

**Course Assessment Report
Washtenaw Community College**

Discipline	Course Number	Title
Business Office Systems	257	BOS 257 10/05/2021-Word Processing and Document Formatting II
College	Division	Department
Business and Computer Technologies	Business and Computer Technologies	Business
Faculty Preparer		Mary Pinter
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: Use efficient techniques to create and format typical business documents using standard style guides and manuals.

- Assessment Plan
 - Assessment Tool: Practical Test
 - Assessment Date: Fall 2012
 - Course section(s)/other population: All sections
 - Number students to be assessed: Random sample of 33% of all students with a minimum of 24.

- How the assessment will be scored: Answer Key
- Standard of success to be used for this assessment: 75% of students will score 75% or higher on practical exam.
- 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)
2020	2021	2021

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

# of students enrolled	# of students assessed
30	20

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.

The number of students assessed includes only student completers of BOS 257. Students did not complete the course for a variety of reasons including: health, family issues, work conflicts, etc., resulting in a failure to complete course requirements.

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 in all sections were assessed. The course is offered only as a Distance Learning (DL) course and all students included in this assessment participated in a DL format.

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

Outcome #1 was assessed using the Exam 1 Chapter 3 Project (Independent Project 3-6 taken from course text, *Microsoft Word 365 Complete, In Practice 2019, Nordell*). This project requires students to modify a document using Track Changes to include footnotes, create and insert a table of contents, cover page, and headers and footers. Exam projects are completed using the SIMnet® Online program, designed to teach and assess competency in Microsoft Office 2019 and computer concepts. Each project is scored automatically by SIMnet upon student submission using a rubric. Criteria and scoring for these steps include:

- Review and delete selected comments and tracked changes.
Rubric Item 3: Range 0-3
- Apply styles to the title and headings.
Rubric Item 4: Range 0 - 2
- Insert footnotes and apply text formatting.
Rubric Item 5: Range 0 - 3
- Move a footnote and modify footnote number format.
Rubric Item 6: Range 0-2
- Insert placeholders in the body of the document.
Rubric Item 7: Range 0-3
- Use the Source Manager to update placeholder reference information.
Rubric Item 8: Range 0-2
- Change bibliography style and insert a works cited page.
Rubric Item 9: Range 0-3
- Insert a table of contents.
Rubric Item 10: Range 0-2
- Insert a footer and add custom content.
Rubric Item 11: Range 0-6
- Insert and customize a cover page.
Rubric Item 12: Range 0-2
- Insert a page break before a heading.
Rubric Item 13: Range 0-1

Project Total Points Possible = 29

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 students (100%) met the standard of success for Outcome #1.

- Students performed extremely well on rubric item 13 where 20 (100%) students scored 100%.
- Students performed well on rubric items 3, 4, 7, 9, 10, and 13 where 19 of 20 (95%) scored 75% or higher.
- Students also performed well on rubric item 6 where 18 of 20 (90%) scored 75% or higher.

- Students performed fair on rubric item 5 where 16 of 20 (80%) scored 75% or higher.
- Students performed poorly on rubric item 8 where 10 of 20 (50%) scored 75% or higher.

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

Efficient use of the Word program includes knowledge of industry standard document formatting and Outcome #1 reflects this skill. All students successfully demonstrated understanding and application of business document formatting following standard style guides and rules through the formatting of a business report using APA style guidelines.

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.

While 100% of students achieved Outcome #1, one area could be improved:

1. Rubric Item #8: Use the Source Manager to update placeholder reference information.

Outcome 2: Analyze document requirements, and use appropriate features when creating business documents that require the integration of text, charts, and/or graphics for distribution or presentation.

- Assessment Plan
 - Assessment Tool: Practical Test
 - Assessment Date: Fall 2012
 - Course section(s)/other population: All sections
 - Number students to be assessed: Random sample of 33% of all students with a minimum of 24.
 - How the assessment will be scored: Answer Key
 - Standard of success to be used for this assessment: 75% of students will score 75% or higher on practical exam.
 - 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)
2020	2021	2021

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

# of students enrolled	# of students assessed
30	20

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.

The number of students assessed includes only student completers of BOS 257. Students did not complete the course for a variety of reasons including: health, family issues, work conflicts, etc., resulting in a failure to complete course requirements.

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 in all sections were assessed. The course is only offered as a Distance Learning (DL) course and all students included in this assessment participated in a DL format.

