

Program: BOA / Business Related Knowledge Area: Communication Skills

Performance Indicator		Definition											
1. Communication in Spanish		Learning Outcome: Communicate effectively in written Spanish.											
		Competency: Grammar rules will be used creatively to write and design high quality business documents.											
Analysis of Results													
Performance Measure	Measurement Instrument	Current Results	What did you learn from the results?	Action Taken	Trend Chart								
Students will obtain 70% or higher in the application of language skills in written documents in Spanish.	Program Standardized Rubrics (PSR); Direct, Formative, Internal (ADOF 3017)	Spring 2017 83.33% Spring 2018 86.52% Spring 2019 75.24%	Results showed a slightly declined trend; however, the acceptable performance level was achieved and 100% of the students scored 70% or higher, respectively.	<p>The course was offered explaining and demonstrating the major deficiencies observed by the professor: accuracy (lower and upper case, accents, punctuation) and document format.</p> <p>Instructions related to the assessment instrument were improved.</p> <p>The following actions will be taken during the next BOA assessment cycle:</p> <ul style="list-style-type: none"> • BOA faculty will continue analyzing the standardized rubric used for the assessment instrument to minimize the subjectivity of the professor. 	<p>Common Professional Component: Communication (Spanish)</p> <table border="1"> <caption>Actual Performance Data</caption> <thead> <tr> <th>Semester</th> <th>Actual Performance (%)</th> </tr> </thead> <tbody> <tr> <td>S-2017</td> <td>83.33%</td> </tr> <tr> <td>S-2018</td> <td>86.52%</td> </tr> <tr> <td>S-2019</td> <td>75.24%</td> </tr> </tbody> </table> <p>Legend: — Actual Performance --- Acceptable Performance Level</p>	Semester	Actual Performance (%)	S-2017	83.33%	S-2018	86.52%	S-2019	75.24%
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S-2017	83.33%												
S-2018	86.52%												
S-2019	75.24%												

Program: BOA / Business Related Knowledge Area: Communication Skills

Performance Indicator		Definition																		
2. Communication in English		Learning Outcome: Communicate effectively in written English.																		
		Competency: Grammar rules will be used creatively to write and design high quality business documents.																		
Analysis of Results																				
Performance Measure	Measurement Instrument	Current Results	What did you learn from the results?	Action Taken	Trend Chart															
Students will obtain 70% or higher in the application of language skills in written documents in English.	Program Standardized Rubrics (PSR); Direct, Formative, Internal (ADOF 3017)	Spring 2017 95.00%	Results showed a slightly declined trend; however, the acceptable performance level was achieved and 100% of the students scored 70% or higher, respectively.	<p>The course was offered explaining and demonstrating the major deficiencies observed by the professor: accuracy and document format.</p> <p>Instructions related to the assessment instrument were improved.</p> <p>The following actions will be taken during the next BOA assessment cycle:</p> <ul style="list-style-type: none"> • BOA faculty will continue analyzing the standardized rubric used for the assessment instrument to minimize the subjectivity of the professor. 	<table border="1"> <caption>Common Professional Component: Communication (English)</caption> <thead> <tr> <th>Semester</th> <th>Actual Performance (%)</th> <th>Acceptable Performance Level (%)</th> </tr> </thead> <tbody> <tr> <td>S- 2017</td> <td>95.00</td> <td>70</td> </tr> <tr> <td>S- 2018</td> <td>89.49</td> <td>70</td> </tr> <tr> <td>S- 2019</td> <td>92.63</td> <td>70</td> </tr> <tr> <td>S- 2020</td> <td>85.38</td> <td>70</td> </tr> </tbody> </table>	Semester	Actual Performance (%)	Acceptable Performance Level (%)	S- 2017	95.00	70	S- 2018	89.49	70	S- 2019	92.63	70	S- 2020	85.38	70
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Program: BOA / Communication Skills – Comprehensive Analysis

BOA Students:

After evaluating the assessment of learning process related to Business Related Knowledge Area of Communication Skills for the BOA students, the faculty concluded that students achieved the established learning outcome and competency. BOA faculty observed that the use of an assessment instrument embedded to a course facilitated the analysis and evaluation of results. Students were motivated and gave their best performance, while BOA professors were supervising the process.

