arkansas Northeastern College service area will meet expected outcomes for the beginning registered nurse as reflected by employer surveys.
5. Students will meet and expected competencies and clinical outcomes in Fundamentals of Nursing, and Advanced Medical Surgical Nursing I and II.

1. *Intended Student Learning Outcome:* Graduates will meet the Arkansas State Board of Nursing and the National League for Nursing Accrediting Commission, Inc. (NLNAC) standards.
  - 1.1 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* Eighty five percent (85%) of graduates will obtain an average score of 900 or greater on the Health Education System, Inc. (HESI) Exit Exam for predicting outcomes for NCLEX-RN.
  - 1.2 Eighty five percent (85%) of graduates will obtain a score of 900 or greater on the NLNAC component of the HESI Exam in the sub areas of Critical Thinking, Communication, and Therapeutic Interventions.
  - 1.3 The ADN Program graduates will meet the benchmark of (88%) or the current national average on the NCLEX-RN as a first time writer reflected on the July 1, 2013 Arkansas State Board of Nursing Annual Pass Rate Report.
  
2. *Intended Student Learning Outcome:* Graduates will meet the ANC Nursing goals for Progressive Testing exams and student retention.
  - 2.1 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* One hundred percent (100%) of students will perform at or above Level 2 on the Assessment Technology Institute (ATI) Progressive Testing Exams before progressing to the next nursing course.
  - 2.2 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* The selective admission criteria will serve to admit students who are successful in achieving the program objectives with a 75% graduation rate for both first time student and returning admissions..
  
3. *Intended Student Learning Outcome:* Employed graduates will indicate through graduate surveys that Arkansas Northeastern College Associate Degree Nursing curriculum has prepared them to practice as competent registered nurses.
  - 3.1 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* Ninety percent (90%) of graduates will be employed in the hospital or long-term care setting with the additional ten percent (10%) of graduates employed in their health care-settings as determined by the six month post-graduate survey.
  - 3.2 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* Ninety five percent (95%) of graduates returning the six month post-graduate survey will rate the satisfaction of adequate preparation of the Associate Degree Nursing Program at a 3 or higher on a scale of 1 to 5 with 1 being the lowest (poor) and 5 being the highest (excellent).
  
4. *Intended Student Learning Outcome:* Graduates employed by healthcare agencies in the Arkansas Northeastern College service area will meet expected outcomes for the beginning registered nurse as reflected by employer surveys.



- 4.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Ninety five percent (95%) of all employers of ANC graduates returning the agency/employer survey will rate "job performance satisfaction" with the beginning registered nurse at a 3 or higher on a scale of 1 to 5 with 1 being the lowest and 5 being the highest.
- 4.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Ninety five percent (95%) of all employers of ANC Nursing graduates returning the agency /employer survey will rate "professional behavior" with the beginning registered nurse at a 3 or higher on a scale of 1 to 5 with 1 being the lowest and 5 being the highest.
5. Intended Student Learning Outcome: Students will meet and expected competencies and clinical outcomes in Fundamentals of Nursing, and Advanced Medical Surgical Nursing I and II
- 5.1 State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success: Eighty percent (80%) of students in the first level Introduction to Nursing Intervention Course will demonstrate satisfactory knowledge of the Nursing Math content by scoring a 90% or greater on the first attempt of the Math Competency Exam.
- Students in the Introduction to Nursing Intervention course are given a Math Competency Exam. The 20 question exam is used to validate knowledge of basic math skills and basic dosage calculations. Content covered on the exam ranges from simple conversions of medications to calculation of the amount of medication given based on the weight of a client. Student have three attempts to make the 90% benchmark but the first exam counts as the recorded grade for the exam.
- 5.2 State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success: Ninety percent (90%) of students in the first level Fundamentals of Nursing Intervention Course will achieve a grade of "80%" or greater on the Physical Assessment Skills validation on the first attempt as reflected on the grading rubric.
- 5.3 State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success: Ninety Percent (90%) of students in the second level nursing course Advanced Medical Surgical Nursing I & II will achieve a grade of "80%" or greater on the Simulation Scenario as reflected on the grading rubric.
- 5.4 State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success: Ninety Percent (90%) of students in the second level nursing course Advanced Medical Surgical I & II will demonstrate a "satisfactory" competency on their role as the assigned Team Leader as reflected on the Team Leading Evaluation Form.

**Practical Nursing Program  
Assessment Plan  
2012-2014**

**Expanded Statement of Institutional Purpose**

*Institutional Mission Statement:* Arkansas Northeastern College is committed to providing accessible, quality educational programs, services, and lifelong opportunities.

*Division/Department Mission Statement:* Arkansas Northeastern College Practical Nursing Program is committed to providing students the opportunity to acquire the knowledge and skills necessary to successfully pass the National Council for Licensure Examination for Practical Nurses (NCLEX – PN) and to become competent licensed practical nurses equipped to meet the healthcare needs of individuals in the community.

**Intended Student Outcomes**

1. Graduates will meet the Arkansas State Board of Nursing (ASBN) standards as evidenced by NCLEX – PN results.
2. Graduates will meet the ANC Practical Nursing goals for Progressive Testing and student retention.
3. Employed graduates will indicate through surveys that the Arkansas Northeastern College Practical Nursing curriculum has prepared them to practice as competent licensed practical nurses.
4. Graduates employed by health care agencies in the Arkansas Northeastern College service area will meet expected outcomes for the beginning licensed practical nurse as reflected by employer surveys.
5. Students will meet established course (PN 16036 Basic Nursing Principles & Skills II and PN 16042 Pharmacology I) objectives and outcomes in the Practical Nursing Program.

1. Intended Student Learning Outcome: Graduates will meet the Arkansas State Board of Nursing standards.
  - 1.1 State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success: One hundred percent (100%) of students will score at or above the 80% probability on Assessment Technologies Institute's (ATI) Comprehensive Predictor Examination indicating 80% probability of passing the NCLEX - PN upon 1st attempt.
  - 1.2 State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success: Eighty five percent (85%) of all graduates will be successful in passing the NCLEX - PN on the first attempt.
2. Intended Student Outcome: Graduates will meet the ANC Practical Nursing goals for Progressive Testing and student retention.
  - 2.1 State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success: Selective admission criteria will serve to admit students who are successful in achieving the program objectives with at least a 75% retention and graduation rate.
  - 2.2 State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success: One hundred percent of students will participate in each of the ATI progressive assessment modules that correlate with program curricula and will score at least a Proficiency Level 2 on each of the exams prior to progressing to the next semester/term.
3. Intended Student Learning Outcome: Employed graduates will indicate through surveys that the Arkansas Northeastern College (ANC) Practical Nursing curriculum has prepared them to practice as competent licensed practical nurses (LPN).
  - 3.1 State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success: Ninety five percent (95%) of graduates will be employed in health care settings within 6 months of graduation as determined by graduate surveys.
  - 3.2 State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success: Ninety five percent (95%) of graduates returning the graduate survey 6 months post graduation will rate their satisfaction with the Practical Nursing Program at a 3 or higher on a scale of 1 - 5 with 1 being the lowest and 5 being the highest score possible.
4. Intended Student Outcome: Graduates employed by health care agencies in the Arkansas Northeastern College service area will meet expected outcomes for the beginning licensed practical nurse as reflected by employer surveys.
  - 4.1 State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success: Ninety five percent (95%) of all employers of Arkansas Northeastern College Practical Nursing graduates returning the agency/employer surveys 6 months after graduation will rate job performance

satisfaction with the beginning licensed practical nurse at a 3 or higher on a scale of 1 - 5 with 1 being the lowest and 5 being the highest score possible.

- 4.2 State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success: Ninety five percent (95%) of all employers of ANC Nursing graduates returning the agency /employer survey will rate "professional behavior" with the beginning practical nurse at a 3 or higher on a scale of 1 to 5 with 1 being the lowest and 5 being the highest.
  
5. Intended Student Outcome: Students will meet established course (Basic Nursing Principles & Skills II and Pharmacology I) objectives and outcomes in the Practical Nursing Program.
  - 5.1 State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success: One hundred percent (100%) of students in Pharmacology I during the Fall Semester will demonstrate satisfactory knowledge of basic drug dosage calculation by scoring 100% on the Math Competency Exam prior to being able to progress to Pharmacology II in the Spring Semester.
  
  - 5.2 State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success: Ninety percent (90%) of students in Basic Nursing Principles & Skills II during the Fall Semester will demonstrate "satisfactory" competency during the first check-off on Medication Administration.

**Dental Assisting Program  
Assessment Plan  
2012-2014**

**Expanded Statement of Institutional Purpose**

*Institutional Mission Statement:* Arkansas Northeastern College is committed to providing accessible, quality educational programs, services, and lifelong opportunities.

*Division of Dental Assisting Goal:* Arkansas Northeastern College Dental Assisting Program will provide students the opportunity to gain the knowledge and skills necessary to practice as a Registered Dental Assistant in the State of Arkansas and successfully pass the certification exam through the Dental Assisting National Board.

