

**Course Assessment Report**  
**Washtenaw Community College**

| Discipline                            | Course Number | Title  |
|---------------------------------------|---------------|--|
| Business Office Systems               | 101A          | BOS 101A 08/09/2017-<br>Introduction to<br>Keyboarding |
| Division                              | Department    | Faculty Preparer                                       |
| Business and Computer<br>Technologies | Business      | Joyce Jenkins  |
| Date of Last Filed Assessment Report  |               |  |

**I. Assessment Results per Student Learning Outcome**

Outcome 1: Touch type for one minute alphabetic, punctuation, and service keys at a minimum rate of 24 gross words a minute with no more than one error.

- Assessment Plan
  - Assessment Tool: Student performance test.
  - Assessment Date: Fall 2007
  - Course section(s)/other population: All
  - Number students to be assessed: All
  - How the assessment will be scored:
  - Standard of success to be used for this assessment:
  - Who will score and analyze the data:

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

| Fall (indicate years below) | Winter (indicate years below) | SP/SU (indicate years below) |
|-----------------------------|-------------------------------|------------------------------|
| 2016                        | 2017                          | 2017                         |

2. Provide assessment sample size data in the table below.

| # of students enrolled | # of students assessed |
|------------------------|------------------------|
| 102                    | 79                     |

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

Lack of student completion of the course, through official withdrawal or failure to complete required exams and lessons.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

Students enrolled in all online and face-to-face sections during the noted semesters were included within the assessment.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Although seven exams were provided to the students, the average of the top three exams completed on the Gregg College Keyboarding and Document Processing (GDP) website were used to calculate the typing wpm.

Students were required to complete three keyboarding exam timings, for one minute each, with one mistake allowed. For exams not within the 1-error limit, 2 wpm (words per minute) were subtracted for each error over the maximum number of errors allowed.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

Students met expectations: 89.87% of students achieved a typing score of 24.00 wpm or more.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

The students far exceeded the minimum typing speed noted in student outcome 1.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

Instructor will complete an analysis outside of the assessment process to determine how much students are improving as a result of using the Gregg College

Keyboarding and Document Processing (GDP) software. The results will be used to identify other ways student success can be improved.

## II. Course Summary and Action Plans Based on Assessment Results

1. Describe your overall impression of how this course is meeting the needs of students. Did the assessment process bring to light anything about student achievement of learning outcomes that surprised you?

This course is currently meeting the needs of students.

2. Describe when and how this information, including the action plan, was or will be shared with Departmental Faculty.

The assessment results, including the action plan will be shared with the Business Department for comments and discussion in August of 2017.

3. Intended Change(s)

| Intended Change      | Description of the change | Rationale | Implementation Date |
|----------------------|---------------------------|-----------|---------------------|
| No changes intended. |                           |           |                     |

4. Is there anything that you would like to mention that was not already captured?

Course syllabus will be updated to reflect wpm (words per minute), versus gwam (gross words per minute).

## III. Attached Files

### [BOS 101A Assessment Data](#)

**Faculty/Preparer:** Joyce Jenkins **Date:** 08/14/2017  
**Department Chair:** Julianne Davies **Date:** 08/21/2017  
**Dean:** Eva Samulski **Date:** 08/22/2017  
**Assessment Committee Chair:** Michelle Garey **Date:** 11/15/2017