

Course Assessment Report
Washtenaw Community College

Discipline	Course Number	Title
Business Office Systems	250	BOS 250 01/13/2022- Office Administration
College	Division	Department
Business and Computer Technologies	Business and Computer Technologies	Business
Faculty Preparer		Diana Gordon
Date of Last Filed Assessment Report		

I. Review previous assessment reports submitted for this course and provide the following information.

1. Was this course previously assessed and if so, when?

No

2. Briefly describe the results of previous assessment report(s).

3.

4. Briefly describe the Action Plan/Intended Changes from the previous report(s), when and how changes were implemented.

5.

II. Assessment Results per Student Learning Outcome

Outcome 1: Identify roles and duties of administrative assistants in a productive business office.

- Assessment Plan
 - Assessment Tool: Exam
 - Assessment Date: Winter 2014
 - Course section(s)/other population: All sections
 - Number students to be assessed: All students
 - How the assessment will be scored: Answer Sheet

- Standard of success to be used for this assessment: 75% of students will score 75% or higher.
- Who will score and analyze the data: Departmental Faculty

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)
2021		

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

# of students enrolled	# of students assessed
10	7

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.

Three students withdrew from the class.

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.

All students were assessed.

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

Students were assessed using four outcome-related multiple-choice end-of-unit exams. The exams were scored in Blackboard using answer keys. Although all quiz questions were related to the units, students were given random questions. Therefore, they did not have common questions for each exam. I was able to calculate the averages for all four unit tests. Test questions were compared to the standard of success.

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
 All (100%) students scored 75% or higher on each unit test of the seven students assessed. The overall scores meet the standards of success. We could not do an

item analysis or collect data at a more detailed level. Changes will be made for future assessments effective Fall 2022.

More specifically, the unit one exam/quiz covered attitude, goal setting, life management, personal finance management, organization skills, and etiquette/dress.

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

Based on outcome number one, all students showed strengths in understanding material based on their end-of-unit exam/quiz scores.

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.

All students met the standard of success. My plan for continued improvement is to create common questions for each exam to utilize quiz questions as an analysis.

In each semester, I improve all units with readings and assignments that are current and relevant for my students to receive the tools needed to become outstanding office professionals.

Outcome 2: Recognize and apply business standards to verbal and written communication.

- Assessment Plan
 - Assessment Tool: Exam
 - Assessment Date: Winter 2014
 - Course section(s)/other population: All sections
 - Number students to be assessed: All students
 - How the assessment will be scored: Answer Sheet
 - Standard of success to be used for this assessment: 75% of students will score 75% or higher.
 - Who will score and analyze the data: Departmental Faculty

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)
2021		

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

# of students enrolled	# of students assessed
10	7

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.

Three students withdrew from the class.

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.

All of the students were assessed.

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

Students were assessed using four outcome-related multiple-choice end-of-unit exams. The exams were scored in Blackboard using answer keys. Although all quiz questions were related to the units, students were given random questions and therefore did not have common questions for each exam. I was able to calculate the averages for all four unit tests. Test questions were compared to the standard of success.

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

Of the seven students assessed all (100%) scored 75% or higher on each unit test. This meets the standards of success outcomes. We were not able to do an item analysis or collect data at a more detailed level. Changes will be made for future assessments effective Fall 2022.

More specifically, the unit three quiz covered communication, including verbal, written, and electronic. This unit also covered motivation, leadership, teams, conflict, and negotiation.

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

Based on outcome number two, all students showed strengths in understanding material based on their end-of-unit exam/quiz scores.

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.

All students met the standard of success. My plan for continued improvement is to create common questions for each exam to compare quiz answers as an analysis.

In each semester, I improve all units with readings and assignments that are current and relevant for my students to receive the tools needed to become outstanding office professionals.

Outcome 3: Prepare and format various business documents including itineraries, agendas, minutes, letterheads, and expense reports.

- Assessment Plan
 - Assessment Tool: Practical exam
 - Assessment Date: Winter 2014
 - Course section(s)/other population: All sections
 - Number students to be assessed: All students
 - How the assessment will be scored: Answer Sheet and checklist
 - Standard of success to be used for this assessment: 75% of students will score 75% or higher.
 - Who will score and analyze the data: Departmental Faculty

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)
2021		

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

# of students enrolled	# of students assessed
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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.

Three students withdrew from the class.

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.

All students were assessed.

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

Students were assessed using four multiple-choice end-of-unit exams. The exams were scored in Blackboard using answer keys. Although all quiz questions were related to the units, students were given random questions that therefore they did not have common questions for each exam. I was able to calculate the averages for all four unit tests. Test questions were compared to the standard of success.