**Intended Student Outcomes**

1. Students will meet established course objectives and outcomes in both the areas of infection control practices (Dental Science, Dental Radiology I, Chair Side Assisting I & II) and fabrication of temporary crown and bridge restoration (Dental Materials II) in both the laboratory and clinical setting (Clinical Experience I, II, & III).
2. Students will meet course objectives and outcomes in Processing, Developing and Mounting Radiographs (Radiology II) meeting the requirements of the Arkansas State Dental Association Standards for Registered Dental Assistant in both clinical lab and dental office setting.
3. Students will meet course objectives and outcomes in Preventative Dentistry Coronal Polish, meeting the requirements of the ASDA Standards for Registered Dental Assistants.
4. Students will meet the retention/graduation and employment goals set for the Dental Assisting Program.
5. Employed graduates will indicate through graduate surveys that the Dental Assisting curriculum has prepared them to utilize the knowledge and skills needed to practice as Dental Assistants.
6. Graduates employed by Dental Offices in the service area will meet expected outcomes for the beginning Dental Assistant as reflected by employer surveys.

1. Intended Student Learning Outcome: Students will meet established course objectives and outcomes in both the areas of infection control practices (Dental Biomedical Science, Dental Clinical Science I, Chair Side Assisting I & II) and fabrication of temporary crown and bridge restoration (Dental Materials I) in both the laboratory and clinical setting (Clinical Experience I, II, & III).
  - 1.1 State Means of Assessment, Describe Data collection Plan, and Define Criteria for Success: One hundred percent (100%) of students will demonstrate competency in the infection control procedures enforced by OSHA by achieving a 90% or greater on the instructor and peer competency pre clinical evaluations and by achieving the target score of (2.5) for Clinical Experience I, (2.75) for Clinical Experience II, and (3.0) for Clinical Experience III) or greater on a 1 to 4 scale with 1 being the lowest and 4 being the highest on clinical evaluations completed supervisors in the dental assisting offices.
  - 1.2 State Means of Assessment, Describe Data collection Plan, and Define Criteria for Success: One hundred percent (100%) of students will demonstrate competency in the fabrication of temporary crown and bridge restorations by achieving a 90% or greater on the pre clinical instructor and peer evaluations and by achieving the target score of (2.5) for Clinical Experience I, (2.75) for Clinical Experience II, and (3.0) for Clinical Experience III) or greater on a 1 to 4 scale with 1 being the lowest and 4 being the highest on clinical evaluations completed supervisors in the dental assisting offices.
  
2. Intended Student Learning Outcome: Students will meet course objectives and outcomes in Processing, Developing and Mounting Radiographs (Radiology II) Meeting the requirements of the Arkansas State Dental Association Standards for Registered Dental Assistant in both clinical lab and dental office setting.
  - 2.1 State Means of Assessment, Describe Data collection Plan, and Define Criteria for Success: One hundred percent (100%) of the students will score 90% or higher in clinical lab skills validation in Processing, developing, and mounting of full mouth radiograph.
  - 2.2 State Means of Assessment, Describe Data collection Plan, and Define Criteria for Success: One hundred percent (100%) of the DA students will receive a 3.5 or greater on a 1 to 4 scale with 1 being the lowest and 4 the highest, on clinical skills #11 Processing Radiograph, #12 Develop Radiograph, #13 Mounting Radiograph as evaluated by the assigned Dental Office Preceptor.
  
3. Intended Student Learning Outcome: Students will meet course objectives and outcomes in Preventative Dentistry Coronal Polish, meeting the requirements of the ASDA Standards for Registered Dental Assistants.
  - 3.1 State Means of Assessment, Describe Data collection Plan, and Define Criteria for Success: One hundred percent (100%) of the students will score 95% or higher in clinical skills validation in Coronal Polish on DEXTR.

- 3.2 State Means of Assessment, Describe Data collection Plan, and Define criteria for Success: One hundred percent (100%) of the students will be rated by the assigned Dental Office Preceptor at 3.5 or above on a 1 to 4 scale with 1 being the lowest and 4 the highest, on the coronal polish competency.
4. Intended Student Learning Outcome: Students will meet the retention/graduation and employment goals set for the Dental Assisting Program.
  - 4.1 State Means of Assessment, Describe Data collection Plan, and Define Criteria for Success: Eighty percent (80%) of the students accepted into the Dental Assisting Class will successfully complete and graduate from the program.
  - 4.2 State Means of Assessment, Describe Data collection Plan, and Define Criteria for Success: One hundred percent (100%) of students will qualify and complete the application process for the Arkansas RDA certification in all areas of Dental Assisting upon graduation.
  - 4.3 State Means of Assessment, Describe Data collection Plan, and Define Criteria for Success: Eighty five percent (85%) of all students graduating and applying to take the certification exam through the Dental Assisting National Board will be successful the first time taking the exam.
  - 4.4 State Means of Assessment, Describe Data collection Plan, and Define Criteria for Success: One hundred percent (100%) of the graduates will be employed in a dental office six months post-graduation as indicated on the post-graduate survey.
5. Intended Student Learning Outcome: Employed graduates will indicate through graduate surveys that the Dental Assisting curriculum has prepared them to utilize the knowledge and skills needed to practice as Dental Assistants.
  - 5.1 State Means of Assessment, Describe Data collection Plan, and Define criteria for Success: One hundred percent (100%) of the students returning the post graduation survey will rate "satisfaction of the Dental Assisting Program" at a 3.5 or greater on a 1 to 5 scale with 1 being the lowest and 5 being the highest.
  - 5.2 State Means of Assessment, Describe Data collection Plan, and Define Criteria for Success: Ninety percent (90%) of the students returning the post graduation survey will rate the ANC Dental Assisting Program at a 3.5 or greater on a 1 to 5 scale with 1 being the lowest and 5 being the highest related to educational experience and preparedness for the DA workforce.
6. Intended Student Learning Outcomes: Graduates employed by Dental Offices in the service area will meet expected outcomes for the beginning Dental Assistant as reflected by employer surveys.

- 6.1 State Means of Assessment, Describe Data collection Plan, and Define Criteria for Success: One hundred percent (100%) of all employers (Dental Offices) of graduates returning the employer survey 6 month post graduation will rate all areas of the survey evaluating “job performance” of the beginning Dental Assistant at a 3 or higher on 1 to 5 scale with 1 being the lowest and 5 being the highest.
  
- 6.2 State Means of Assessment, Describe Data collection Plan, and Define Criteria for Success: One hundred percent (100%) of all employers (Dental Offices) of ANC DA graduates returning the employer survey six months post graduating will rate professionalism” of the beginning Dental Assistant at a 4.0 or higher on a 1 to 5 scale with 1 being the lowest and 5 being the highest.



**Nursing Assistant Course  
Assessment Plan  
2012-2014**

**Expanded Statement of Institutional Purpose**

*Institutional Mission Statement:* Arkansas Northeastern College is committed to providing accessible, quality educational programs, services, and lifelong opportunities.

*Division/Department Mission Statement:* Arkansas Northeastern College Nursing Assistant Training Course is committed to providing students the skills and behaviors necessary to successfully pass the state certification exam and become practicing Certified Nursing Assistants in the healthcare industry.

**Intended Student Outcomes**

1. Students will meet established objectives and outcomes in the clinical laboratory and long term care clinical component of the Nursing Assistant Course.
2. Students will meet course retention and certification pass rates established for the Nursing Assistant Course.
3. Students completing the Nursing Assistant Course will indicate through surveys that they were overall satisfied with the nursing assistant course and met established learning objectives.
4. Students completing the Nursing Assistant Course will meet established employment goals in the areas of job attainment and employer satisfaction.

1. *Intended Student Learning Outcome:* Students will meet established objectives and outcomes in the clinical laboratory and long term care clinical component of the Nursing Assistant Course.
  - 1.1 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* One hundred percent (100%) of students will demonstrate competency in the clinical lab with a “pass” on a pass/fail evaluation scale in the following required skills within the first 16 hours of the nursing assistant course as required by the Office of Long Term Care:
    - Hand washing
    - Isolation techniques
    - Bed making
    - Meal Service
    - Heimlich Maneuver
    - Postmortem Care
  - 1.2 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* One hundred percent (100%) of students will demonstrate competency in the long-term care practicum in all areas of clinical performance as evidenced by a “pass” on a pass/fail scale of the faculty clinical evaluation form.
  
2. *Intended Student Learning Outcome:* Students will meet course retention and certification pass rates established for the Nursing Assistant Course.
  - 2.1 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* Nursing Assistant students will complete the ANC Nursing Assistant Course with a 75% or greater retention/completion rate.
  - 2.2 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* Eighty percent (80%) of all nursing assisting setting for the CNA Exam will be successful on the certification/competency exam within 12 months of course completion administered by the Office of Long Term Care to become a Certified Nursing Assistant.
  
3. *Intended Student Learning Outcome:* Students completing the Nursing Assistant Course will indicate through surveys that they were overall satisfied with the nursing assistant course and met established learning objectives.
  - 3.1 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* Ninety percent (90%) of all Nursing Assistants completing the Post Completion Nursing Assistant Survey will rate satisfaction with the course at a 3.5 or higher on a scale of 1 to 5 with 1 being the lowest and 5 being the highest.
  - 3.2 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* Ninety percent (90%) of all Nursing Assistants completing the Post Completion Nursing Assistant Survey will rate they met course objectives at a 3.5 or higher on a scale of 1 to 5 with 1 being the lowest and 5 being the highest.