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

Outcome #2 was assessed using the Exam 2 Chapter 7 Project (Independent Project 7-4 taken from course text, Microsoft Word 365 Complete, In Practice 2019, Nordell). This project requires students to modify a memo detailing weekly expenses by converting text to a table, adding formulas, modifying the table, inserting a picture, crop and modify the picture, and insert and modify a shape. Exam projects are completed using the SIMnet® Online program, designed to teach and assess competency in Microsoft Office 2019 and computer concepts. Each project is scored automatically by SIMnet upon student submission using a rubric. Criteria and scoring for these steps include:

- Convert text to a table and modify the table
Rubric Item 2: Range 0 – 5
- Insert formulas to add and average expenses.
Rubric Item 3: Range 0 - 3

- Create and customize a new table style.
Rubric Item 4: Range 0 - 3
- Set the table style options, apply a custom table style, and modify the table format.
Rubric Item 5: Range 0 - 5
- Insert, crop, and modify a picture.
Rubric Item 6: Range 0 - 7
- Draw a shape, modify the shape, and add text to the shape.
Rubric Item 7: Range 0 - 5
- Position the shape and add text
Rubric Item 8: Range 0 - 3

Project Total Points Possible = 31

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

19/20 students (95%) met the standard of success for Outcome #2.

- Students performed extremely well on rubric items 2 and 6, where 20 (100%) students scored 100%.
- Students performed well on rubric items 7 and 8 where 19 of 20 (95%) scored 75% or higher.
- Students also performed well on rubric item 5 where 18 of 20 (90%) scored 75% or higher.
- Students performed fair on rubric item 3 where 14 of 20 (70%) scored 75% or higher.
- Students performed poorly on rubric item 4 where 12 of 20 (60%) scored 75% or higher.

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

Students achieved high success on Outcome #2 with at least 90% of students meeting five out of seven rubric items. Converting text to tables, creating custom styles, inserting mathematical formulas, applying advanced formatting features, and integrating a variety of graphic elements demonstrates a high level of skill using the Word program.

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.

While 95% of students achieved Outcome #2, two areas could be improved:

1. Rubric Item #3: Insert formulas to add and average expenses.
2. Rubric Item #4: Create and customize a new table style.

Outcome 3: Format documents using advanced editing and formatting features.

- Assessment Plan
 - Assessment Tool: Practical Test
 - Assessment Date: Fall 2012
 - Course section(s)/other population: All sections
 - Number students to be assessed: Random sample of 33% of all students with a minimum of 24.
 - How the assessment will be scored: Answer Key
 - Standard of success to be used for this assessment: 75% of students will score 75% or higher on practical exam.
 - 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)
2020	2021	2021

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

# of students enrolled	# of students assessed
30	16

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.

The number of students assessed includes only students who completed the assessment tool and completed the course. Students did not complete the tool or

the course for a variety of reasons including: health, family issues, work conflicts, etc., resulting in a failure to complete course requirements.

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 in all sections were assessed. The course is only offered as a Distance Learning (DL) course and all students included in this assessment participated in a DL format.

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

Outcome #3 was assessed using the Exam 3 Chapter 10 Project (Independent Project 10-4) taken from course text (*Microsoft Word 365 Complete, In Practice 2019, Nordell*). This project requires students to create a receipt template, modify the template format and structure, customize the template content, insert Fill-in fields, record and copy macros, and create a macro-enabled document based on the template. Exam projects are completed using the SIMnet® Online program, designed to teach and assess competency in Microsoft Office 2019 and computer concepts. Each project is scored automatically by SIMnet upon student submission using a rubric. Criteria and scoring for these steps include:

- Change the picture in the content control field, resize the picture, and remove content control fields.
Rubric Item 3: Range 0 - 4
- Modify table content in the template.
Rubric Item 4: Range 0 - 3
- Customize template content controls.
Rubric Item 5: Range 0 - 1
- Insert Fill-in fields in the table.
Rubric Item 6: Range 0 - 3
- Customize the Quick Access toolbar for the Word 10-4 project to add a macro button for the macro.
Rubric Item 9: Range 0 - 1

Project Total Points Possible = 12

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 students (100%) met the standard of success for Outcome #3.

- Students performed well on rubric items 3 and 5 where 16 of 16 (100%) scored 75% or higher.
- Students performed fair on rubric item 4 and 6 where 15 of 16 (94%) scored 75% or higher.
- Students performed fair on rubric item 9 where 14 of 16 (88%) scored 75% or higher.

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

Students demonstrated a high degree of proficiency on Outcome 3. Modifying a template, adding fill-in fields, and recording, copying, and modifying macros are highly technical requirements. Outcome 3 is representative of the user's advanced level of skill using the Word program.

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.

While the achievement goal of Outcome #3 was met, one area could be improved:

1. Rubric Item #9: Customize Quick Access toolbar to add a macro button

Outcome 4: Convert text, table, and chart data between applications.

- Assessment Plan
 - Assessment Tool: Practical Test
 - Assessment Date: Fall 2012
 - Course section(s)/other population: All sections
 - Number students to be assessed: Random sample of 33% of all students with a minimum of 24.
 - How the assessment will be scored: Answer Key
 - Standard of success to be used for this assessment: 75% of students will score 75% or higher on practical exam.
 - 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)
2020	2021	2021

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

# of students enrolled	# of students assessed
30	17

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.

