Administrative Professional AAS
Program Summative Assessment
Wisconsin Technical College System

Directions

This Technical Skill Attainment (TSA) scoring guide will be used to document your attainment of technical skills at the end of the Administrative Professional program. To meet the requirements on the scoring guide, you will be asked to draw upon the skills and concepts that have been developed throughout the program, and are necessary for successful employment in your field. Results will be used to inspire continual improvement of teaching and learning across the Wisconsin Technical College System. In addition, this assessment will provide feedback to you about your performance as a learner, student, and future employee in the field.

This scoring guide will use assessed work you have already completed within the context of an existing course, across multiple courses, in a capstone project, internship, program portfolio, or with any other format designated by [INSERT NAME] Technical College. Your instructor will provide detailed instructions on the tool(s) used.

After your instructor completes this scoring guide, you will receive feedback on your performance including your areas of accomplishment and areas that need improvement.

Program Outcomes

PO 1. Demonstrate effective workplace communications.

PO 2. Apply technology skills to business and administrative tasks.

PO 3. Perform routine administrative procedures.

PO 4. Manage administrative projects.

PO 5. Maintain internal and external relationships.

PO 6. Model professionalism in the workplace.

Rating Scale

MET

Learner performed the skill and has met the requirements.

NOT MET

Learner did not complete the skill and does not meet the requirements.

Scoring Standard

You must achieve a rating of ___80%___ on program assessments in order to meet each of the criterion and demonstrate competence.

SCORING GUIDE		
Program Outcomes and Criteria		
PO 1. Demonstrate effective workplace communications.	**MET**	**NOT MET**
a) you format documents correctly		
b) you edit and proofread documents		
c) you demonstrate attention to details		
d) you create accurate business communications		
e) you write effectively (clearly, concisely and professionally)		
f) you speak effectively (clearly, concisely and professionally)		
g) you listen effectively (clearly, concisely and professionally)		
COMMENTS:		
PO 2. Apply technology skills to business and administrative tasks.	**MET**	**NOT MET**
a) you select appropriate technology		
b) you apply technology to accomplish tasks		
c) you integrate multiple resources when appropriate		
d) you troubleshoot and solve problems in technology and systems		
COMMENTS:		
PO 3. Perform routine administrative procedures.	**MET**	**NOT MET**
a) you process documents and correspondence		
b) you demonstrate professional telecommunication techniques		
c) you manage filing systems in accordance with standards (i.e. ARMA)		
d) you maintain electronic records & security		
e) you record minutes		
f) you use calendaring and scheduling tools		
g) you prioritize routine tasks		
COMMENTS:		

SCORING GUIDE		
Program Outcomes and Criteria		
PO 4. Manage administrative projects.	**MET**	**NOT MET**
a) you organize events		
b) you coordinate travel		
c) you manage projects in a timely manner		
d) you conduct research efficiently		
COMMENTS:		
PO 5. Maintain internal and external relationships.	**MET**	**NOT MET**
a) you apply customer service skills		
b) you resolve conflict		
c) you work effectively with diverse populations		
d) you demonstrate awareness of global business relationships		
COMMENTS		
PO 6. Model professionalism in the workplace.	**MET**	**NOT MET**
a) you demonstrate punctuality		
b) you demonstrate ethical principles in the workplace		
c) you solve problems		
d) you apply team-building techniques to accomplish goals		
e) you present a professional image		
f) you develop personal and professional goals		
g) you demonstrate initiative		
h) you maintain confidentiality		
i) you accept constructive feedback		
COMMENTS:		

Comparison of Administrative Professional Program Outcomes to External Standards

These program outcomes were developed collaboratively across the WTCS technical colleges and validated by linking them to the referenced external standards.

WTCS Program Outcome	Related Standard
PO 1. Demonstrate effective workplace communications.	IAAP Certified Administrative Professional, Domain 1, Communication
	IAAP Certified Administrative Professional, Domain 3, Information Distribution
PO 2. Apply technology skills to business and administrative tasks.	IAAP Certified Administrative Professional, Domain 4, Records Management
	AAP Certified Administrative Professional, Domain 5, Physical and Information Resources
	IAAP Certified Administrative Professional, Domain 6, Document Production
PO 3. Perform routine administrative procedures.	IAAP Certified Administrative Professional, Domain 5, Physical and Information Resources
	IAAP Certified Administrative Professional, Domain 7, Financial Functions
	IAAP Certified Administrative Professional, Domain 8, Human Resources
	ARMA International, Standards & Best Practices (records and information management, retention and disposal)
	ISO, International Organization for Standardization (standards pertaining to information and records management)
PO 4. Manage administrative projects.	IAAP Certified Administrative Professional, Domain 2, Organization and Planning
	IAAP Organizational Management, Domain 1, Organizational Planning
	IAAP Organizational Management, Domain 2, Advanced Communication
	IAAP Organizational Management, Domain 3, Advanced Administration

WTCS Program Outcome	Related Standard
PO 5. Maintain internal and external relationships.	IAAP Organizational Management, Domain 4, Team Skills 1) Administrative Support Job Descriptions, International Association of Administrative Professionals, Sept. 2010 2) US Department of Labor includes "communicating with persons outside the organization, representing the organization to customers, the public, government, and other external sources" under work processes for this occupation. www.onetcenter.org 3) IAAP Organizational Management (OM), Domain 1, Organizational Planning
PO 6. Model professionalism in the workplace.	1) Administrative Assistant DACUM 2007 2) IAAP Certified Administrative Professional (CAP)

Acronyms and Abbreviations Used in this Report

AAS – Associate of Applied Sciences degree

ARMA – Association of Records Managers and Administrators International, www.arma.org

CAP – Certified Administrative Professional, www.iaap.org

DACUM – Developing a Curriculum (and occupational analysis)

IAAP – International Association of Administrative Professionals, www.iaap.org

ISO, International Organization for Standardization, www.iso.gov

TSA – Technical Skill Attainment

USDOL – United States Department of Labor, www.dolet.gov

WIDS – Worldwide Instructional Design System, www.wids.org

WTCS – Wisconsin Technical College System, www.wctsystem.edu