

Course Assessment Report
Washtenaw Community College

| Discipline | Course Number | Title |
|--------------------------------------|---|---|
| Computer Information Systems | 100 | CIS 100 07/25/2019- Introduction to Computer Productivity Apps |
| Division | Department | Faculty Preparer |
| Business and Computer Technologies | Computer Science & Information Technology | Michael Galea |
| 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?

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|------|
| Yes |
| 2015 |

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

| | | | | | | |
|--|-------|-------|-------|-------|-------|-------|
| The results of the current report are consistent with the assessment reported filed in 2015. List below are the metrics that include all scores, i.e., includes zero scores: | | | | | | |
| Students who attempted the assessment | 899 | 899 | 899 | 899 | 899 | 899 |
| Students scoring 75% or better | 628 | 628 | 629 | 703 | 501 | 629 |
| Success factor | 69.9% | 69.9% | 70.0% | 78.2% | 55.7% | 70.0% |
| The metrics when zero scores are filtered: | | | | | | |
| Students who attempted the assessment | 733 | 733 | 725 | 799 | 624 | 687 |
| Students scoring 75% or better | 628 | 628 | 629 | 703 | 501 | 629 |
| Success factor | 85.7% | 85.7% | 86.8% | 88.0% | 80.3% | 91.6% |

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

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| The previous plan indicated that web content present at that time was outdated and would be replaced. This plan was implemented resulting in a net change in success rates (for web related outcomes) of 7.9%, 7.9%, and 10.2% |
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II. Assessment Results per Student Learning Outcome

Outcome 1: Identify uses of the World Wide Web, electronic mail, and the terminology referring to it.

- Assessment Plan
 - Assessment Tool: Multiple choice questions on a department-developed exam.
 - Assessment Date: Winter 2015
 - Course section(s)/other population: A random selection of sections
 - Number students to be assessed: 50% of students
 - How the assessment will be scored: Answer key
 - Standard of success to be used for this assessment: 75% of students score 75% or better
 - Who will score and analyze the data: The Department

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) |
|-----------------------------|-------------------------------|------------------------------|
| 2018, 2017 | 2019, 2018 | 2018 |

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

| # of students enrolled | # of students assessed |
|------------------------|------------------------|
| 1145 | 1092 |

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.

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|---|
| Two sections were excluded because the digital gradebook for those sections was not in a form that could be easily integrated into the system used for this assessment. |
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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.

The sample size for this assessment includes all sections, DL, MM, and on-campus with the exception of the two sections identified above.

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

The gradebooks for all included sections were combined. The assessment scores pertaining to the outcomes were extracted and the analysis performed.

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

One of the issues in completing this assessment report is that not all students completed all assessments related to the outcomes. We are investigating ways to incentivize students to complete all pertinent assessments. As you will see in the attachments, students not completing an assessment (i.e., received a 0 for an assessment) were excluded from the final calculations.

Please see the attachments for more detailed information about the results.

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

The content successfully communicates the knowledge related to this outcome. This is evidenced by the performance on the assessment associated with the outcome. The content consists of readings and simulations which reinforce the knowledge.

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 weakness is not so much with the content but the number of completers of the assessment. For this outcome, approximately 26% of the students did not complete the assessment. While this is disappointing, it is consistent with historical trends. We are investigating ways to incentivize students to complete the associated assessment.

Outcome 2: Use search engines to find web content that meets given criteria.

- Assessment Plan

- Assessment Tool: Multiple choice questions on a departmental exam.
- Assessment Date: Winter 2015
- Course section(s)/other population: A random selection of sections
- Number students to be assessed: 50% of students
- How the assessment will be scored: Answer key
- Standard of success to be used for this assessment: 75% of students scored 75% or better
- Who will score and analyze the data: The Department

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) |
|-----------------------------|-------------------------------|------------------------------|
| 2018, 2017 | 2019, 2018 | 2018 |

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

| # of students enrolled | # of students assessed |
|------------------------|------------------------|
| 1145 | 1092 |

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.

Two sections were excluded because the digital gradebook for those sections was not in a form that could be easily integrated into the system used for this assessment.

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.

The sample size for this assessment includes all sections, DL, MM, and on-campus with the exception of the two sections identified above.

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

The gradebooks for all included sections were combined. The assessment scores pertaining to the outcomes were extracted and the analysis performed.

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.

