

**Systematic Program Assessment Plan**  
**Direct Measures**  
 Academic Years 2015-16, 2016-17, and 2018-19

<b>CPC</b>	<b>Student Level/ Time period</b>	<b>Learning Outcomes</b>	<b>Measure of Assessment</b>	<b>Strategy</b>	<b>Performance Indicator</b>
Accounting	Freshman First year-first semester (This instance will be eliminated beginning August 2016.)	Develop business knowledge necessary to interact effectively with diverse matters related to the office systems administration in enterprises.	Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will complete the accounting systemic test
	Sophomore/Junior Second year-second semester or third year-first semester		Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will obtain 50% or more in the accounting systemic test
	Junior Annually, third year-second semester		Internal-Direct	Program Standardized Tests (PST)	70% of the students will obtain 70% or more in the program's accounting standardized test
	Senior Fourth year-each semester		Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will obtain 70% or more in the accounting systemic test
Information System	Freshman First year-first semester (This instance will be eliminated beginning August 2016.)	Develop technological knowledge and skills in order to interact actively in the organizational environment and community	<b>Knowledge</b>		
			Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will complete the information system systemic test
			Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will obtain 50% or more in the information system systemic test
	Internal-Direct		Systemic Standardized Assessment Test (SSAT)	100% of the students will obtain 70% or more in the information system systemic test	
	<b>Skills</b>				
	Internal-Direct		Program Standardized Tests (PST)	70% of the students will obtain 70% or more in the program's technological application skills test	
Business Ethics	Freshman First year-first semester (This instance will be eliminated beginning	Contribute to the well-being of society through positive actions and a high level of ethical, civic and cultural consideration	Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will complete the business ethics systematic test

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	August 2016.)				
	Sophomore/Junior Second year-second semester or third year- first semester		Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will obtain 50% or more in the ethical considerations systematic test
	Junior Annually, third year- second semester		Internal-Direct	Program Standardized Tests (PST)	70% of the students will obtain 70% or more in the program's ethical consideration test
	Senior Fourth year-each semester		Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will obtain 70% or more in the ethical considerations systematic test
Management	Freshman First year-first semester (This instance will be eliminated beginning August 2016.)	Develop business knowledge necessary to interact effectively with diverse matters related to the office systems administration in enterprises.	Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will complete the management systemic test
	Sophomore/Junior Second year-second semester or third year- first semester		Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will obtain 50% or more in the management systematic test
	Senior Annually, fourth year- first semester		Internal-Direct	<b>Office Administration</b> Program Standardized Rubrics (PSR)	70% of the students will obtain 70% or more in the program's management rubric
	Fourth year-each semester		Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will obtain 70% or more in the management systematic test
Economics	Freshman First year-first semester (This instance will be eliminated beginning August 2016.)	Develop business knowledge necessary to interact effectively with diverse matters related to the office systems administration in enterprises.	Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will complete the economics systemic test
	Sophomore/Junior Second year-second semester or third year- first semester		Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will obtain 50% or more in the economics systemic test
	Senior Fourth year-each semester		Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will obtain 70% or more in the economics systemic test
Marketing	Freshman First year-first semester (This instance will be	Develop business knowledge necessary to interact effectively with diverse matters related to	Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will complete the marketing systemic test

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	eliminated beginning August 2016.)	the office systems administration in enterprises.			
	Sophomore/Junior Second year-second semester or third year-first semester		Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will obtain 50% or more in the marketing systemic test
	Senior Fourth year-each semester		Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will obtain 70% or more in the marketing systemic test
Legal	Freshman First year-first semester (This instance will be eliminated beginning August 2016.)	Develop business knowledge necessary to interact effectively with diverse matters related to the office systems administration in enterprises.	Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will complete the legal systemic test
	Sophomore/Junior Second year-second semester or third year-first semester		Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will obtain 50% or more in the legal systemic test
	Senior Fourth year-each semester		Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will obtain 70% or more in the legal systemic test
Statistics	Freshman First year-first semester (This instance will be eliminated beginning August 2016.)	Develop business knowledge necessary to interact effectively with diverse matters related to the office systems administration in enterprises.	Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will complete the statistics systemic test
	Sophomore/Junior Second year-second semester or third year-first semester		Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will obtain 50% or more in the statistics systemic test
	Senior Fourth year-each semester		Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will obtain 70% or more in the statistics systemic test
Finance	Freshman First year-first semester (This instance will be eliminated beginning August 2016.)	Develop business knowledge necessary to interact effectively with diverse matters related to the office systems administration in enterprises.	Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will complete the finance systemic test
	Sophomore/Junior Second year-second semester or third year-		Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will obtain 50% or more in the finance systemic test

