

**Arkansas Northeastern College
Institutional Assessment**

**2012-2013
Plan**

Introduction

**Arkansas Northeastern College
Institutional Assessment
2012-2013 Plan**

The assessment of institutional effectiveness provides meaningful information to advance the academic programs and administrative services of Arkansas Northeastern College. Assessment initiatives are focused on student learning and the results are used to improve outcomes and support resource decisions.

Based on a continuous improvement cycle, the assessment process is designed to contribute to the progress and growth of the College. This document includes the assessment plans for the 2012-2013 reporting cycle. Both academic and administrative departments and divisions participate in assessment.

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
Ginger Berry, Math and Science
Chris Cloninger, Management Information Technology Services
Cindy Clark, Assessment Specialist/Chair
Mary Dement, Instruction
Pat Ellis, College Preparatory
Paula Gragg, Solutions Group
Dennis Hay, Communications and Humanities
Deanita Hicks, Communications and Humanities
Brenda Hollifield, Allied Health
Dr. Blanche Hunt, College Preparatory and Learning Assistance Center
Rosemary Lowe, Student Services
Rene Marshall, Business Office
Carol Mills, Academic Technology
Bronwyn Morgan, Academic Services
Tonya Pankey, Allied Health
Deborah Parker, Arts and Sciences
Robin Singleton, Business and Technical Division
Beth Thompson, Advancement
Jaye Tipton, Extended Campus Operations
June Walters, Administration
Dr. Paula Williams, Business and Technical Division
Laura Yarbrough, Student Services

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.

January	Faculty/staff begin analysis of collected assessment data and preparation of the annual Assessment Report.
February	Program faculty/staff complete Assessment Report. Results are presented to the faculty/staff of the reporting area for a preliminary review.
March	Report of assessment measures, results for the previous year, and use of results due to Committee for the Assessment of Student Learning (CASL). Plans that include intended student learning outcomes or intended administrative objectives, means of assessment, and the data collection plan are due with the report.
March/April	Committee for Assessment of Student Learning reviews submitted Assessment Reports. Each area presents their report to the full committee. The Committee provides suggestions for improvement. Plans for the next assessment cycle are presented for review and feedback from CASL.
April	Revised Assessment Reports and Plans due to the Assessment Specialist.
June	Annual Institutional Assessment Report and Institutional Plan are presented to the Board of Trustees. This report compiles all institutional student learning assessment results as well as support area results for continuous improvement. The plan includes intended student learning outcomes or intended administrative objectives, means of assessment, and the data collection plan for the upcoming cycle.

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**Academic Programs
2012-2013 Plan**

Arts and Sciences/General Education

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

**Arts and Sciences/General Education
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.

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.

**General Biology and Lab
Course Level Assessment Plan
2012-2013**

1. Intended Student Learning Outcome: Students will successfully differentiate between organic molecules and successfully analyze data and characteristics in lecture and lab to identify them.
 - 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: A common comprehensive final exam is administered each semester. An item analysis will be performed on all questions concerning organic molecules. Of the 19 questions on the final exam that pertain to organic molecules, the average percent correct for each question will be 70% or greater.
 - 1.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students will be given a lab quiz at the end of the lab over organic molecules. Of the 20 questions on this quiz over organic molecules, the average percent correct for each question will be 70% or greater.
 - 1.3 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students will be given a practical lab exam that include questions covering organic molecules. Of the 14 questions that relate to organic molecules, the average percent correct for each question will be 70% or greater.

2. Intended Student Learning Outcome: Students will successfully identify, analyze data and differentiate between substrates, enzymes that catalyze the reaction, and the resulting product in lecture and lab.
 - 2.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: A common comprehensive final is administered each semester. An item analysis will be performed on all questions concerning enzymes. Of the 3 questions that relate to enzymes, the average percent correct for each question will be 70% or greater.
 - 2.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students will be given a lab quiz at the end of the lab over enzymes, substrates, and the resulting chemical reactions. Of the 20 questions each question will have an average percent correct of 70%.
 - 2.3 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students will be given a practical lab exam including questions covering enzymes, substrates, and resulting chemical reactions and will have an average percent correct of 70% or greater.

Microbiology
Course Level Assessment Plan
2012-2013

1. Intended Student Learning Outcome: Students will demonstrate the proper aseptic techniques in the isolation and identification of a biochemical unknown
 - 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Throughout the semester, Microbiology students are taught a variety of methods to stain bacteria and aseptic techniques (no contamination) that will give them the knowledge and instruction for identifying any bacterium given to them. As the end of lab final, the Biochemical Unknown is a mixed broth of 2 bacterial species. The student will apply aseptic techniques to separate the mixed cultures and grow two pure cultures. Students complete a Descriptive Chart that will summarize the test results. Based upon these results, students will determine the bacterium they have isolated to the species level of classification. Seventy-five percent of the students completing Microbiology Lab will successfully isolate and identify one of the two unknown species within a mixed broth of the Biochemical Unknown.
 - 1.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students will be given a broth tube with an unknown bacterium. The students are to properly perform a hanging drop slide to determine motility; 80% of those students will accurately identify the unknown bacterium as (non) motile based upon their ability to perform a hanging drop slide.