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|---|
| Met Standard of Success: <u>Yes</u> |
| One of the issues in completing this assessment report is that not all students completed all assessments related to the outcomes. We are investigating ways to incentivize students to complete all pertinent assessments. As you will see in the attachments, students not completing an assessment (i.e., received a 0 for an assessment) were excluded from the final calculations. |
| Please see the attachments for more detailed information about the results. |

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

| |
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| The content successfully communicates the knowledge related to this outcome. This is evidenced by the performance on the assessment associated with the outcome. The content consists of readings and simulations which reinforce the knowledge. |
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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.

| |
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| The weakness is not so much with the content but the number of students who completed the assessment. For this outcome, approximately 26% of the students did not complete the assessment. While this is disappointing, it is consistent with historical trends. We are investigating ways to incentivize students to complete the associated assessment. |
|---|

Outcome 3: Evaluate a web site to determine authority, authenticity, and applicability to purpose.

- Assessment Plan
 - Assessment Tool: Multiple choice questions on a department-developed exam.
 - Assessment Date: Winter 2015
 - Course section(s)/other population: A random selection of sections
 - Number students to be assessed: 50% of students

- How the assessment will be scored: Answer key
- Standard of success to be used for this assessment: 75% of students score 75% or better
- Who will score and analyze the data: The Department

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) |
|-----------------------------|-------------------------------|------------------------------|
| 2018, 2017 | 2019, 2018 | 2018 |

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

| # of students enrolled | # of students assessed |
|------------------------|------------------------|
| 1145 | 1092 |

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.

Two sections were excluded because the digital gradebook for those sections was not in a form that could be easily integrated into the system used for this assessment.

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.

The sample size for this assessment includes all sections, DL, MM, and on-campus with the exception of the two sections identified above.

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

The gradebooks for all included sections were combined. The assessment scores pertaining to the outcomes were extracted and the analysis performed.

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

One of the issues in completing this assessment report is that not all students completed all assessments related to the outcomes. We are investigating ways to

incentivize students to complete all pertinent assessments. As you will see in the attachments, students not completing an assessment (i.e., received a 0 for an assessment) were excluded from the final calculations.

Please see the attachments for more detailed information about the results.

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

The content successfully communicates the knowledge related to this outcome. This is evidenced by the performance on the assessment associated with the outcome. The content consists of readings and simulations which reinforce the knowledge.

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 weakness is not so much with the content but the number of students who completed the assessment. For this outcome, approximately 29% of the students did not complete the outcome. While this is disappointing, it is consistent with historical trends. We are investigating to incentivize students to complete the associated assessment.

Outcome 4: Develop a word processing document that includes formatting, lists, tables, and graphics.

- Assessment Plan
 - Assessment Tool: A selected Word document of intermediate complexity.
 - Assessment Date: Winter 2015
 - Course section(s)/other population: All sections
 - Number students to be assessed: 100% of students
 - How the assessment will be scored: The assessment is scored by MyItLab (or equivalent) a Pearson-developed learning management system.
 - Standard of success to be used for this assessment: 75% of students score 80% or better
 - Who will score and analyze the data: The assessment is scored by MyItLab (or equivalent). The results are tabulated and analyzed by the Department.
- 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) |
|-----------------------------|-------------------------------|------------------------------|
| 2018, 2017 | 2019, 2018 | 2018 |

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

| # of students enrolled | # of students assessed |
|------------------------|------------------------|
| 1145 | 1092 |

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.

Two sections were excluded because the digital gradebook for those sections was not in a form that could be easily integrated into the system used for this assessment.

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.

The sample size for this assessment includes all sections, DL, MM, and on-campus with the exception of the two sections identified above.

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

The gradebooks for all included sections were combined. The assessment scores pertaining to the outcome were extracted and the analysis performed.

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

One of the issues in completing this assessment report is that not all students completed all assessments related to the outcomes. We are investigating ways to incentivize students to complete all pertinent assessments. As you will see in the attachments, students not completing an assessment (i.e., received a 0 for an assessment) were excluded from the final calculations.

Please see the attachments for more detailed information about the results.

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

The content successfully communicates the knowledge related to this outcome. This is evidenced by the performance on the assessment associated with the outcome. The content consists of readings, multiple simulations, and a capstone Microsoft Word project associated with the outcome.

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 weakness is not so much with the content but the number of students who completed the assessment. For this outcome, approximately 17% of the students did not complete the outcome. While this is disappointing, it is consistent with historical trends. However, the number of completers is significantly greater than the other skills outcomes because Word is easier to learn, and many students come into this course with pre-existing knowledge. We are investigating ways to incentivize students to complete the associated assessment.