4. Intended Student Learning Outcome: Students completing the Nursing Assistant Course will meet employment goals in the areas of job attainment and employer satisfaction.
  - 4.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Ninety percent (90%) of employers of ANC Nursing Assistants responding to the Employer Survey will rate job performance satisfaction with the beginning Nursing Assistant at a 3.5 or higher on a scale of 1 to 5 with 1 being the lowest and 5 the highest.
  - 4.2 State Means of Assessment, Describe Date Collection Plan, and Define Criteria for Success: Ninety percent (90%) of Nursing Assistants successful on the certification exam will be employed in a healthcare setting within 1 year of course completion.

**Emergency Medical Technician Course  
Assessment Plan  
2012-2013**

**Expanded Statement of Institutional Purpose**

*Institutional Mission Statement:* Arkansas Northeastern College is committed to providing accessible, quality educational programs, services, and lifelong opportunities.

*Division/Department Mission Statement:* Arkansas Northeastern College Emergency Medical Technician Course is committed to providing students the necessary knowledge and skills to successfully pass the State and/or national Certification as an entry level EMT (Emergency Medical Technician).

**Intended Student Outcomes:**

1. EMT students will meet program/course objectives in areas of enrollment, retention, and job placement.
2. Students will successfully meet course objectives and outcomes established in the EMT Course.
3. Students completing the EMT Course will be successful with the National Registry Certification Exam.

1. *Indented Student Outcome:* EMT students will meet program/course objectives in areas of enrollment, retention, and job placement.
  - 1.1 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* The EMT Course will meet the program goal of a 70% retention rate for each class offered.
  - 1.2 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* Seventy five percent (75%) of the EMT students completing the course will be employed as full time practicing EMTs as determined by the 6 month post completion survey.
  
2. *Indented Student Outcome:* Students will successfully meet course objectives and outcomes established in the EMT Course.
  - 2.1 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* Students will rate all EMT end of course evaluations with an average score of 3 or higher on a scale of 1 to 5 in all areas with 1 being the lowest and 5 being the highest.
  - 2.2 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* Students will meet established clinical outcomes evident by faculty and/or preceptor's evaluation of their clinical performance in the EMT clinical components with an average score of 3 on a scale of 1 - 5 with 1 being the lowest and 5 being the highest, or Pass on a Pass/Fail Exam.
  - 2.3 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* Students will demonstrate EMT skills competence as evidenced with a "Pass" on the EMT Comprehensive Practical Final Exam.
  - 2.4 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* EMT students will obtain 75% or greater on the EMT Comprehensive Written Final Exam.
  
3. *Indented Student Outcome:* Students completing the EMT Course will be successful with National Registry Certification exam.
  - 3.1 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* One hundred percent (100%) of EMT graduates will successfully complete the State and/or National Registry Practical Exam with a "Pass" Score on the initial scheduled testing day.
  - 3.2 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* Seventy percent (70%) of EMT graduates will be successful on the National Registry Exam for EMT's on the first attempt.

**Emergency Medical Technician-Paramedic  
Assessment Plan  
2012-2013**

**Expanded Statement of Institutional Purpose**

*Institutional Mission Statement:* Arkansas Northeastern College is committed to providing accessible, quality educational programs, services, and lifelong opportunities.

*Division/Department Mission Statement:* Arkansas Northeastern College Emergency Medical Technician Paramedic Program is committed to providing students the necessary knowledge and skills to successfully pass the State and/or national Certification as an entry level EMT-P (Emergency Medical Technician-Paramedic).

**Intended Student Outcomes:**

1. Students will meet established course objectives, outcomes and critical performance measures as noted throughout the EMT-P Program (Cognitive/Psychomotor/Affective).
2. Graduates will demonstrate technical proficiency in all skills necessary to fulfill the role on an entry level Paramedic (Psychomotor Domain).
3. Graduates will demonstrate the ability to comprehend, apply, and evaluate information relative to the role of an entry level Paramedic (Cognitive Domain).
4. Employed graduates will demonstrate personal and professional behaviors consistent with employer expectations of the entry-level Paramedic (Affective Domain).
5. Students will meet the program goals/objectives in areas of enrollment, attrition/retention, graduation and employment for the EMT-Paramedic Program.

1. *Indented Student Outcome:* Students will meet established course objectives, outcomes and critical performance measures as noted throughout the EMT-P Program (Cognitive/Psychomotor/Affective Domain).
  - 1.1 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* One hundred percent (100%) of students will rate all EMT-P end of course evaluations with an average score of 3 or higher on a scale of 1 to 5 in all areas with 1 being the lowest and 5 being the highest.
  - 1.2 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* One hundred percent (100%) of students will meet established clinical outcomes in all clinical course evaluations evident by an average score of 3 on a scale of 1 to 5 with 1 being the lowest and 5 being the highest, or Pass on a Pass/Fail evaluation.
  - 1.3 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* One hundred percent (100%) of students will meet critical performance benchmarks as indicated and scheduled throughout the Paramedic Curriculum to successfully complete the courses and continue in the Paramedic Programs. (Cognitive/Psychomotor Domain/ with Formative and Summative Benchmarks).
  
2. *Indented Student Outcome:* Graduates will demonstrate technical proficiency in all the skills necessary to fulfill the role on an entry level Paramedic (Psychomotor Domain).
  - 2.1 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* Eighty five percent (85%) of students will obtain no less than 75% on the EMT-P Comprehensive Practical Final Exam.
  - 2.2 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* Eighty five percent (85%) of graduates will successfully complete the State and/or National Registry Practical Exam with a "Pass" score on the first attempt to test.
  - 2.3 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* One hundred percent (100%) of graduates completing the six months Post Graduate Survey (Psychomotor Domain) will rate a 3 or greater on a 1 - 5 Scale with 5 being the highest in the following areas:
    - Prepared to perform a broad range of clinical skills
    - Prepared with the skills to perform patient assessment
    - Prepared to perform approved therapeutic procedures and modalities
    - Prepared to perform and interpret diagnostic procedures
  - 2.4 *State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success:* One hundred percent of employers completing the six months Post Graduate Employer Survey (Psychomotor Domain) will rate a 3 or greater on a 1 - 5 Likert Scale with 5 being the highest in the following areas:
    - Effectively performs a broad range of clinical skills

- Possesses the skills to perform patient assessment
  - Able to perform approved therapeutic procedures and modalities
  - Able to perform and interpret diagnostic procedures
3. Indented Student Outcome: Graduates will demonstrate the ability to comprehend, apply, and evaluate information relative to the role of an entry level Paramedic (Cognitive Domain).
- 3.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students will obtain no less than 75% on the EMT-P Comprehensive Written Final Exam and maintain an overall "C" average in unit exams and written work.
- 3.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Graduates will successfully complete the State and/or National Computer Based Testing Certification Exam with no less than a "pass" score.
- 3.3 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: One hundred percent (100%) of graduates completing the six months Post Graduate Survey (Cognitive Domain) will rate a 3 or greater on a 1 - 5 Scale with 5 being the highest in the following areas:
- Acquired the EMS knowledge necessary to function in a healthcare setting
  - Acquired general medical knowledge base necessary to function in a healthcare setting
  - Prepared to collect data from charts and patients
  - Prepared me to interpret patient data
  - Prepared to recommend appropriate diagnostic and therapeutic procedure
  - Trained to use sound judgment while functioning in a healthcare setting
- 3.4 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: One hundred percent (100%) of Employers completing the six months Post Graduate Employer Survey (Cognitive Domain) will rate a 3 or greater on a 1 - 5 Scale with 5 being the highest in the following areas:
- EMS knowledge necessary to function in a healthcare setting
  - General medical knowledge necessary to function in a healthcare setting
  - Able to collect data from charts and patients
  - Able to interpret patient data
  - Able to recommend appropriate diagnostic and therapeutic procedures
  - Uses sound judgment while functioning in a healthcare setting.
4. Indented Student Outcome: Employed graduates will demonstrate personal and professional behaviors consistent with employer expectations of the entry-level Paramedic (Affective Domain).
- 4.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: One hundred percent (100%) of graduates completing the six months Post Graduate Survey (Affective Domain) will rate a 3 or greater on a 1 - 5 Scale with 5 being the highest in the following areas:



- Prepared to communicate effectively within a healthcare setting
- Prepared to conduct myself in an ethical and professional manner
- Taught to manage time efficiently while functioning in a healthcare setting.

4.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: One hundred percent (100%) of Employers completing the six months Post Graduate Employer Survey (Affective Domain) will rate a 3 or greater on a 1 - 5 Scale with 5 being the highest in the following areas:

- Communicates effectively within a healthcare setting
- Conducts himself/herself in an ethical and professional manner
- Functions effectively as a member of the healthcare team
- Accepts supervision and works effectively with supervisory personnel
- Self-directed and responsible for his/her actions
- Arrives to work prepared and on time
- Contributes to a positive environment within the department

5. Indented Student Outcome: Students will meet the program goals/objectives in areas of enrollment, attrition/retention, graduation and employment for the EMT-Paramedic Program.

5.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: The EMT-P program will meet the program goal of 70% or greater retention rate for each class offered as evidenced by beginning and end of program course rosters.

5.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Eighty percent (80%) of the EMT-Paramedic graduates will be employed full time as practicing paramedics six months after graduation as evidenced by the Post Graduate Survey.

**Phlebotomy Certification  
Assessment Plan  
2012-2013**

**Expanded Statement of Institutional Purpose**

*Institutional Mission Statement:* Arkansas Northeastern College is committed to providing accessible, quality educational programs, services, and lifelong opportunities.