2. Intended Student Learning Outcome: Students will demonstrate knowledge in the area of bacteriology.
 - 2.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: At the end of the semester, Microbiology students are administered the National League of Nursing (NLN) achievement exam to assess the learning over the course of the semester. There are three different areas on the NLN Microbiology Achievement exam: Bacteriology, Epidemiology, and Immunology. Of those students administered the NLN Microbiology Achievement Exam, 75% of the students will achieve a score of 70% or higher on the bacteriology portion of the exam.
 - 2.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students will be assessed in their ability to properly inoculate, incubate and determine the results from differential & selective media agar types. The specific media types will be Eosin-Methylene Blue (EMB), Hektoen-Enteric agar (HE), Mannitol Salt Agar (MSA), and Tryptic Soy Agar (TSA) with 5% sterile sheep blood. Of the students completing Microbiology Lab, 75% of the students will properly assess the results of the 4 plates according to the following criteria:
 - a) Determine if the growth is either Gram + (pos) or Gram - (neg)
 - b) Determine if the media is selective, differential or both
 - c) Determine the type of hemolysis (if any)

English Composition I
Course Level Assessment Plan
2012-2013

1. Intended Student Learning Outcome: Students in English Composition will demonstrate the ability to write well-focused, logical, relatively error-free essays.
 - 1.1 State Means of assessment, Describe Data Collection Plan, and Define Criteria for Success: Eighty percent of the students who complete English Composition I will pass a competency final. The competency final is a timed in-class essay on a topic the instructor gives the students. In order to pass the competency final, students must write an essay that has an introduction, several body paragraphs, and a conclusion. This essay must contain no more than five major grammar/usage errors.
 - 1.2 State means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students will demonstrate the ability to write a clear, well-focused thesis sentence which states the topic and contains a controlling idea about the topic. This will be assessed on each essay, but instructors will measure the number of students who are successful at this on the first formal essay and the last essay which is also the competency final. At least 80% of students will demonstrate the ability to write this well-focused thesis sentence on the competency final.

2. Intended Student Learning Outcome: Students in English Composition I will demonstrate proficiency in avoiding the three major sentence structure errors (run-on sentences, sentence fragments, and comma splices).
 - 2.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: English Composition I students will be assigned several papers throughout the semester, and they will keep them in an electronic portfolio. The instructor will look at the first formal paper students write and the competency final at the end of the semester and determine how many structural errors (Run-on sentences, sentence fragments, and comma splices) are in each paper. Seventy percent of students will have no more than 3 major structural errors in the competency final. The first paper will be a diagnostic paper to determine which structural errors need attention. The competency final at the end will show to what degree students have a smaller number of these structural errors in their papers.
 - 2.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: One paper for each student will be chosen randomly from the portfolio to test for competency in avoiding the major sentence structure errors (run-on sentences, sentence fragments, and comma splices). This will be a paper besides the diagnostic paper and the competency final. Seventy percent of students will have no more than five major structural errors on these papers which will be chosen around the middle of the semester.

English Composition II
Course Level Assessment
2012-2013

1. Intended Student Learning Outcome: Students in English Composition II will demonstrate the ability to use the MLA Style of documentation to incorporate outside sources into an argumentative research paper.
 - 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Seventy percent of the students who complete English Composition II will earn a C or better on an annotated bibliography which contains at least 10 research sources. This annotated bibliography will demonstrate the ability of students to find and cite sources properly and to summarize sources in a few sentences. This annotated bibliography will adhere to the MLA style of documentation, and students will do this after instruction in how to use this stylebook. The sources on the annotated bibliography will be used to write an 8 to 10 page research paper due at the end of the course.

2. Intended Student Learning Outcome: Students in English Composition II will demonstrate the ability to write a logical, relatively error-free composition which has a clear focus and adequate support.
 - 2.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students in English Composition II will be given a writing prompt and will write an essay in response to this prompt in about 20 minutes. Seventy percent of students who complete this essay will earn a C or better. This sample will demonstrate the student's ability to write an impromptu essay with a clear, well-focused thesis sentence and adequate support for the topic. This sample will be graded based on the holistic scoring rubric which is used by national testing organizations. The rubric scores range from 6, the best, to 1, the lowest possible score. A score of 3 is equivalent to a C. Holistic scoring takes into account the overall success of the essay.

**General Psychology
Course Level Assessment Plan
2012-2013**

1. *Intended Student Learning 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
2012-2013**

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.