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

All (100%) scored 75% or higher on each unit test of the seven students assessed. The overall scores meet the standards of success. We could not do an item analysis or collect data at a more detailed level. Changes will be made for future assessments effective Fall 2022.

More specifically, the unit two exam/quiz covered ethics, politics, diversity, accountability, workplace relationships, quality organizations, service, human resources, and policies.

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

All students showed strengths in understanding material based on their end-of-unit exam/quiz scores and portfolio submissions based on outcome number three.

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.

All students met the standard of success. My plan for continued improvement is to create common questions for each exam to compare quiz questions as an analysis.

When it comes to the Project Portfolio, I will add business cards as an assignment for students.

In each semester, I improve all units with readings and assignments that are current and relevant for my students to receive the tools needed to become outstanding office professionals.

Outcome 3: Prepare and format various business documents including itineraries, agendas, minutes, letterheads, and expense reports.

- Assessment Plan
 - Assessment Tool: Portfolio
 - Assessment Date: Winter 2014
 - Course section(s)/other population: All sections
 - Number students to be assessed: All students
 - How the assessment will be scored: Departmentally-developed rubric
 - Standard of success to be used for this assessment: 75% of students will score 75% or higher.
 - Who will score and analyze the data: Departmental Faculty

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)
2021		

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

# of students enrolled	# of students assessed
10	6

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.

Four students had withdrawn from class at the time portfolios were due.

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.

All students were required to submit items as part of a Portfolio Project.

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

The process used to assess this outcome was through a rubric. Each portfolio assignment was worth 30 points for the following assignments:

- Letter of Application / Cover Letter
- One Résumé (Functional or Advanced Skill Set)
- References
- Thank You Letter
- Letter of Resignation

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

All (100%) students scored 75% or higher on the assignments due in the portfolio project. The overall scores meet the standards of success.

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

All students showed strengths in understanding material based on their end-of-unit exam/quiz scores and portfolio submissions based on outcome number three.

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.

All students met the standard of success. My plan for continued improvement is to create common questions for each exam to compare quiz questions as an analysis.

When it comes to the Project Portfolio, I will add business cards as an assignment for students.

In each semester, I improve all units with readings and assignments that are current and relevant for my students to receive the tools needed to become outstanding office professionals.

Outcome 4: Perform various general office activities including communication, records management, proofreading and editing, and keying office documents.

- Assessment Plan
 - Assessment Tool: Exam
 - Assessment Date: Winter 2014
 - Course section(s)/other population: All sections
 - Number students to be assessed: All students
 - How the assessment will be scored: Answer Sheet
 - Standard of success to be used for this assessment: 75% of students will score 75% or higher.
 - Who will score and analyze the data: Departmental Faculty

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)
2021		

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

# of students enrolled	# of students assessed
10	7

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.

Three students withdrew from the class.

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.

All students were assessed.

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

Students were assessed using four multiple-choice end-of-unit exams. The exams were scored in Blackboard using answer keys. Although all quiz questions were related to the units, students were given random questions and therefore did not have common questions for each exam. I was able to calculate the averages for all four unit tests. Test questions were compared to the standard of success.

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

All (100%) students scored 75% or higher on each unit test of the seven students assessed. The overall scores meet the standards of success. We could not do an item analysis or collect data at a more detailed level. Changes will be made for future assessments effective Fall 2022.

More specifically, the unit two exam/quiz covered ethics, politics, diversity, accountability, workplace relationships, quality organizations, service, and human resources and policies.

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

All students showed strengths in understanding material based on their end-of-unit exam/quiz scores and portfolio submissions based on outcome number four.

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.

All students met the standard of success. My plan for continued improvement is to create common questions for each exam to compare quiz answers as an analysis.

I will improve the Portfolio Project by adding the assignment of creating business cards.

In each semester, I improve all units with readings and assignments that are current and relevant for my students to receive the tools needed to become outstanding office professionals.

Outcome 4: Perform various general office activities including communication, records management, proofreading and editing, and keying office documents.

- Assessment Plan
 - Assessment Tool: Portfolio
 - Assessment Date: Winter 2014
 - Course section(s)/other population: All sections
 - Number students to be assessed: All students
 - How the assessment will be scored: Departmentally-developed rubric
 - Standard of success to be used for this assessment: 75% of students will score 75% or higher.
 - Who will score and analyze the data: Departmental Faculty

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)
2021		

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

# of students enrolled	# of students assessed
10	6

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.

Four students withdrew from the class.

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.

All students were assessed.

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

The portfolio project included several assignments and the following assignments were used to assess this outcome:

- Letter of Application / Cover Letter
- References
- Thank You Letter
- Letter of Resignation

Each portfolio assignment was graded by a rubric and worth 30 points.