*Division/Department Mission Statement:* Northeastern College Nursing Assistant Training Course is committed to providing students the skills and behaviors necessary to successfully pass the National Certification Exam and become practicing Phlebotomist in the healthcare industry.

**Intended Student Outcomes:**

1. Students will meet established objectives and outcomes in the clinical laboratory and the clinical externship component of the Phlebotomy Certification Course.
2. Students will meet course retention and national certification pass rates established for the Phlebotomy Certification Course.
3. Students completing the Phlebotomy Certification Course will indicate through exit surveys that they were satisfied with the phlebotomy course and that they met established learning objectives.
4. Students completing the Phlebotomy Certification Course will meet established employment goals in the areas of job attainment and employer satisfaction.

1. Intended Student Learning Outcome: Students will meet established objectives and outcomes in the clinical laboratory and the clinical externship component of the Phlebotomy Certification Course.
  - 1.1 State Means of Assessment, Describe Date Collection Plan, and Define Criteria for Success: One hundred percent (100%) of students will demonstrate competency in the clinical lab with a "pass" on a pass/fail evaluation scale in the following skills within the two week clinical lab portion of the Phlebotomy Certification course prior to Clinical Externship:
    - Hand washing
    - Glove Donning
    - Palpation
    - Application of Tourniquet
    - Venipuncture
    - Specimen Care
  - 1.2 State Means of Assessment, Describe Date Collection Plan, and Define Criteria for Success: One hundred percent (100%) of students will demonstrate competency in the clinical externship in all areas of clinical performance as evidenced by a score of 5 on the faculty Clinical Competency Assessment form.
  - 1.3 State Means of Assessment, Describe Date Collection Plan, and Define Criteria for Success: One hundred percent (100%) of students will achieve a seventy percent (70%) or better on their end course Clinical Evaluation.
  
2. Intended Student Learning Outcome: Students will meet course retention and national certification pass rates established for the Phlebotomy Certification Course.
  - 2.1 State Means of Assessment, Describe Date Collection Plan, and Define Criteria for Success: Phlebotomy students will complete the ANC Phlebotomy Certification course with a seventy five percent (75%) or greater retention/completion rate.
  - 2.2 State Means of Assessment, Describe Date Collection Plan, and Define Criteria for Success: Fifty percent (50%) of all students completing the Phlebotomy Certification course will take the National Certification Exam within one year of completion.
  - 2.3 State Means of Assessment, Describe Date Collection Plan, and Define Criteria for Success: Eighty percent (80%) of all Phlebotomy students setting for the National Certification Exam will be successful on the first attempt.
  
3. Intended Student Learning Outcome: Students completing the Phlebotomy Certification Course will indicate through exit surveys that they were satisfied with the phlebotomy course and that they met established learning objectives.
  - 3.1 State Means of Assessment, Describe Date Collection Plan, and Define Criteria for Success: Eight percent (80%) of all Phlebotomy students completing the End of Course Completion Survey will rate satisfaction with the course at a 4 or higher on a scale of 1 to 5 with 1 being the lowest and 5

being the highest.

- 3.2 State Means of Assessment, Describe Date Collection Plan, and Define Criteria for Success: Eighty percent (80%) of all Phlebotomy students completing the End of Course Survey Completion Phlebotomy Student Survey will rate they met course objectives at a 4 or higher on a scale of 1 to 5 with 1 being the lowest and 5 being the highest.
4. Intended Student Learning Outcome: Students completing the Phlebotomy Certification Course will meet established employment goals in the areas of job attainment and employer satisfaction.
  - 4.1 State Means of Assessment, Describe Date Collection Plan, and Define Criteria for Success: Ninety percent (90%) of employers of ANC Phlebotomy students responding to the Employer Survey will rate job performance satisfaction with the beginning Phlebotomist at a 3.5 or higher on a scale of 1 to 5 with 1 being the lowest and 5 the highest.
  - 4.2 State Means of Assessment, Describe Date Collection Plan, and Define Criteria for Success: Fifty percent (50%) of Phlebotomy students successful on the certification exam will be employed as a Phlebotomist within 1 year of course completion.

## Business and Technical Division

<b>Business and Technical Division</b>	
<i>Instructional Program</i>	<i>Degree Level</i>
Business Technology	Associate in Applied Science
Computer Information Systems	Associate in Applied Science
Criminal Justice	Associate in Applied Science
Office Technology	Associate in Applied Science

**Business and Technical Division  
Assessment Plan  
2012-2014**

**Expanded Statement of Institutional Purpose**

*Institutional Mission Statement:* Arkansas Northeastern College is committed to providing accessible, quality educational programs, services and lifelong opportunities.

*Division of Technical Programs and Training Mission Statement:* The Division of Technical Programs and Training is committed to providing occupational, vocational, and technical programs and curricula for students who wish to upgrade their skills for current or future employment.

**Intended Student Outcomes**

1. Associate in Applied Science degree candidates will demonstrate technical knowledge and proficiency in their respective fields of study.
2. Graduates of Associate in Applied Science degree programs and Technical Certificate programs will attain employment in their respective career fields.
3. Students will meet specified course level objectives.

**Associate in Applied Science  
Program Level Assessment  
2012-2014 Plan**

1. Intended Student Learning Outcome: Associate in Applied Science degree candidates in the Business and Technical Division will demonstrate technical knowledge and proficiency in their respective fields of study.
  - 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: AAS Business Technology – Business Administration Option students are administered the National Occupational Competency Testing Institute (NOCTI) – General Management examination during the final semester of enrollment prior to graduation. At least seventy percent will score above the national average on each section of the examination.
  - 1.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: AAS Business Technology – Business Enterprise Option students are administered the Assessment of Skills and Knowledge for Business (A\*S\*K) – Concepts of Entrepreneurship and Management examination during the final semester of enrollment prior to graduation. At least seventy percent will score at least sixty percent on each section of the examination.
  - 1.3 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: AAS Computer Information Systems students are administered the National Occupational Competency Testing Institute (NOCTI) – Computer Technology examination during the final semester of enrollment prior to graduation. At least seventy percent will score above the national average on each section of the examination.
  - 1.4 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: AAS Criminal Justice students are administered the Area Concentration Achievement Test (ACAT) – Criminal Justice examination during the final semester of enrollment prior to graduation. At least seventy percent of students who complete the exam will score above the national average on the examination.
 

While the data will be scrutinized on its current cycle, it will also be combined with the previous cycle's data in hopes of recognizing a deficiency to address.
  - 1.5 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: AAS Office Technology students are administered the National Occupational Competency Testing Institute (NOCTI)-Administrative Assisting examination during the final semester of enrollment prior to graduation. At least 70 percent will score above the national average on each section of the examination.

**Accounting I  
Course Level Assessment Plan  
2012-2014 Plan**

1. *Intended Student Learning Outcome:* Students in Accounting I will correctly prepare financial statements from an adjusted trial balance.
  - 1.1 *State Means of Assessment and Define Criteria for Success:* Seventy-five percent of students will correctly calculate the correct ending capital of an owner equity statement on the unit exam using CONNECT™ online management software.

*Describe Data Collection Plan:* A rubric will be used to identify the proper content and calculation required. The owner equity section of the unit exam for each student will be evaluated to determine if the student made the appropriate and correct calculation.
  - 1.2 *State Means of Assessment and Define Criteria for Success:* Seventy percent of students will transfer the correct capital amount from the owner equity statement along with correct calculations to prove the accounting equation balances on the unit exam using CONNECT™ online management software.

*Describe Data Collection Plan:* A rubric will be used to identify the proper content and calculation required. The balance sheet section of the unit exam for each student will be evaluated to determine if the student made the appropriate and correct calculations.
  
2. *Intended Student Learning Outcome:* Students in Accounting I will correctly prepare closing entries.
  - 2.1 *State Means of Assessment and Define Criteria for Success:* Seventy-five percent of students will correctly complete step three in the closing entry process to include closing income summary to the capital account on the unit exam using CONNECT™ online management software.

*Describe Data Collection Plan:* A rubric will be used to identify proper content and formatting of the third-step closing process using the CONNECT™ web-based platform. The closing entry section of the unit exam for each student will be evaluated to determine if the criterion was met.



**Business Communications  
Course Level Assessment Plan  
2012-2014 Plan**

1. Intended Student Learning Outcome: Students enrolled in OT 21002 Business communications will demonstrate writing proficiency.
  - 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: When given a negative news message situation from Chapter 9 Negative Messages, students will demonstrate appropriate and competent writing skills which include content that presents an appropriate/effective buffer with a minimum of 70 percent. Guided practice will be given in class directly and through recordings in the online class. Two to three writing prompts will be used for practice. The graded situation will be administered through the class on myanc with the buffer being identified as either effective or not effective. Copies of each message written and the grade rubric will be saved and analyzed for competency. Data will be collected during fall 2012, spring, summer and fall 2013.
  - 1.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: When given a negative news message situation from Chapter 9 Negative Messages, students will demonstrate appropriate and competent writing skills which include content that deemphasizes the negative news with a minimum of 70 percent. Guided practice will be given in class directly and through recordings in the online class. Two to three writing prompts will be used for practice. The graded situation will be administered through the class on myanc with the buffer being identified as either effective or not effective. Copies of each message written and the grade rubric will be saved and analyzed for competency. Data will be collected during fall 2012, spring, summer and fall 2013.
  - 1.3 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: When given a negative news message situation from Chapter 9 Negative Messages, students will demonstrate appropriate and competent writing skills which include content that ends with an appropriate close that does not further emphasize the negative news with a minimum of 70 percent. Guided practice will be given in class directly and through recordings in the online class. Two to three writing prompts will be used for practice. The graded situation will be administered through the class on myanc with the buffer being identified as either effective or not effective. Copies of each message written and the grade rubric will be saved and analyzed for competency. Data will be collected during fall 2012, spring, summer and fall 2013.
  - 1.4 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: When given a routine message situation using the direct organizational pattern, students will demonstrate appropriate and competent writing skill which includes content that frontloads the opening with a minimum of 70 percent. Guided practice will be given in class directly and through recordings in the online class. Two to three writing prompts will be used for practice. The graded situation will be administered through the class on myanc with the opening being identified as either effective or not effective.