Allied Health

Allied Health	
<i>Instructional Program</i>	<i>Degree Level</i>
Associate Degree Nursing	Associate in Applied Science
Practical Nursing	Certificate
Dental Assisting	Certificate

**Associate Degree Nursing Program
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 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 established objectives and expected clinical outcomes in Fundamentals of Nursing, and Advanced Medical Surgical Nursing.

1. Intended Student Learning Outcome: Graduates will meet the Arkansas State Board of Nursing and the National League for Nursing Accrediting Commission (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 State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success: 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 State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success: 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 a Level II on the individual 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: One hundred percent (100%) of students will perform at or above Level II on the ATI RN Comprehensive Predictor Exam before receiving a certificate of graduation from the nursing program.
 - 2.3 State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success: The selective admission criteria for each class will serve to admit students who are successful in achieving the program objective of a 75% graduation rate for both first time student and returning admissions.

3. Intended Student Learning Outcome: Employed graduates will indicate through graduate survey that the Arkansas Northeastern College Associate Degree Nursing curriculum has prepared them to practice as a registered nurse.
 - 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 10% of graduates employed in other health care-settings as determined by the graduate survey six months post graduation.
 - 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 the satisfaction of the

Associate Degree Nursing Program at a 3 or higher on a scale of 1 to 5 with 1 being the lowest and 5 being the highest.

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 established course (Introduction to Nursing Interventions and Psychosocial Adaptation) objectives and outcomes in the Associate Degree Nursing Program.
 - 5.1 State Means of Assessment, Describe Data Collection Plan and Define Criteria for Success: Eighty percent (80%) of students in the first level Fundamentals of 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..
 - 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 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 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
2012-2013**

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 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 (Basic Nursing Principles & Skills II and 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 Learning 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 (PN 16036 Basic Nursing Principles & Skills II and PN 16042 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
2012-2013**

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. 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.

**Academic Services
2012-2013 Plans**

**University Center
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 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.

Purpose 7: To offer personalized counseling and support services.

Administrative or Educational Support Unit Mission Statement: The ANC University Center is committed to providing continuing education to area residents by bringing bachelor and masters level degrees from four year institutions.

Intended Administrative Objectives

1. The University Center will promote and market the five participating universities.
2. Technical Support and University Center Staff complete training on Compressed Video Equipment to empower students' learning experience.

1. Intended Administrative Objective: The University Center will promote and market the five participating universities.
 - 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: ANC University Center will develop and implement six action strategies to expand marketing contacts to promote the five universities in the ANC service area.

2. Intended Administrative Objective: Technical Support and University Center Staff will complete training on Compressed Video Equipment to empower students learning.
 - 2.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Train all University Center staff to provide technical support: contact person, response time, and problem solving.
 - 2.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: ANC University Center Staff will validate competence in Compressed Video Equipment to include the following: connecting CV, initial troubleshooting, and completing Problem Log.

**Administrative Services
2012-2013 Plans**

**Marketing and Development Office
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 learning opportunities.

Purpose 1: To promote Arkansas Northeastern College throughout its service area and to serve as a linkage to the communities, businesses, industries, and the press allowing for total awareness of College activities and offerings.

Marketing and Development Office Unit Mission Statement: It is the mission of the ANC Marketing and Development Team to present the College and its many offerings in a positive, consistent, and advantageous manner, providing an interface between the internal college community and the outside world, with a specific focus on increased college enrollment and fund-raising efforts for the ANC Foundation

Intended Administrative Objectives

1. Incorporate Internet marketing strategies to the existing communications mix.
2. Reevaluate current methods of marketing to reflect changes in technology that may dictate a more efficient use of the marketing budget.

1. Intended Administrative Objective: Incorporate Internet marketing strategies to the existing communications mix.
 - 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Evaluate the social network, Facebook, and design short-term advertising campaigns that promote specific programs of study and target specific demographics. Contract with the media to purchase the advertising based on the cost per thousand or cost per click for a specific demographic and within a 50-mile radius. After each advertising campaign, the Marketing and Development Department will evaluate the data provided by Facebook and other social media that are utilized to determine how many students have shown interest in the classes that are specifically targeted in the promotion. Link all Internet advertising to the ANC website.
 - 1.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Meet with key personnel to develop a brief online survey for students to determine student interaction with social media and questions relating to where students get information about the College and other informational needs.
2. Intended Administrative Objective: Reevaluate current methods of marketing to reflect changes in technology that may dictate a more efficient use of the marketing budget.
 - 2.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Meet with key personnel to develop a brief online survey for students to determine where students get information about the College and other informational needs. Include questions in the survey about home telephones, newspaper readership, and methods of acquiring information such as telephone listings.
 - 2.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Analyze data to determine budget expenditures for the coming year. If the trend reflects a significant reduction in the use of land-line telephones, then Yellow Page advertising may not be effective. If the readership of area newspapers proves to have dramatic decline, then the online version of the newspaper may prove more efficient.