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	first semester				
	Senior Fourth year-each semester		Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will obtain 70% or more in the finance systemic test
Global	Freshman First year-first semester (This instance will be eliminated beginning August 2016.)	Develop business knowledge necessary to interact effectively with diverse matters related to the office systems administration in enterprises.	Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will complete the global systematic test
	Sophomore/Junior Second year-second semester or third year- first semester		Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will obtain 50% or more in the global systemic test
	Senior Fourth year-each semester		Internal-Direct	Systemic Standardized Assessment Test (SSAT)	100% of the students will obtain 70% or more in the global systemic test
Integrating Comprehensive Experience	Senior Fourth year-each semester	Develop managerial knowledge and skills in order to effectively interact in the affairs related to the administration of office systems in the organization	External- Direct	<b>Employers</b> Program Standardized Rubric (PSR)	85% of the students will obtain 75% or more in the mastery of the knowledge and skills of the field
			Internal-Direct	<b>Professors</b> Program Standardized Rubric (PSR)	85% of the students will obtain 75% or more in the mastery of the knowledge and skills of the field
			Internal-Direct	<b>Students</b> Internship Orientation Activity Rubric	85% of the students will indicate their level of satisfaction with the program's learning goals between Very Satisfied and Satisfied.

**Systematic Program Assessment Plan**  
**Indirect Measures**  
 Academic Years 2015-16, 2016-17, and 2017-18

<b>CPC</b>	<b>Student Level/ Time period</b>	<b>Learning Outcomes</b>	<b>Measure of Assessment</b>	<b>Strategy</b>	<b>Performance Indicator</b>
All the CPC assessed in the Program (Accounting, Information System, Business Ethics, Management, Economics, Marketing, Integrating Comprehensive Experience, Communication)	Senior Fourth year-each semester	Develop business knowledge necessary to interact effectively with diverse matters related to the office systems administration in enterprises.	Internal-Indirect	<b>Active students</b> Student Satisfaction Questionnaire (SSQ)	85% of the students will indicate their level of satisfaction with the program's learning goals between Very Satisfied and Satisfied.
	Alumni January-May 2016	All the programs' learning outcomes	External-Indirect	<b>Alumni</b> Survey	85% of the alumni will indicate their level of satisfaction with the program's learning goals between Very Satisfied and Satisfied
	Employers Each three years January-May 2016	All the programs' learning outcomes	External-Indirect	<b>Employer</b> Survey	85% of the employers will indicate their level of satisfaction with the program's learning goals between Very Satisfied and Satisfied

**Business Related Knowledge Areas**  
**Direct Measures**  
 Academic Years 2015-16, 2016-17, and 2017-18

<b>Business Related Knowledge Area</b>	<b>Student Level/ Time period</b>	<b>Learning Outcomes</b>	<b>Measure of Assessment</b>	<b>Strategy</b>	<b>Performance Indicator</b>
Communication	Sophomore Second year-first semester  Junior Third year-first semester	Communicate effectively in written English and Spanish	Internal-Direct	Program Standardized Rubrics (PSR)	70% of the students will obtain 70% or more in the application of language skills in written documents in Spanish and English
Documents Administration	Sophomore Second year-first semester	Develop business knowledge necessary to interact effectively with diverse matters related to the office systems administration in enterprises.	Internal-Direct	Program Standardized Tests (PST)	70% of the students will obtain 70% or more in the program's documents administration test
Office Procedures	Junior Third year-second semester	Develop business knowledge necessary to interact effectively with diverse matters related to the office systems administration in enterprises.	Internal-Direct	Program Standardized Tests (PST)	70% of the students will obtain 70% or more in the program's documents administration test