Copies of each message written and the grade rubric will be saved and analyzed for competency. Data will be collected during fall 2012, spring, summer and fall 2013.

- 1.5 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: When given a routine message situation using the direct organizational pattern, students will demonstrate appropriate and competent writing skill which explains necessary details in the body and with a minimum of 70 percent. Guided practice will be given in class directly and through recordings in the online class. Two to three writing prompts will be used for practice. The graded situation will be administered through the class on myanc with the opening being identified as either effective or not effective. Copies of each message written and the grade rubric will be saved and analyzed for competency. Data will be collected during fall 2012, spring, summer and fall 2013.
- 1.6 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: When given a routine message situation using the direct organizational pattern, students will demonstrate appropriate and competent writing skill which closes with an appropriate paragraph with a minimum 70 percent. Guided practice will be given in class directly and through recordings in the online class. Two to three writing prompts will be used for practice. The graded situation will be administered through the class on myanc with the opening being identified as either effective or not effective. Copies of each message written and the grade rubric will be saved and analyzed for competency. Data will be collected during fall 2012, spring, summer and fall 2013.
2. Intended Student Learning Outcome: Students enrolled in OT 21003 Business Communications will demonstrate grammar and mechanics proficiency.
  - 2.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: When given the Grammar/Mechanics Diagnostic Test (GMDT), written by Dr. Mary Ellen Guffey, and used with permission, through the class on myanc, 70 percent of the students enrolled in OT 21003 Business Communications will demonstrate grammar and mechanics proficiency with a minimum of 70 percent on the test.
 

The GMDT evaluates 13 areas. Each area will be scored with 1-5 and the student will be directed to review areas with 3-5 errors. Students will complete review on those areas and submit that work.
  - 2.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students will demonstrate improvement in grammar and mechanics. The GMDT evaluates 13 areas. Each area will be scored with 1-5 and the student will be directed to review areas with 3-5 errors. Students will complete review on those areas and submit that work. Students will then take the GMDT as a posttest to document any improvement.

**Computer Fundamentals  
Course Level Assessment Plan  
2012-2014 Plan**

1. *Intended Student Learning Outcome:* Students enrolled in CS 11033 Computer Fundamentals will understand and utilize the concept of absolute formula representation in Microsoft Excel worksheets.
  - 1.1 *State Means of Assessment and Define Criteria for Success:* Seventy-five percent (75%) of the students will demonstrate knowledge of absolute formula representation by entering formulas in Excel worksheet cells and copying such formulas to a range of cells with 100% accuracy.

*Describe Data Collection Plan:* Data Collection Plan: Prior analysis of student skills in creating and copying formulas revealed a lack of sufficient understanding of Copying Formulas Containing Absolute Cell References contained in the Excel, Chapter 1, Activity 1.20. Students will be assigned and graded on the Excel Chapter 1, Skills-Based Training Project 1B utilizing the myitlab™ simulation software program. An item analysis of the results of that Activity 1.20 within that assignment will be completed in order to determine students' accuracy in copying such formulas in said Skills-Based Training and the subsequent graded assignment of that same Activity in the Excel Chapter 1, Skills-Based Quiz.
  - 1.2 *State Means of Assessment and Define Criteria for Success:* Seventy-five percent (75%) of the students will demonstrate knowledge of absolute formula representation by entering formulas in Excel worksheet cells and copying such formulas to a range of cells with 100% accuracy.

*Describe Data Collection Plan:* Prior analysis of student skills in creating and copying formulas revealed a lack of sufficient understanding of Copying Formulas Containing Absolute Cell References contained in the Excel, Chapter 1, Activity 1.20. Students will be assigned and graded on the Excel Unit Test utilizing the myitlab™ simulation software program. An item analysis of the results of that Activity 1.20 within that assignment will be completed in order to determine students' accuracy in copying such formulas in said Excel Unit Test and the subsequent graded assignment of that same activity in the course Final Exam.
2. *Intended Student Learning Outcome:* Students enrolled in CS 11033 Computer Fundamentals will be able to understand and utilize statistical functions in Microsoft Excel.
  - 2.1 *State Means of Assessment and Define Criteria for Success:* Seventy-five percent (75%) of the students will use selected statistical functions with 100% accuracy.

*Describe Data Collection Plan:* Prior analysis of student use of statistical functions revealed a lack of sufficient understanding of the COUNTIF function contained in the Excel, Chapter 2, Activity 2.06. Students will be assigned and graded on the Excel Chapter 2, Skills-Based Training Project 2A

utilizing the myitlab™ simulation software program. An item analysis of the results of that Activity 2.06 will be completed in order to determine students' accuracy in using the COUNTIF function in said Skills-Based Training and the subsequent graded assignment of that same Activity in the Excel Chapter 2, Skills-Based Quiz.

- 2.2 State Means of Assessment and Define Criteria for Success: Seventy-five percent (75%) of the students will use selected statistical functions with 100% accuracy.

Describe Data Collection Plan: Prior analysis of student use of statistical functions revealed a lack of sufficient understanding the of COUNTIF function contained in the Excel, Chapter 2, Activity 2.06. Students will be assigned and graded on the Excel Unit Test utilizing the myitlab™ simulation software program. An item analysis of the results of that Activity 2.06 will be completed in order to determine students' accuracy in using the COUNTIF function in said Excel Unit Test and the subsequent graded assignment of that same Activity in the course Final Exam.

**Introduction to Criminal Justice  
Course Level Assessment Plan  
2012-2014 Plan**

1. *Intended Student Outcome:* Students will demonstrate a conceptualized view of two fundamental topics from a Constitutional perspective at two points during the semester. An evaluation of the two essay questions will chart student development over the duration of the course.
  - 1.1 *State Means of Assessment and Define Criteria for Success:* Fundamental topic number one: Historical Development of the Criminal Justice System - 80 percent of students will score proficient on an essay concerning this topic. Students will score a 3.5 or above according to the criminal justice essay rubric.
  - 1.2 *State Means of Assessment and Define Criteria for Success:* Fundamental topic number two: Criminal Justice Policy Advocates - 80 percent of students will score proficient on an essay concerning this topic. Students will score a 3.5 or above according to the criminal justice essay rubric.
  
2. *Intended Student Outcome:* Students will demonstrate an integrated view of two fundamental topics from an ethical perspective at two points during the semester. An evaluation of the two essay questions will chart student development over the remainder of the course.
  - 2.1 *State Means of Assessment and Define Criteria for Success:* Fundamental topic number one: Due Process - 70 percent of students will score proficient on an essay concerning this topic, showing a marked improvement over the previous assessment cycle's findings. Students will score a 3.5 or above according to the criminal justice essay rubric.
  - 2.2 *State Means of Assessment and Define Criteria for Success:* Fundamental topic number two: Sentencing Guidelines - 80 percent of students will score proficient on an essay concerning this topic. Students will score a 3.5 or above according to the criminal justice essay rubric.

**Marketing  
Course Level Assessment Plan  
2012-2014**

1. Intended Student Learning Outcome: Intended Student Outcome: The students will demonstrate a conceptualized view of the marketing mix concerning: product, price, place, and promotion and how this affects marketing strategy.
  - 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: The students will be given five questions concerning the description and application of the four aspects of the marketing mix. These aspects are product, price, place, and promotion. 80% of the students will have an 80% success rate.
  - 1.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: The students will complete an essay based on the four aspects of the marketing mix that will be measured on a five point rubric that identifies the proper criteria for success. 80% of the students will have a score a 3.5 (70%) success rate.
  
2. Intended Student Learning Outcome: Intended Student Outcome: The students will demonstrate the ability to understand the four variables of the marketing environment that affects marketing strategy.
  - 2.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: The students will be given five questions concerning the description, and application of the four variables of the marketing environment that affect marketing strategy. 80% of the students will have an 80% success rate.
  - 2.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: The students will demonstrate the ability to understand by completing an essay that will be measured on a five point rubric that identifies the proper criteria for success. 80% of the students will have a score a 3.5 (70%) success rate.

**Networking I  
Course Level Assessment Plan  
2012-2014 Plan**

1. *Intended Student Learning Outcome:* Students enrolled in CS 21123 Networking I will be able to explain data communication media and transmission modes.
  - 1.1 *State Means of Assessment and Define Criteria for Success:* Seventy-five percent of the students will demonstrate knowledge of data communication media as it pertains to use and performance of computer networks with 75% accuracy.