Outcome 5: Develop a spreadsheet that uses formatting, formulas, and functions.

- Assessment Plan
 - Assessment Tool: A selected Excel document of intermediate complexity.
 - Assessment Date: Winter 2015
 - Course section(s)/other population: All sections
 - Number students to be assessed: 100% of students
 - How the assessment will be scored: The assessment is scored by MyItLab (or equivalent) a Pearson-developed learning management system.
 - Standard of success to be used for this assessment: 70% of students score 75% or better
 - Who will score and analyze the data: The assessment is scored by MyItLab (or equivalent). The results are tabulated and analyzed by the Department.

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) |
|-----------------------------|-------------------------------|------------------------------|
| 2018, 2017 | 2019, 2018 | 2018 |

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

| # of students enrolled | # of students assessed |
|------------------------|------------------------|
| 1145 | 1092 |

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.

Two sections were excluded because the digital gradebook for those sections was not in a form that could be easily integrated into the system used for this assessment.

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.

The sample size for this assessment includes all sections, DL, MM, and on-campus with the exception of the two sections identified above.

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

The gradebooks for all included sections were combined. The assessment scores pertaining to the outcome were extracted and the analysis performed.

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

One of the issues in completing this assessment report is that not all students completed all assessments related to the outcomes. We are investigating ways to incentivize students to complete all pertinent assessments. As you will see in the attachments, students not completing an assessment (i.e., received a 0 for an assessment) were excluded from the final calculations.

Please see the attachments for more detailed information about the results.

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

The content successfully communicates the knowledge related to this outcome. This is evidenced by the performance on the assessment associated with the outcome. The content consists of readings, multiple simulations, and a capstone Microsoft Excel project associated with the outcome.

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 weakness is not so much with the content but the number of students who completed the assessment. For this outcome, approximately 32% of the students did not complete the outcome. Many students do not attempt this assessment because Excel requires basic knowledge of mathematics. While this is disappointing, it is consistent with historical trends. We are investigating ways to incentivize students to complete the associated assessment.

Outcome 6: Develop a presentation that includes multiple layouts, graphics, and slide transitions

- Assessment Plan
 - Assessment Tool: A selected presentation document of intermediate complexity.
 - Assessment Date: Winter 2015
 - Course section(s)/other population: All sections
 - Number students to be assessed: 100% of students
 - How the assessment will be scored: The assessment is scored by MyItLab (or equivalent) a Pearson-developed learning management system.
 - Standard of success to be used for this assessment: 75% of students score 75% or better
 - Who will score and analyze the data: The assessment is scored by MyItLab. The results are tabulated and analyzed by the Department.

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) |
|-----------------------------|-------------------------------|------------------------------|
| 2018, 2017 | 2019, 2018 | 2018 |

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

| # of students enrolled | # of students assessed |
|------------------------|------------------------|
| 1145 | 1092 |

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.

Two sections were excluded because the digital gradebook for those sections was not in a form that could be easily integrated into the system used for this assessment.

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.

The sample size for this assessment includes all sections, DL, MM, and on-campus with the exception of the two sections identified above.

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

The gradebooks for all included sections were combined. The assessment scores pertaining to the outcome were extracted and the analysis performed.

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

One of the issues in completing this assessment report is that not all students completed all assessments related to the outcomes. We are investigating ways to incentivize students to complete all pertinent assessments. As you will see in the attachments, students not completing an assessment (i.e., received a 0 for an assessment) were excluded from the final calculations.

Please see the attachments for more detailed information about the results.

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

The content successfully communicates the knowledge related to this outcome. This is evidenced by the performance on the assessment associated with the outcome. The content consists of readings, multiple simulations, and a capstone Microsoft PowerPoint project associated with the outcome.

- 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 weakness is not so much with the content but the number of students who completed the assessment. For this outcome, approximately 25% of the students did not complete the outcome. While this is disappointing, it is consistent with historical trends. We are investigating ways to incentivize students to complete the associated assessment.

III. Course Summary and Intended Changes Based on Assessment Results

- 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.

The previous report did not indicate any significant changes necessary. Since all content used in this course is provided by a third party, a number of significant changes were made to the content and assessments. Comparing the results to the previous assessment report (see assessment_report.pdf attachment), there are improvements in outcomes for the web-related content and a slight decline in outcomes related to using productivity tools. This should not be surprising since students are more familiar with using the web, social media, etc., but less skilled today in using the productivity tools.