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

All (100%) scored 75% or higher on the assignments due in the portfolio project. The overall scores meet the standards of success.

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

All students showed strengths in understanding material based on their end-of-unit exam/quiz scores and portfolio submissions based on outcome number four.

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.

All students met the standard of success. My plan for continued improvement is to create common questions for each exam to compare quiz answers as an analysis.

I will improve the Portfolio Project by adding the assignment of creating business cards.

In each semester, I improve all units with readings and assignments that are current and relevant for my students to receive the tools needed to become outstanding office professionals.

Outcome 5: Develop appropriate job hunting skills for seeking clerical positions in a changing business environment.

- Assessment Plan
 - Assessment Tool: Exam
 - Assessment Date: Winter 2014
 - Course section(s)/other population: All sections
 - Number students to be assessed: All students
 - How the assessment will be scored: Answer Sheet
 - Standard of success to be used for this assessment: 75% of students will score 75% or higher.
 - Who will score and analyze the data: Departmental Faculty

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)
2021		

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

# of students enrolled	# of students assessed
10	7

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.

Three students withdrew from the class.

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.

All students were assessed.

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

Students were assessed using the unit four multiple-choice end-of-unit exam. The exam was scored in Blackboard using answer keys. Although all quiz questions were related to the units, students were given random questions and therefore did not have common questions for each exam. I was able to calculate the averages for all four unit tests. Test questions were compared to the standard of success.

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

All (100%) students scored 75% or higher on the assignments due in the portfolio project. The overall scores meet the standards of success.

More specifically, the unit four exam/quiz covered job search skills, Resume package, interview techniques, and career changes.

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

All students showed strengths in understanding material based on their end-of-unit exam/quiz scores and portfolio submissions based on outcome number five.

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.

All students met the standard of success. My plan for continued improvement is to create common questions for each exam to compare quiz answers as an analysis.

In each semester, I improve all units with readings and assignments that are current and relevant for my students to receive the tools needed to become outstanding office professionals.

Outcome 5: Develop appropriate job hunting skills for seeking clerical positions in a changing business environment.

- Assessment Plan
 - Assessment Tool: Portfolio
 - Assessment Date: Winter 2014
 - Course section(s)/other population: All sections
 - Number students to be assessed: All students
 - How the assessment will be scored: Departmentally-developed rubric
 - Standard of success to be used for this assessment: 75% of students will score 75% or higher.
 - Who will score and analyze the data: Departmental Faculty

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)
2021		

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

# of students enrolled	# of students assessed
10	6

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.

Four students had withdrawn from the class by the time resumes were due.

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.

All students were assessed.

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

The portfolio project included several assignments and this outcome was assessed using the following assignment:

- One Résumé (Functional **OR** Advanced Skill Set)

Each résumé assignment was graded by a rubric and worth 30 points.

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

All (100%) scored 75% or higher on the resume assignment due in the portfolio project. The overall scores meet the standards of success.

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

All students showed strengths in understanding material based on their end-of-unit exam/quiz scores and portfolio submissions based on outcome number five.

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.

All students met the standard of success. My plan for continued improvement is to create common questions for each exam to compare quiz answers as an analysis.

In each semester, I improve all units with readings and assignments that are current and relevant for my students to receive the tools needed to become outstanding office professionals.

III. Course Summary and Intended Changes Based on Assessment Results

1. Based on the previous report's Intended Change(s) identified in Section I above, please discuss how effective the changes were in improving student learning.

N/A

2. 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?

My overall impression of how this course meets students' needs is that students are provided with up-to-date material to help them succeed as office professionals.

The assessment process is a great reflection tool for me to understand where and if my students do not understand the material. I was not surprised at the outcomes. However, I need to remove the random quiz question feature for students to answer the same questions. Students having the same quiz questions will allow me to analyze what material needs to be revisited to understand the material.

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

Department faculty will have access to this report. They will receive a notification when the assessment for BOS 250 is completed.

4. Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
Assessment Tool	Common quiz questions for each exam.	Common quiz questions will provide data to analyze since students will have the same questions to answer.	2022
Course Assignments	For the portfolio project, I will add an assignment for students to create business cards.	Business cards will give students another tool to add to their project portfolio.	2022

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

6.

III. Attached Files

[Project Portfolio Averages](#)

[Portfolio Project Rubric](#)

[Exam Outcomes](#)

Faculty/Preparer: Diana Gordon **Date:** 01/25/2022

Department Chair: Douglas Waters **Date:** 01/27/2022

Dean: Eva Samulski **Date:** 01/28/2022

Assessment Committee Chair: Shawn Deron **Date:** 03/03/2022