

**Course Assessment Report
Washtenaw Community College**

Discipline	Course Number	Title
Business Office Systems	101C	BOS 101C 08/17/2021- Advanced Keyboarding
College	Division	Department
Business and Computer Technologies	Business and Computer Technologies	Business
Faculty Preparer		Joyce Jenkins
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: Touch type alphabetic, numeric, punctuation, and symbol keys for three minutes at a minimum rate of 41 words per minute with no more than three errors.

- Assessment Plan
 - Assessment Tool: Student performance test
 - Assessment Date: Fall 2021
 - Course section(s)/other population: All sections
 - Number students to be assessed: All students
 - How the assessment will be scored: Scored using the Gregg College Keyboarding and Document Processing (GDP) website

- Standard of success to be used for this assessment: 70% of students will type 41.00 wpm or higher upon completion of the course.
- 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
12	34

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.

During the Fall 2020, Winter 2021, and Spring/Summer 2021 semesters, there were a total of 41 students enrolled in the BOS 101C course. Links to the enrollment data for Fall 2020 and Winter 2021 were not available in CurricUNET. A total of seven students were not assessed, due to withdrawal or failure to complete the required lessons and/or exams.

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 sections during the Fall 2020, Winter 2021, and Spring/Summer 2021 semesters were included within the assessment. No other course modes were offered during these semesters.

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 timed keyboarding exams, for three minutes each, with a maximum of three mistakes allowed. For exams not within the 3-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: <u>Yes</u>
70.59% (24/34) of students achieved a typing score of 41.00 wpm or higher.

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

70.59% of all students assessed met the minimum typing speed, as noted in Student Outcome 1.
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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.

The Gregg College Keyboarding & Document Processing website includes supplemental MAP+ Alphabet exercises, which can be used for intensive practice on various keyboard elements (alphabet keys, number keys, and symbol keys). Students will be encouraged to complete these MAP+ exercises to improve typing speed and/or accuracy.

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?

I believe the course is meeting the needs of students. However, I would like to track how many students not meeting the course standards completed the Level A and B courses, prior to enrolling in Level C. Currently, the majority of students with previous typing skills or those required to complete BOS 101C bypass Levels A and B.
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3. Describe when and how this information, including the action plan, was or will be shared with Departmental Faculty.

Once approved, the assessment results, including the action plan, will be shared with all BOS 101 keyboarding instructors.

4.

Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
Course Assignments	Include the supplemental MAP+ Alphabet exercises on the suggested schedule.	These optional MAP+ Alphabet exercises will allow intensive practice on various elements, including alphabet keys, number keys, and symbol keys.	2022

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

6.

III. Attached Files

[BOS 101C Assessment Data](#)

Faculty/Preparer: Joyce Jenkins **Date:** 08/18/2021

Department Chair: Douglas Waters **Date:** 08/20/2021

Dean: Eva Samulski **Date:** 08/23/2021

Assessment Committee Chair: Shawn Deron **Date:** 10/30/2021