*Describe Data Collection Plan:* The Transmission Basics and Networking Media unit will include testing of knowledge and use of data communication media characteristics as it pertains to efficient use and performance of networks. Testing will include characteristics and performance of common networking media.
  - 1.2 *State Means of Assessment and Define Criteria for Success:* Seventy-five percent of students enrolled in CS 21123 Networking I will demonstrate knowledge of the use and characteristics of transmission modes as they pertain to use in local and wide area networks with 75% accuracy.

*Describe Data Collection Plan:* The Transmission Basics and Networking Media unit will include testing of data transmission modes as they pertain to use in networks. Testing will include analog and digital signaling, data modulation, throughput and bandwidth, and baseband and broadband characteristics.
  
2. *Intended Student Learning Outcome:* Associate of Applied Science degree and Technical Certificate candidates will be able to understand network topologies and Ethernet characteristics and standards.
  - 2.1 *State Means of Assessment and Define Criteria for Success:* Seventy-five percent of students enrolled in CS 21123 Networking I will demonstrate knowledge of network topology characteristic with 75% accuracy.

*Describe Data Collection Plan:* The Topologies and Ethernet Standards unit will include testing of knowledge of network topology characteristics to include physical and logical configurations and data flow with such topologies.
  - 2.2 *State Means of Assessment and Define Criteria for Success:* Seventy-five percent of students enrolled in CS 21123 Networking I will demonstrate knowledge of Ethernet characteristics and standards with 75% accuracy.

*Describe Data Collection Plan:* The Topologies and Ethernet Standards unit will include testing of knowledge of the Ethernet characteristics and standards. Testing will include Carrier Sense Multiple Access with Collision Detection (CSMA/CD) operation and standards and the relationship between Ethernet frames and network devices and distance limitations imposed by Ethernet.

**Word Processing—MS Word  
Course Level Assessment Plan  
2012-2014 Plan**

1. Intended Student Learning Outcome: Students enrolled in OT 21083 Word Processing-MS Word will demonstrate proficiency in using Microsoft Word software.
  - 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students will pass the Basic Word test in Office Proficiency and Assessment Certification (OPAC®) with a minimum 70 percent. The data will be collected over at least a two semester period, fall 2012 and fall 2013. The test does simulate an environment similar to MOS testing and can be used as one measure of current MS Word 2010 knowledge. The pass rate for this reporting cycle will be 80 percent.
  - 1.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students will pass the Intermediate Word test in OPAC® with a minimum 70 percent. The data will be collected over at least a two semester period, fall 2012 and fall 2013. The test does simulate an environment similar to MOS testing and can be used as one measure of current MS Word 2010 knowledge. The pass rate for this reporting cycle will be 80 percent.
  - 1.3 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Seventy percent of the students will demonstrate proficiency in MS Word by passing the Microsoft Office Specialist exam. The test will be given about the 10th week of semester, and students may retake the test within 30 days for a second attempt at passing.
  
2. Intended Student Learning Outcome: Students enrolled in OT 21083 Word Processing-MS Word will demonstrate proficiency in preparing for the MOS exam using Microsoft Word software.
  - 2.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students will demonstrate proficiency in preparing for the MOS exam using GMetrix software by achieving a minimum 70 percent on the training exams. Students will complete at least one training exam on Core 1 and at least one training exam on Core 2. Deficient areas will be identified and reviewed in class along with specific activities for practice of these areas.
  - 2.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students will demonstrate proficiency in preparing for the MOS exam using GMetrix software by achieving a minimum 70 percent on the training exams. Students will complete at least one testing exam on Core 1 and at least one testing exam on Core 2. Deficient areas will be identified and reviewed in class along with specific activities for practice of these areas.



**Records and Information Management  
Course Level Assessment Plan  
2012-2014**

1. Intended Student Learning Outcome: Students will demonstrate filing proficiency in alphabetical filing.
  - 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Seventy-five percent of the students enrolled in OT 11043 Records and Information Management will demonstrate filing proficiency. Students will pass the Alphabetic Filing test in OPAC with a minimum 70 percent. Data will be gathered fall 2012 and fall 2013.
  - 1.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Seventy-five percent of the students enrolled in OT 11043 Records and Information Management will demonstrate filing proficiency. Students will pass a written exam that involves coding, cross-referencing, and sorting alphabetical names with a minimum of 70 percent accuracy on each competency.
  
2. Intended Student Learning Outcome: Students will demonstrate filing proficiency in numerical filing.
  - 2.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Seventy-five percent of the students enrolled in OT 11043 Records and Information Management will demonstrate filing proficiency. Students will pass the Numeric Filing test in OPAC with a minimum 70 percent. Data will be gathered fall 2012 and fall 2013.
  - 2.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Seventy-five percent of the students enrolled in OT 11043 Records and Information Management will demonstrate filing proficiency. Students will pass a written exam that involves filing numbers using the consecutive, middle, and terminal digit method with a minimum of 70 percent accuracy on each method.

**Placement Services  
Program Level Assessment  
2012-2014 Plan**

1. Intended Administrative Objective: The Placement Services Center will provide job placement and career counseling to students and alumni.
  - 1.1 State Means of Assessment, Define Criteria for Success, and Describe Data Collection Plan: The Coordinator of Placement Services will contact students who have filed an intent to graduate for an Associate in Applied Science degree, Technical Certificate, or Certificate of Proficiency within the Business and Technical Division. The purpose is to inform the students of the services provided by the Placement Services Center and to invite them to meet with the coordinator of the center for placement and counseling services. One hundred percent (100%) of the students will be contacted via email, individual email (if available), the U.S. Postal service, or by telephone. Contacts will be tracked using an electronic spreadsheet. 75% of the students contacted will respond.
  - 1.2 State Means of Assessment, Define Criteria for Success, and Describe Data Collection Plan: Students who have filed an intent to graduate for an Associate in Applied Science degree, Technical Certificate, or Certificate of Proficiency within the Business and Technical Division will meet with the Career Center Coordinator. At least 60% of the students will meet with the coordinator at least one time. Meetings will be tracked using an electronic spreadsheet.
  
2. Intended Administrative Objective: The Placement Services Center will design and deliver career development programs and services for students.
  - 2.1 State Means of Assessment, Define Criteria for Success, and Describe Data Collection Plan: The Coordinator of Placement Services will design and deliver career-related workshops on topics such as preparing/updating a resume, composing/updating an effective letter of application, and the basics of effective job interviewing. At least five workshops will be tracked using an electronic spreadsheet.
  - 2.2 State Means of Assessment, Define Criteria for Success, and Describe Data Collection Plan: Students who attend workshops presented by the Coordinator of Placement Services will find that the workshops are useful in helping them prepare for employment. On a five-point scale, where five is excellent, at least 80% of attendees of each workshop will rate the workshop at least 4.5 out of 5. A survey will be distributed to each student requesting: Ratings of the speaker/trainer; Overall Program and Information discussed. In addition, students will be asked to list 2 things they learned at the workshop, how they plan on using the information and do they recommend any changes to the workshop.

**Occupational Programs/Secondary Center**

<b>Occupational Programs</b>	
<i>Instructional Program</i>	<i>Degree Level</i>
Automotive Technology	Certificate

**Automotive Service Technology  
Assessment Plan  
2012-2014**

**Expanded Statement of Institutional Purpose**

*Institutional Mission Statement:* Arkansas Northeastern College is committed to providing accessible, quality educational programs, services and lifelong opportunities.

**Intended Student Outcomes**

1. Students will demonstrate safe practices concerning the service of Hybrid/Electric automobiles.
2. Students will become competent in the use of diagnostic flow charts concerning the troubleshooting of various automotive systems.
3. Students completing the climate controls course will achieve certification in the use of refrigerants complying with the Clean Air Act section 609.

1. Intended Student Outcome: Students will demonstrate safe practices concerning the service of Hybrid/Electric automobiles.
  - 1.1 State Means of Assessment, Describe Data Collection Plan, And Define Criteria for Success: At the beginning of the Electricity and Electronics course students will be required to complete studies of the safe practices of Hybrid/Electric Automobile service. The students will also demonstrate the procedures in a lab setting for evaluation. A pass/fail grade will be given for the task of Hybrid/Electric safety procedures. These pass/fail grades will be posted on the grade book in the ANC portal as well as in their personnel file. This outcome will be considered a success when 100% of the students "Pass" the evaluation. A score of less than 100% will result in a "fail" for this task.
  - 1.2 State Means of Assessment, Describe Data Collection Plan, And Define Criteria for Success: At the beginning of the Engine Performance course students will be required to complete studies of the safe practices of Hybrid/Electric Automobile service. The students will also demonstrate the procedures in a lab setting for evaluation. A pass/fail grade will be given for the task of Hybrid/Electric safety procedures. These pass/fail grades will be posted on the grade book in the ANC portal as well as in their personnel file. This outcome will be considered a success when 100% of the students "Pass" the evaluation. A score of less than 100% will result in a "fail" for this task.
  - 1.3 State Means of Assessment, Describe Data Collection Plan, And Define Criteria for Success: Students will be given the opportunity to participate in the Hybrid/Electric Program. These students will be assessed on the task of safely working on Hybrid and Electric vehicles as part of the course. I will request a list of the automotive service technology students that passed that part of the Hybrid/Electric course. I will use this information to gauge the success of my students compared to the success of the students from the automotive industry. A 100% pass rate for the automotive service students would be considered a success as this will meet or exceed the industry pass rate.
  