Starting in August 2016 with the new assessment cycle and according to the new curriculum of the BOA program, BOA students continued taking the assessment instrument in ADOF 3017. Professors revised the actual assessment instrument's rubric to minimize subjectivity at the time of application by the professor. These actions assured the participation of the BOA faculty during the evaluation and analysis of results, and the identification of further corrective actions. This instrument was course embedded. These actions kept the good standard of the assessment process allowing excellent results of the student's performance related to the Communication CPC during the cycle.

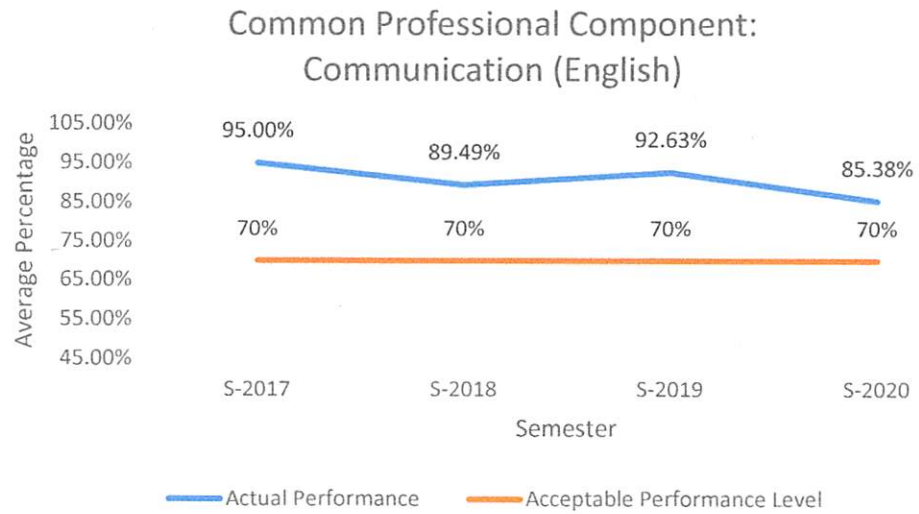
Another important piece of information to complete this comprehensive analysis related to communication skills is the employer's assessment administered by the Internship and Plan Coop Programs (PIPC) office for the 2015 academic year. The following information shows a summary of the employers' assessment of the student's communication goal related to the competency discussed in this report: 91% of students were evaluated as excellent, while 9% of student were evaluated as very good. In conclusion, 100% of the BOA students assessed by the employers performed above the "Average" category.

Another external piece of information to complete this comprehensive analysis related to communication skills is the employer's assessment administered by the Institute of Office Administration (ADOF) for the 2012, 2014, and 2015 academic years. The following information shows a summary of the employers' assessment of the student's communication goal related to the competency discussed in this report: 80% of students were evaluated as excellent in 2012 and 2013, while 100% of student were evaluated as excellent in 2015. In conclusion, 100% of the BOA students assessed by the employers performed above the "Average" category.

Another external piece of information to complete this comprehensive analysis related to communication skills is the student's (candidatos a graduación) assessment administered by the Institute of Office Administration (ADOF) for the 2012, 2014, and 2015 academic years. The following information shows a summary of the students' assessment of the student's communication goal related to the competency discussed in this report: 89% of students were evaluated over 70% in 2012, 97% of students were evaluated over 70% in 2013, while 100% of student were evaluated over 70% in 2015. In conclusion, 100% of the BOA students assessed by the employers performed above the "Average" category.

Based on the results of the assessment of learning process and additional information, it is the conclusion of the BOA faculty that the comprehensive analysis shows that students from the BOA program meet the competencies related to communication skills.

Semester	Actual Performance	Acceptable Performance Level
S-2017	95.00%	70%
S-2018	89.49%	70%
S-2019	92.63%	70%
S-2020	85.38%	70%



Student	Grade
Student 1	70%
Student 2	90%
Student 3	90%
Student 4	90%
Student 5	90%
Student 6	90%
Student 7	90%
Student 8	100%
Student 9	100%
Student 10	100%
Student 11	100%
Student 12	40%
Student 13	60%

Statistical Analysis

Mean	85.38%
Max.	100%
Min.	40%
Mode	90%
Median	90%
Perf. Level	70.00%