

COURSE ASSESSMENT REPORT

I. Background Information

1. Course assessed:
 Course Discipline Code and Number: BOS 107
 Course Title: Office Administration I
 Division/Department Codes: BCT
2. Semester assessment was conducted (check one):
☒ Fall 2006____
☐ Winter 20____
☐ Spring/Summer 20____
3. Assessment tool(s) used: check all that apply.
☐ Portfolio
☐ Standardized test
☐ Other external certification/licensure exam (specify):
☐ Survey
☐ Prompt
☒ Departmental exam
☐ Capstone experience (specify):
☐ Other (specify):
4. Have these tools been used before?
☐ Yes
☒ No

If yes, have the tools been altered since its last administration? If so, briefly describe changes made.

5. Indicate the number of students assessed/total number of students enrolled in the course.
 21/25 enrolled
6. Describe how students were selected for the assessment.
 All students taking the final exam/final project

II. Results

1. Briefly describe the changes that were implemented in the course as a result of the previous assessment.
 N/A
2. State each outcome (verbatim) from the master syllabus for the course that was assessed.
 (1) Perform general office skills including communication, records management, and proofreading and editing.
 (2) Will have appropriate job-hunting skills for seeking clerical positions in a changing business environment.
3. Briefly describe assessment results based on data collected during the course assessment, demonstrating the extent to which students are achieving each of the learning outcomes listed above. ***Please attach a summary of the data collected.***
 Of students assessed for communication and proofreading/editing:
 - 18 improved scores from the pre-test
 - 1 scored 4 points below the pre-test
 - 1 scored the same on both the pre-test and post –test
 - 1 did not take the pretest
 Of students assessed for the records management:
 - 17 improved scores from the pre-test
 - 1 scored 1 point below the pre-test
 - 2 scored the same on both the pre-test and post-test
 - 1 did not take the pre-test

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Of students assessed for job-hunting skills
 38% achieved 90% or more of stated outcome - Excellent
 46% achieved 80% or more of stated outcome – Good
 16% achieved 73% or more of stated outcome – Intermediate
 None below 73% achievement

4. For each outcome assessed, indicate the standard of success used, and the percentage of students who achieved that level of success. *Please attach the rubric/scoring guide used for the assessment.*

Assessment results for Outcome 1 (Records Management):—At least 75% of students tested will achieve 80% or more level of achievement; 62% achieved that level.

- 5% achieved excellent proficiency (100%)
- 24% achieved good proficiency (90%)
- 33% achieved above-average proficiency (80%)
- 24% achieved intermediate proficiency (70%)
- 5% achieved below-average proficiency (60%)
- 10% had unacceptable achievement level (50%).

For Outcome 1 (communication and proofreading/editing) —At least 75% of students tested will achieve 80% or more level of achievement – 43% achieved that level.

- 19% had excellent proficiency
- 19% had good proficiency
- 5% had above-average proficiency
- 29% had intermediate proficiency
- 24% had below-average proficiency
- 5% had unacceptable level of achievement

For Outcome 2 (Job-hunting Skills) – At least 75% of students tested will achieve 80% or more level of achievement

- 30% achieved excellent proficiency (100%)
- 8% achieved good proficiency (90%)
- 46% achieved above-average proficiency (80%)
- 16% achieved intermediate proficiency (70%)
- 0% achieved below-average or unacceptable achievement (60%)

5. Describe the areas of strength and weakness in students' achievement of the learning outcomes shown in assessment results.

Strengths: (1) Students improved or stayed the same on 19 of 25 items tested in communication, proofreading and editing..

(2) Students improved on all five items tested in records management.

(3) More than 75% of students achieved 80% or more on job hunting skills

Weaknesses: (1) Students scores decreased from pre-test to post-test on 5 of 25 items tested in communication, proofreading and editing.

(2) Only 43% of students achieved above-average or more on communication/proofreading & editing

(3) Only 62% of students achieved above-average or more on records management (filing)

(4) 16% achieved at 70% or lower on completing job application forms

III. Changes influenced by assessment results

1. If weaknesses were found (see above) or students did not meet expectations, describe the action that will be taken to address these weaknesses.

Beginning with the winter 2007 term I will increase and improve class assignments and activities in the identified areas of weakness.

2. Identify intended changes that will be instituted based on results of this assessment activity (check all that apply). Please describe changes and give rationale for change.

a. ☐ Outcomes/Assessments on the Master Syllabus
 Change/rationale: None

b. ☐ Objectives/Evaluation on the Master Syllabus
 Change/rationale: None

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Approved by the Assessment Committee 10/10/06

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- c. ☐ Course pre-requisites on the Master Syllabus
Change/rationale: None
- d. ☒ 1st Day Handouts
Change/rationale: Emphasize importance of attendance and turning in assignments on time/Attendance is a factor in student achievement.
- e. ☒ Course assignments
Change/rationale: Spend more class time and assignments in areas needing improvement/students need more study and practice in the weak areas.
- f. ☐ Course materials (check all that apply)
☐ Textbook
☐ Handouts
☐ Other:
- g. ☒ Instructional methods
Change/rationale: In lectures, emphasize areas needing improvement; provide feedback more frequently. Allow for more group work and class discussion of concepts/Students may benefit from additional feedback and group work.
- h. ☒ Individual lessons & activities
Change/rationale: More practice in completing job application forms/Students may benefit from additional practice

3. What is the timeline for implementing these actions? Beginning with the winter 2007 semester.

IV. Future plans

- Describe the extent to which the assessment tools used were effective in measuring student achievement of learning outcomes for this course.
The post-tests for proofreading/editing and records management were very effective in that I could identify specific areas needing more attention.
- If the assessment tools were not effective, describe the changes that will be made for future assessments.
- Which outcomes from the master syllabus have been addressed in this report?
All x Selected
If "All", provide the report date for the next full review: 3 years .
If "Selected", provide the report date for remaining outcomes: .

Submitted by:

Name: Dosye A. Thompson *Dosye A Thompson* Date: 11-8-06
Print/Signature

Department Chair: Dosye A. Thompson *Dosye A Thompson* Date: 11-8-06
Print/Signature

Dean: *Frederick Wilson* Date: 11/30/06
Print/Signature