**Management Information Technology Services
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 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: To collaborate within and beyond the College to create and sustain a technology environment that enables innovation and superior service to college constituents.

Intended Administrative Objectives

1. Order, configure, and install 180+ computer systems for the Math Emporium, L102, L104, L105, L107, and Allied Health Building. Forty-nine of the 180 will replace faculty and staff systems as specified by the technology replacement plan.
2. Provide exceptional customer service to faculty, staff, and students and increase the number of users who use the trouble ticket reporting system.

1. Intended Administrative Objective: Provide faculty and staff with training on the use of the electronic Distributive Purchasing module, the Zogotech reporting software, and the Early Alert module.
 - 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success Computers systems will be installed in the above designated areas no later than April 31, 2012. The forty-nine faculty and staff systems will be installed no later than September 30, 2012. An excel spreadsheet will be used to document install dates of each of the areas and the number of hours/days it takes to complete each installation and any problems encountered.
2. Intended Administrative Objective: Provide exceptional customer service to faculty, staff, and students.
 - 2.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Ninety percent of the requests for technical support through the trouble ticket system will receive a response within one business day, and the number of employees using the trouble ticket system for reporting issues will increase by 10% over the number of employees who used it during the 2010-2011 reporting period.

MITS will continue monitoring the trouble ticket response rates, since MITS fell short of our previously stated goal of 90 percent. It is the goal of the MITS department to achieve a 90% average for the 12 month assessment period. In addition, it is a goal of MITS to increase the number of employees who use the trouble ticket system for reporting by 10% over the number that used it during the 2010-2011 reporting period.

The departmental secretary will track response times in a spreadsheet on a monthly basis. The MITS staff will be sent a report via email at the end of each month which will show the number of requests received for the month and how many of the requests were actually responded to within 24 hours of the request. Those received on Friday will be responded to no later than the following Monday.

To determine if the number of employees using the trouble ticket system has increased, a comparison will be made between the number of employees who used the system during the 2010-2011 assessment period to the number of employees who use it during the 2011-2012 assessment period.

**Human Resources
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 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 Office of Human Resources is dedicated to providing comprehensive human resources management services to the employees of Arkansas Northeastern College to support and advance the success of the College.

Intended Administrative Objectives

1. Prepare an individualized Benefits Statement for each employee.

1. Intended Administrative Objective: Prepare an individualized Benefits Statement for each employee.
 - 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Prepare an individualized Benefits Statement for each employee. The Statement will provide an overview of the benefits available to each employee and the participant's current status in the various benefit plans. The Statements will be prepared and distributed to employees in August 2011 and will provide employees an opportunity to review and update benefit information as needed.

**Business Office
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 learning opportunities.

Institutional Purpose Reference: Purpose1: 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.

Intended Administrative Objectives

1. Students and staff will be satisfied with the services provided by the business office.
2. Business Office staff will become more knowledgeable with programs offered by the college to assist students with financial aid support.

1. Intended Administrative Objective: Students and staff will be satisfied with the service provided by the business office.

- 1.1 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Students will rate services provided by the business office on a point of contact survey.

Data Collection Plan: A point of contact survey will be developed and administered to students who visit the business office during August and September 2012. Students will be asked to rate the service they receive on a scale of 1 to 5 with 5 being "Very Satisfied". The surveys will be reviewed and areas needing improvement will be identified and addressed for improvement. The same survey will be administered in November 2012 and again in January 2013. A comparison of the rating will be made to measure improvement.

Criteria for Success: on the second survey, Students will rate the service they receive at a mean of 3.5 or above on a 5 point scale.

- 1.2 State Means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Faculty and staff will rate the services they receive from the business office on a point of contact survey.

Data Collection Plan: A point of contact survey will be developed and administered to the faculty and staff who utilize the business office services during October through December 2012. Faculty and staff will be asked to rate the service they receive on a scale of 1 to 5 with 5 being "Very Satisfied". The surveys will be reviewed in January 2013 and areas needing improvement will be identified and addressed for improvement. The same survey will be administered in February through May 2013. A comparison of the ratings will be made to measure improvement.

Criteria for Success: on the second survey, faculty and staff will rate the service they receive at a mean of 3.5 or above on a 5 point scale.

2. Intended Administrative Objective: Business Office staff will become more knowledgeable with programs offered by the college to assist students with financial aid support.

- 2.1 State means of Assessment, Describe Data Collection Plan, and Define Criteria for Success: Business office staff will attend financial aid workshops to learn about changes with FAFSA requirements. Financial Aid office will notify the Business Office of workshops pertaining to student's business accounts.