



Rappahannock Community College 2023-24 Report on Professional Readiness

What does Professional Readiness mean at RCC?

Professional Readiness is the ability to work well with others and display situationally and culturally appropriate demeanor and behavior. Professionally ready degree graduates will be able to demonstrate skills important for successful transition into the workplace and/or pursuit of further education.

How are RCC degree graduates expected to use Professional Readiness skills?

Student Learning Outcomes (SLOs) are defined to guide the instruction of Professional Readiness skills.

RCC degree graduates will:

- a. demonstrate strong management skills;
- b. demonstrate appropriate workplace and classroom demeanor and behavior;
- c. demonstrate strong interpersonal skills;
- d. produce high quality work

How are RCC students doing?

RCC General Education Assessment

The RCC General Education Assessment is a multiple-choice test which includes five Professional Readiness items. It first included Professional Readiness items in Spring 2022. It is given to a sample of degree graduates (33 in Spring 2022, 24 in Spring 2023, and 89 in Spring 2024). All testing can now be done online using Lockdown Browser.

The overall benchmark of 60% correct professional readiness items was met in Spring 2022 at 92%, 92% in Spring 2023 and 87% in Spring 2024. The correct response rates per item in Spring 2024 were 82% to 97%. The lowest score was on the item: Towanda is resigning from her company. Which of the following is the best way to communicate this information? Eighty-two percent chose the correct choice, "Schedule an appointment with her supervisor". Eighteen percent chose "Place a resignation letter on her supervisor's desk"

Thirteen percent of the students chose wrong answers on the professional readiness items.

Capstone Course Assessments

In RCC degree programs, required capstone courses were identified to assess the professional readiness of students near the end of the program. A rubric has been developed that assesses the SLOS. The Rubric Criteria are Management Skills, Workplace Demeanor and Behavior, Communication Skills, and Quality of Work. The rubric was shared with students in all courses and the professional readiness SLOS emphasized as important for success in every course.

The Rubric

Criteria	Assessment Levels		
	Above Average--3	Average--2	Below Average--1
Management Skills	Notifies instructor prior to absence with a valid excuse or after absence due to extraordinary circumstances. Misses no more than 7% of class meetings. Rarely late for class; submits work late less than 7% of the time; demonstrates self-responsibility; comes to class prepared and maximizes class time.	Notifies instructor about absences with plausible reasons. Misses no more than 10% of class meetings. Late for less than 10% of class meetings; submits work late less than 10% of the time; if not fully prepared for class, participates in class activities and assignments.	Does not attend class regularly. Does not notify instructor of all absences or provides unacceptable reasons for absence. Misses more than 15% of class time. Late for class and/or submits work late more than 15% of the time; Frequently does not come to class prepared; not fully involved during classtime.
Work Place Demeanor and Behavior	Demonstrates self-confidence, self-control, and traits of life-long learning including inquisition and curiosity; follows rules of the class. Accepts responsibility for personal choices and the effects on the group; is well-respected by classmates; willingly participates in group activities.	Generally positive and self-confident; practices life-long learning; typically follows rules of the class. Aware of responsibility for own choices and participates in group activities; well-liked by classmates.	Shows resistance to new ideas and skills; may use language that degrades or puts down classmates; does not respect rules of the class. Rarely accepts responsibility for own choices or makes poor choices when working with others; resists participating in group activities; does not have friends in class.
Communication Skills	Consistently uses clear, organized, concise language; integrates appropriate language learned in course; effectively exchanges ideas and information; uses Creator language instead of Victim language; fully understands the importance of tone in both written and oral communication	Generally, uses clear/organized language for exchanging ideas and information; consistent use of Creator language; partially understands the importance of tone in both written and oral communication	Poor demonstration of communication and listening skills; limited use of appropriate language learned in the course; primarily uses victim language; does not understand the importance of tone in both written and oral communication
Quality of Work	Consistently gives best effort and provides high quality work. Work indicates planning and effort; has no problems following instructions and can work independently.	Generally, gives best effort; Completes quality work and follows instruction with some assistance. Asks for help when necessary.	Demonstrates minimal effort and limited planning; Work is sometimes incomplete; has trouble following instructions and does not ask for help.

Course	Mean Rubric Score							
	Management Skills		Work Place Demeanor and Behavior		Communication Skills		Quality of Work	
	Fall 2023	Fall 2024	Fall 2023	Fall 2024	Fall 2023	Fall 2024	Fall 2023	Fall 2024
Accounting	2.38	2.40	2.52	2.40	2.43	2.20	2.29	2.80
Criminal Justice	2.57	2.29	2.43	2.29	2.57	2.43	2.29	2.43
Business	2.63	2.50	2.63	2.31	2.88	2.38	2.75	2.19
Engineering Technology	3.00	2.50	3.00	2.33	3.00	3.00	3.00	2.83
Mathematics	2.75	2.29	2.82	2.29	2.68	2.29	2.66	2.35
Psychology	2.44	2.23	2.45	2.52	1.38	2.32	2.42	2.24
Mean	2.54	2.29	2.58	2.44	2.05	2.35	2.49	2.31

RCC Graduating Student Survey

Students' confidence in their Professional Readiness is measured each spring on the *RCC Graduating Student Survey*. This survey is administered to all Spring graduates. Students are asked to rate their skill level when they entered RCC and now that they are graduating. One item assessed their civic engagement skill. In Spring 2024, there were 220 responses. Results were:

- “To work well with others displaying appropriate behavior in workplace and educational settings”. Fifty-eight percent (58%) marked excellent when they entered and 76% when they graduated. Ten percent (10%) marked “fair” or “poor” at entry but only 2% at graduation.

Professional Readiness throughout RCC

The professional readiness rubric is shared with students in all courses and the professional readiness SLOS emphasized as important for success in every course.

How are assessment results used.

The professional readiness rubric give RCC faculty a tool to use in discussing professional readiness with both classes of students and individual students.

The results of the Professional Readiness items on the End-of-Program RCC General Education Assessment and the Graduating Student Survey are shared with faculty who look for opportunities to include the teaching of professional readiness in their courses.