- 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?

What was surprising was the decline in skills related to the productivity tools (Word, Excel, PowerPoint). In my opinion, this is related to the lack of emphasis on learning these tools at the secondary and college level.

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

An action plan will be developed to attempt to increase the number of completers for the assessments related to outcomes.

- Intended Change(s)

| Intended Change | Description of the change | Rationale | Implementation Date |
|-----------------|---------------------------|-----------|---------------------|
| | | | |

| | | | |
|--------------------|----------------------------------|--|------|
| Course Assignments | A action plan will be developed. | The number of completers need to be increased. | 2020 |
|--------------------|----------------------------------|--|------|

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

The assessment tool for all outcomes is indicated as a departmentally-developed exam. In fact, as discussed in the report, the assessment tools are projects and exams, developed by a third party and hosted on third-party servers. The syllabus will be updated to reflect this.

III. Attached Files

[Success Trend](#)
[Assessment results](#)

Faculty/Preparer: Michael Galea **Date:** 07/31/2019
Department Chair: Khaled Mansour **Date:** 08/01/2019
Dean: Eva Samulski **Date:** 08/08/2019
Assessment Committee Chair: Shawn Deron **Date:** 11/11/2019

Course Assessment Report
Washtenaw Community College

| Discipline | Course Number | Title |
|--------------------------------------|----------------------|---|
| Computer Information Systems | 100 | CIS 100 06/16/2015- Introduction to Computer Productivity Apps |
| Division | Department | Faculty Preparer |
| Business and Computer Technologies | Computer Instruction | Michael Galea |
| Date of Last Filed Assessment Report | | |

I. Assessment Results per Student Learning Outcome

Outcome 1: Identify uses of the World Wide Web, electronic mail, and the terminology referring to it.

- Assessment Plan
 - Assessment Tool: Multiple choice questions on a department-developed exam.
 - Assessment Date: Winter 2015
 - Course section(s)/other population: A random selection of sections
 - Number students to be assessed: 50% of students
 - How the assessment will be scored: Answer key
 - Standard of success to be used for this assessment: 75% of students score 75% or better
 - Who will score and analyze the data: The Department

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) |
|-----------------------------|-------------------------------|------------------------------|
| 2014 | 2015 | |

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

| # of students enrolled | # of students assessed |
|------------------------|------------------------|
| 1006 | 899 |

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.

A couple of sections were excluded due to the inconsistent format of the grade book. 2014 Spring sections were also included. This resulted in a sample size of 1152 students. Students who scored 0 on all assessments were considered as withdrawals and removed from the sample resulting in a sample size of 899. Two measurements are provided for this outcome. The first includes all 899 students. The second removes all 0 scores resulting in a student sample of 733. In this case, we assume that a 0 score means the assessment was not attempted. Since all instructors allow multiple attempts on this assessment, it would be extraordinary not to score any points. This assumption is also supported by anecdotal evidence.

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.

The sample includes on-campus and DL. CIS 100 is not offered as MM.

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

The tool is a MyItLab "Check your understanding" assessment consisting of 10 interactive questions and 10 multiple choice questions.

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

628 students scored 75% or better. Using the unadjusted sample size of 899, the success factor is 69.9%. Using the sample size of 733 results in a success factor of 85.7%.

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

The students' performance exceeds the goal for this outcome. Many of the students enrolling in this course are already familiar with many of the concepts and skills covered. Hence the performance results were not totally unexpected. Some of the weakness identified related to the more technical concepts such as protocol or URL. For example, many students may identify the acronym URL but don't know its definition or composition.

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.

We are looking at new more contemporaneous publisher content to reinforce areas of weakness. If we don't find suitable material, we may develop our own content.

Outcome 2: Use search engines to find web content that meets given criteria.

- Assessment Plan
 - Assessment Tool: Multiple choice questions on a departmental exam.
 - Assessment Date: Winter 2015
 - Course section(s)/other population: A random selection of sections
 - Number students to be assessed: 50% of students
 - How the assessment will be scored: Answer key
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 - Who will score and analyze the data: The Department

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

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A couple of sections were excluded due to the inconsistent format of the grade book. 2014 Spring sections were also included. This resulted in a sample size of 1152 students. Students who scored 0 on all assessments were considered as withdrawals and removed from the sample resulting in a sample size of 899. Two measurements are provided for this outcome. The first includes all 899 students. The second removes all 0 scores resulting in student sample of 733. In this case, we assume that a 0 score means the assessment was not

attempted. Since all instructors allow multiple attempts on this assessment, it would be extraordinary not to score any points. This assumption is also supported by anecdotal evidence.