2. Intended Student Outcome: Students will become competent in the use of diagnostic flow charts concerning the troubleshooting of various automotive systems.
  - 2.1 State Means of Assessment, Describe Data Collection Plan, And Define Criteria for Success: Each Student has in their file a list of required task to be completed concerning this outcome. These task sheets have a grading scale of 0 to 4 with 0 being the lowest measure of competency and 4 being the highest level of competency. A level 3 or 4 will be required for a student to be considered competent in this area. A class average of level three will be required for this outcome to be a success.
  - 2.2 State Means of Assessment, Describe Data Collection Plan, And Define Criteria for Success: Students will be expected to use diagnostic flow charts during most aspects of automotive repair. Every task will now include the use of flow charts as a graded part of lab work. Task sheets are used to grade the students' performance. These task sheets contain a separate area for the use of diagnostic flow charts and hold a competency value of 0-4 with 0 being not

used at all to 4 meaning used extensively. Successful implementation of the use of flow charts will mean 100% of the students have received a level 3 or above. The data will be collected from the portal at the end of each semester.

2.3 State Means of Assessment, Describe Data Collection Plan, And Define Criteria for Success: At the end of the semester students will be given a comprehensive exam on various lab tasks. Half of these exams will be using the diagnostic flow charts and the other half of the tasks will be required to be completed without the charts as this is sometimes the case in the "real world" of automotive repair. The data obtained here will be used to gauge the students' skills in critical thinking. The tasks will be similar in nature as to measure the ability of the student to complete repairs based on learned techniques. This will possibly warrant another student outcome in the future if it shows the use of diagnostic flow charts lessen the student's ability to critically think out problems. To be considered a success the outcome will reflect a 50% increase in repair effectiveness using flow charts vs critical thinking alone. This information will be taken from the students grade book on the portal.

3. Intended Student Outcome: Students completing the climate controls course will achieve certification in the use of refrigerants complying with the Clean Air Act section 609.

3.1 State Means of Assessment, Describe Data Collection Plan, And Define Criteria for Success: Students will be tested on the Clean Air Act section 609 at the end of the climate controls course. I will log their test results in their personnel file and later use the data to confirm that 100% of the students passed the exam as this is the point at which I will consider this outcome a success.

3.2 State Means of Assessment, Describe Data Collection Plan, And Define Criteria for Success: The students will also take a pre test before taking the actual Section 609 test I will use the pre test as a gauge for the course content in preparing the students for the actual test. I will have a file labeled assessment data that will contain the student's grades for the pre test and compare the pre test scores to the Section 609 scores. By doing this I will be able to determine if the pre test was a good representation of the actual test. This will also aid in adjusting the course content to help the students that did not pass the actual section 609 tests. If more than 90% of the students pass the pre test and the actual section 609 test I will consider this to be a successful outcome that needs no further action.

If the outcome is not successful I will implement the findings of my next means of assessment to assure student comprehension of the course content.

3.3 State Means of Assessment, Describe Data Collection Plan, And Define Criteria for Success: To discover the areas needing improvement in instruction in the teaching of the climate controls course. Using the data from means 3.1 and 3.2 I will determine in what areas the students lack understanding. Each portion of the section 609 test is separated into sub groups such as refrigerant handling-refrigerant recovery-refrigerant identifying. I can use this data to determine what areas the students struggle

with and find new ways or possibly just spend more time in the needed areas of instruction. If a pass rate is less than 100% for the actual section 109 test (means 3.1) or less than 90% pass rate (means 3.2) I will adjust instruction as necessary. If the pass rate goals for means 3.1 and 3.2 are met no further action will be required.

**Solutions Group  
Academic Programs Assessment Plan  
2012-2014**

<b>ADTEC Solutions Group</b>	
<i>Instructional Program</i>	<i>Degree Level</i>
Aviation Maintenance	Associate in Applied Science
Steel Industry Technology	Associate in Applied Science
Industrial Electrical Systems	Certificate of Proficiency



**Associate of Applied Science - Steel Industry Technology  
Assessment Plan  
2012-2014**

**Expanded Statement of Institutional Purpose:**

Institutional Mission Statement: Arkansas Northeastern College is committed to providing accessible, quality educational programs, services, and lifelong opportunities.

Division/Department Mission Statement:

**Intended Student Learning Outcomes:**

1. Students should be proficient to safely perform fillet welds with the shielded metal arc welding process in the flat, horizontal, vertical, and over-head positions.  
(SMAW)
2. Students will be competent in AC/DC Circuit Analysis
3. Students will be able to communicate using appropriate industrial terminology used in the metallurgical industries.

1. Intended Student Outcome: Students should be proficient to safely perform fillet welds with the shielded metal arc welding process in the flat, horizontal, vertical, and over-head positions. (SMAW)
  - 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Instructor will do visual inspections of practice welds and record results on progress cards. A student will need to have a "C" or better in order to pass this task. This outcome will be considered successful when 100% of the students will achieve a "C" or better.
  - 1.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Instructor will inspect practice weldments (projects mentioned above) for discontinuity of welding to include undercut, porosity, and lack of fusion. Results will be on the previously mentioned progress cards. A student will need to have a "C" or better in order to pass this task. This outcome will be considered successful when 100% of the students will achieve a "C" or better.
  
2. Intended Student Outcome: Students will be competent in AC/DC Circuit Analysis.
  - 2.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Instructors have noticed in previous classes students have difficulty performing Ohms Law calculations. Instructors give a pre-test at the beginning of the course and a post-test at the end of the course. A student will need to have a "C" or better on the post-test for this outcome. This outcome will be considered successful when 75% of the students achieve a "C" or better.
  - 2.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Being that wiring circuits is a part of AC/DC circuit analysis, students should be able to correctly wire a circuit in a lab and demonstrate its functionality. Instructors will visually assess wiring projects for accuracy and workability. Students' record data in lab manuals, instructors record lab grades. A student will need to have a "C" or better on lab assignments for this outcome. This outcome will be considered successful when 75% of the students achieve a "C" or better.
  
3. Intended Student Outcome: Students will be able to communicate using appropriate industrial terminology used in the metallurgical industries.
  - 3.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Being able to communicate using the appropriate industrial terminology is vital to students' success in the steel industry. The student will be given a written test. Eighty percent of the students will be expected to score a "B" or better for this outcome to be considered a success.
  - 3.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Instructor will measure the written student exam from the pre-test and post-test. All students should see a 75% increase between pre and post test.

**Certificate of Proficiency - Industrial Electrical Systems  
Assessment Plan  
2012-2014**

**Expanded Statement of Institutional Purpose:**

*Institutional Mission Statement:* Arkansas Northeastern College is committed to providing accessible, quality educational programs, services, and lifelong opportunities.

*Division/Department Mission Statement:*

**Intended Student Learning Outcomes:**

1. Students will demonstrate an understanding of motor starting methods.
2. Students will become competent in the use of a digital multi-meter(DMM).

1. Intended Student Outcome: Students will demonstrate an understanding of motor starting methods.
  - 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Instructors will visually assess students performing motor starting method procedures in the lab and will record the grades. A student will need to have a "C" or better on the test for this task. This outcome will be considered successful when 75% of the students achieve a "C" or better.
  - 1.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Instructors will give a written exam at the end of the semester to assess the understanding of the motor control starting methods. A student will need to have a "C" or better on the test for this task. This outcome will be considered successful when 75% of the students achieve a "C" or better.
  
2. Intended Student Outcome: Students will become competent in the use of a digital multi-meter(DMM).
  - 2.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Using a DMM in this class is a vital part of basic electricity. The students will be given various tasks utilizing a DMM. The students will be graded on the task of measuring resistance. The student will need to have a "C" or better on the test for this task. This outcome will be considered successful when 75% of the students achieve a "C" or better.
  - 2.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Another aspect of using a DMM is measuring voltage drop. The students will be assessed in the same way as the above means of assessment. The student will need to have a "C" or better on the test for this task. This outcome will be considered successful when 75% of the students achieve a "C" or better.

**Airframe and Power Plant Repair Program  
Assessment Plan  
2012-2014**

**Expanded Statement of Institutional Purpose:**

Institutional Mission Statement: Arkansas Northeastern College is committed to providing accessible, quality educational programs, services, and lifelong opportunities.

Division/Department Mission Statement:

**Intended Student Learning Outcomes:**

1. Students should be competent in the use of a digital multi-meter (DMM).
2. Students will be able to utilize various mechanical measuring equipment.

1. Intended Student Outcome: Intended Student Learning Outcome: Students should be competent in the use of a digital multi-meter (DMM).
  - 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Using a DMM in this class is a vital part of basic electricity. The students will be given various tasks utilizing a DMM. The students will be graded on the task of measuring resistance. The student will need to have a "C" or better on the test for this task. This outcome will be considered successful when 75% of the students achieve a "C" or better.
  - 1.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Another aspect of using a DMM is measuring voltage drop. The students will be assessed in the same way as the above means of assessment. The student will need to have an 80% "B" or better on the test for this task. This outcome will be considered successful when 90% of the students achieve a "B" or better.
  
2. Intended Student Outcome: Students will be able to utilize various mechanical measuring equipment.
  - 2.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Using various mechanical measuring equipment is a vital part of proper aircraft maintenance. The student will be given various tasks using measuring equipment. Students will successfully utilize measurement equipment at a rate of 80% in the lab. The outcome will be considered successful when 90% of the students achieve a "B" or better.
  - 2.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Another aspect of using various mechanical measuring equipment is standard to metric and metric to standard conversions. The students will be assessed in the same way as the above means of assessment. The student will need to have an 80% "B" or better on the test for this task. This outcome will be considered successful when 90% of the students achieve a "B" or better.