The number of students assessed includes only students who completed the assessment tool and completed the course. Students did not complete the assessment tool or the course for a variety of reasons including: health, family issues, work conflicts, etc., resulting in a failure to complete course requirements.

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 in all sections were assessed. The course is only offered as a Distance Learning (DL) course and all students included in this assessment participated in a DL format

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

Outcome #4 was assessed using the Exam 3 Chapter 9 Project (Independent Project 9-4) taken from course text (Microsoft Word 365 Complete, In Practice 2019, Nordell). This project requires students to edit a letter by tracking changes and inserting comments, linking from a source file, inserting a bookmark, creating a hyperlink to a bookmark, merging the document with a data source, applying merge rules, and encrypting the document. Exam projects are completed using the SIMnet® Online program, designed to teach and assess competency in Microsoft Office 2019 and computer concepts. Each project is scored automatically by SIMnet upon student submission using a rubric. Criteria and scoring for these steps include:

- Change how markup displays and review and delete comments.
Rubric Item 3: Range 0 - 1

- Review and accept changes in the document.
Rubric Item 4: Range 0 - 1
 - Select and delete the "[Current Date]" placeholder text, insert the current date in proper business letter format (January 1, 2020), and set it to update automatically.
Rubric Item 5: Range 0 -1
 - Add a bookmark and create a hyperlink to a bookmark.
Rubric Item 8: Range 0 - 2
 - Insert merge field codes.
Rubric Item 10: Range 0 - 3
 - Insert rules to customize the merge.
Rubric Item 11: Range 0 - 4
- Project Total Points Possible = 12

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>
15/17 students (88%) met the standard of success for Outcome #4.
<ul style="list-style-type: none"> ○ Students performed well on rubric items 3, 4, 5, and 8 where 16 of 17 (94%) scored 75% or higher. ○ Students performed fair on rubric item 10 where 15 of 17 (88%) scored 75% or higher. ○ Students performed poorly on rubric item 11 where 14 of 17 (82%) scored 75% or higher.

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

Students demonstrated a high degree of proficiency on Outcome #4. Through the application of document markup, use of the comment feature, use of placeholder text, insertion of Excel charts, and inserting bookmarks and hyperlinks, student projects reflected a high degree of competency using the Word program.

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.

While the achievement goal of Outcome #4 was met, one area could be improved:

1. Rubric Item #11: Insert rules to customize the merge

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.

This course has never been assessed.

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?

Based upon all supporting data, BOS 257 is effectively supporting student learning, demonstrated through the successful design and development of a variety of business documents using advanced tools and features using Microsoft Word.

I believe BOS 257 is meeting the needs of students. This is the second (and final) WCC course in the use of Microsoft Word, so students are experienced with both content and course expectations. As a result, interest and motivation are high, resulting in superior quality work on all projects and exams. As reflected in the data collected, all course outcomes were met and performance on most individual rubric items was high.

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

Once approved, the assessment results will be shared with BOS instructors for additional discussion and comments.

4. Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
Course Materials (e.g. textbooks, handouts, on-line ancillaries)	Outcome #1: Rubric Item 8: The addition of content specific videos, instructions, or practice assignments that reinforce the purpose and use of the Source Manager could improve the learning transfer of this skill.	Creating research/reference sources is a new concept for many students. Additional resources/examples/practice would likely prove helpful.	2022

Course Materials (e.g. textbooks, handouts, on-line ancillaries)	Outcome #2: Rubric Items 3 and 4. Additional supporting documents/information added to the student course site.	The suggested changes listed here are intended to enhance current instructional design and current course resources.	2022
Course Materials (e.g. textbooks, handouts, on-line ancillaries)	Outcome #4 Rubric Item 11. Provide additional examples/videos/instructions for students on the course site to further illustrate and explain the merge rule feature.	Students are able to complete simple merges with no customization, but struggle with this advanced feature.	2022
Course Materials (e.g. textbooks, handouts, on-line ancillaries)	Outcome #3. Rubric Item 6 and 9. Additional supporting documents/information added to the student course site regarding the insertion of fill-in fields in a table and the addition of macro buttons to the Quick Access toolbar.	The suggested changes listed here are intended to enhance current instructional design and current course resources.	2022

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

6.

III. Attached Files

[Outcome1Rubric](#)

[Outcome2Rubric](#)

[Outcome3Rubric](#)

[Outcome4Rubric](#)

[BOS 257 Assessment Data](#)

Faculty/Preparer: Mary Pinter **Date:** 10/05/2021

Department Chair: Douglas Waters **Date:** 10/18/2021

Dean: Eva Samulski **Date:** 10/27/2021

Assessment Committee Chair: Shawn Deron **Date:** 12/09/2021