**Support Units**  
**2012-2014 Plans**

Academic Services  
Administrative Services  
Student Services

**Adams Vines Library  
Assessment Plan  
2012-2014**

**Expanded Statement of Institutional Purpose Linkage:**

*Institutional Mission Statement:* Arkansas Northeastern College is committed to providing accessible, quality educational programs, services and lifelong opportunities.

*Institutional Purpose Reference:* Purpose 1: Arkansas Northeastern College is committed to provide an access to quality higher education opportunity for all individuals regardless of age, sex, race, or ancestry; economic, cultural or physical condition or previous educational attainment, within the provisions of law and resources available.

*Administrative or Educational Support Unit Mission Statement:* The mission of the Adams/Vines Library is to provide support for the educational goals of the college by acquiring and maintaining a well-balanced, up-to-date collection of print, non-print, and electronic resources and to make these resources accessible to the students, faculty, and staff.

**Intended Administrative Objectives:**

1. To provide the foreign language programs taught at ANC an online resource to aid student learning.
2. To provide online accessible reference book materials to all students.



1. Intended Administrative Objective: To provide the foreign language programs taught at ANC an online resource to aid student learning.

- 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Judy Hubble, the ANC foreign language instructor had requested the library purchase a subscription to the Mango Language Program. Mango is a language learning program teaching practical conversation and cultural awareness for the world's most popular languages.

The subscription was purchased and students were given access to the program beginning July 2011. All of the Spanish language classes were given assignments using this online resource.

Mrs. Hubble has retired and very little data was gathered from her. For this reason, this resource will be monitored during the next assessment cycle. The new Spanish instructor will be contacted and informed about the resource. She will be asked if it is of value to her students.

- 1.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: The library will continue to monitor the use of the Mango Program through web site statistics. These statistics will be useful in determining if the program is being used and how cost effective it is.

The criteria for success will be determined by using usage statistics and information gathered from the current language instructor to see if this database is cost effective for the number of students using it.

2. Intended Administrative Objective: To provide online accessible reference book materials to all students.

- 2.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: The library subscribed to the Credo Reference online resource to provide access to online reference books. With the increase of online students who may not have access to a traditional library, this will provide students with research materials. It will also enhance the research materials currently available to the traditional on-campus students.

This reference collection is being well publicized to students. The access log-ons and passwords are given to students during library orientation tours and is also on their portal page. The library has monitored its usage through web site statistics. These statistics have been useful in determining if the program is being used and how cost effective it is, But the Library Director did not feel there was enough information to determine it's success. For that reason, the Credo Reference online resource will continue to be monitored into the next assessment cycle.

The criteria for success will be defined by the amount of usage. These numbers will be analyzed to determine if the database is cost effective in serving the students.

- 2.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students will be surveyed throughout the coming

semesters to determine that they are aware of this online resource and what information is available on it. They will also be made aware of this resource during all library orientation tours by the librarian.

The criteria for success will be defined by the amount of usage. These numbers will be analyzed to determine if the database is cost effective in serving the students.

**Wellness Center  
Assessment Plan  
2012–2014**

**Expanded Statement of Institutional Purpose**

*Institutional Mission Statement:* Arkansas Northeastern College is committed to providing accessible, quality educational programs, services, and lifelong opportunities.

*Division/Department Mission Statement:* Arkansas Northeastern College Briggs/Seabough Wellness Center is committed to providing activities and programs that enhance and sustain health and wellness, promote social interaction, and encourage leadership development.

*Goal:* Develop lifelong attitudinal and recreational skills for maintaining physical and mental fitness.

**Intended Administrative Objective:**

1. Students, faculty and staff utilizing the Wellness Center will validate they can safely begin a physical fitness program.

1. Intended Student Learning Outcome: Students, faculty and staff utilizing the Wellness Center will validate they can safely begin a physical fitness program.
  - 1.1 State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success: Ninety five percent (95%) of all students, faculty and staff utilizing the Wellness Center will be asked to complete the Physical Activity Readiness Questionnaire (PAR-Q) on an ongoing basis.
  - 1.2 State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success: One hundred percent (100%) of students, faculty, and staff who complete and answer yes to any of the questions in the PAR-Q evaluation will be asked to see their physician before participating in a fitness program.

**Student Services  
Assessment Plan  
2012-2014**

**Expanded Statement of Institutional Purpose**

*Institutional Mission Statement:* Arkansas Northeastern College is committed to providing accessible, quality educational programs, services and lifelong learning opportunities.

*Institutional Purpose Reference:* Purpose 1: To provide an access to quality higher education opportunity for all individuals regardless of age, sex, or ancestry; economic, cultural or physical condition or previous educational attainment, within the provisions of law and resources available.

*Student Services Mission Statement:* The Student Services Division is committed to assisting each individual to reach his/her full potential, by providing access to higher education. These support services will be offered to both prospective and enrolled students in a manner that is professional, courteous and consistent with the provisions of the law and available resources.

**Intended Administrative Objectives**

Registrar's Office

1. Create forms that can be digitally submitted via the myANC portal.
2. Determine student satisfaction with the graduation process.

**Registrar's Office  
Assessment Plan  
2012-2014**

1. Intended Administrative Objective: Offer forms for electronic service.
  - 1.1 State means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: The Registrar's Office will expand services by developing forms to be submitted via the ANC website portal. The graduation application and official college transcript forms will be available for electronic submission.

*Data Collection Plan:* Instructions for electronic submission will be posted to guide students to a successful submission. Students will have the opportunity to complete and submit a graduation application and an official college transcript request form electronically. The electronic submission will be directed to the Assistant Registrar who will maintain the submission forms.

*Criteria for Success:* Fifty graduation applications and 150 transcript request forms will be received and processed electronically.
  
2. Intended Administrative Objective: Create forms that can be digitally submitted via the myANC portal.
  - 2.1 State means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Graduates will complete a survey to identify the graduation process satisfaction level.

*Data Collection Plan:* The survey will be distributed to the student at the time the diploma is obtained or mailed (with a self-addressed stamped envelope). Data collected will include: if attended the rehearsal, graduation process, staff's knowledge about rehearsal and commencement, and the reason for non-participation (if applicable). The Registrar's Office will collect, maintain, and assess the responses to make pertinent modifications to meet future graduate applicants expectations, determine if changes are realistic, and verify why students do not participate in the graduation ceremony.

*Criteria for Success:* 75% of participants and 25% of non-participating graduates will complete a survey and rate the graduation process satisfaction level at neutral, agree, or strongly agree. 25% of non-participating graduates surveyed will convey the basis for non-participation.

**Career Pathways Initiative  
Assessment Plan  
2012-2014**

**Expanded Statement of Institutional Purpose**

*Institutional Mission Statement:* Arkansas Northeastern College is committed to providing accessible, quality educational programs, services and lifelong learning opportunities.

*Institutional Purpose Reference:* Purpose 1: Arkansas Northeastern College is committed to provide an access to quality higher education opportunity for all individuals regardless of age, sex, race, or ancestry; economic, cultural or physical condition or previous educational attainment, within the provisions of law and resources available.

*Administrative or Educational Support Unit Mission Statement:* The mission of the Career Pathways Program (CPI) at Arkansas Northeastern College is to assist eligible adults in meeting education and employment training goals in order to acquire and maintain a self-sustaining job and career pathway.

Stated Goal: "To end the dependency of needy parents on government benefits by promoting job preparation and work."

**Intended Administrative Objectives**

1. Career Pathways staff will review CPI student's Individual Career Plan (ICP) and or degree audit with the student each semester to help the student focus on his or her goal for educational credentials and discuss barriers and solutions that lead to successful results.
2. CPI will gather all information needed for a peer audit in a timely and consistent manner.

1. *Intended Administrative Objective:* Career Pathways staff will review CPI student's Individual Career Plan (ICP) and or degree audit with the student each semester to help the student focus on his or her goal for educational credentials and discuss barriers and solutions that lead to successful results.

- 1.1 *State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success:* Using the estimated date of completion on the CPI spreadsheet or the student's ICP, 60% of the students projected to complete some award attainment in the 2012-2013 school year will do so. These awards include GED awards, Certificates of Proficiency, Technical Certificates, and Associate Degrees.

*Data Collection Plan:* CPI staff will determine each semester the number of students they expect to complete awards during the 2012-2013 year by using the ADHE data base and or the student files. This statistical information will be given to the CPI director and summarized. After June 30, 2013 the information on award attainment will be entered into the CPI Database. Staff will be able to use this data to do a statistical analysis of award attainments.

2. *Intended Administrative Objective:* CPI will gather all information needed for a peer audit in a timely and consistent manner.

- 2.1 *State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success:* The Auditor's Notebook's data collection will match the ANC's Expense Report as well as the CPI Datebook concerning both finances and student data collection on such items as performance measures.

*Data Collection Plan:* The CPI Director will initiate an Audit Notebook during the Fall semester to gather data and materials as specified by the state department for a Peer Audit into a notebook labeled, Auditor's Notebook. All staff will be responsible for supplying data on items that pertain to their area of work. By the end of the year, all requested material will be gathered and incorporated into the Auditor's Notebook.