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.

The sample includes on-campus and DL. CIS100 is not offered as MM.

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

The tool is a MyItLab "Check your understanding" assessment consisting of 10 interactive questions and 10 multiple choice questions. The same tool used to measure Outcome 1 is used for this outcome due to the nature of the design assessment.

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

628 students scored 75% or better. Using the unadjusted sample size of 899, the success factor is 69.9%. Using the sample size of 733 results in a success factor of 85.7%.

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

The same tool was used to assess this outcome. Please see comments for 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.

Please see comments for outcome 1.

Outcome 3: Evaluate a web site to determine authority, authenticity, and applicability to purpose.

- Assessment Plan
 - Assessment Tool: Multiple choice questions on a department-developed exam.
 - Assessment Date: Winter 2015
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2. Provide assessment sample size data in the table below.

| # of students enrolled | # of students assessed |
|------------------------|------------------------|
| 1006 | 899 |

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.

A couple of sections were excluded due to the inconsistent format of the grade book. 2014 Spring sections were also included. This resulted in a sample size of 1152 students. Students who scored 0 on all assessments were considered as withdrawals and removed from the sample resulting in a sample size of 899. Two measurements are provided for this outcome. The first includes all 899 students. The second removes all 0 scores resulting in student sample of 725. In this case, we assume that a 0 score means the assessment was not attempted. Since all instructors allow multiple attempts on this assessment, it would be extraordinary not to score any points. This assumption is also supported by anecdotal evidence.

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.

The sample includes on-campus and DL. CIS100 is not offered as MM.

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

The tool is a MyItLab "Check your understanding" assessment consisting of 10 interactive questions and 10 multiple choice questions.

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

629 students scored 75% or better. Using the unadjusted sample size of 899, the success factor is 70%. Using the sample size of 725 results in a success factor of 86.8%.

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

Again, the students' performance exceeds the goal for this outcome. So in many ways we were pleased. However, the tool assesses only the most basic skill.

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.

Per the above, we are re-evaluating this outcome and considering additional content.

Outcome 4: Develop a word processing document that includes formatting, lists, tables, and graphics.

- Assessment Plan
 - Assessment Tool: A selected Word document of intermediate complexity.
 - Assessment Date: Winter 2015
 - Course section(s)/other population: All sections
 - Number students to be assessed: 100% of students
 - How the assessment will be scored: The assessment is scored by MyItLab (or equivalent) a Pearson-developed learning management system.
 - Standard of success to be used for this assessment: 75% of students score 80% or better

- Who will score and analyze the data: The assessment is scored by MyItLab (or equivalent). The results are tabulated and analyzed by the Department.

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) |
|-----------------------------|-------------------------------|------------------------------|
| 2014 | 2015 | |

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

| # of students enrolled | # of students assessed |
|------------------------|------------------------|
| 1006 | 899 |

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.

A couple of sections were excluded due to the inconsistent format of the grade book. 2014 Spring sections were also included. This resulted in a sample size of 1152 students. Students who scored 0 on all assessments were considered as withdrawals and removed from the sample resulting in a sample size of 899. Two measurements are provided for this outcome. The first includes all 899 students. The second removes all 0 scores resulting in student sample of 799. In this case, we assume that a 0 score means the assessment was not attempted. Since all instructors allow multiple attempts on this assessment, it would be extraordinary not to score any points. This assumption is also supported by anecdotal evidence.

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.

The sample includes on-campus and DL. CIS100 is not offered as MM.

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

The tool is a MyItLab Word "Grader" assessment. The student submits a Word document to MyItLab for scoring.

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

703 students scored 75% or better. Using the unadjusted sample size of 899, the success factor is 78.2%. Using the sample size of 799 results in a success factor of 88%.

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

As expected, students far exceeded the goal for this outcome. Most students coming into this course have more than basic skills in Word; so, acquiring the additional skills taught is not a big leap.

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.

We are happy with the tool and will continue to update it as software revisions occur.

Outcome 5: Develop a spreadsheet that uses formatting, formulas, and functions.

- Assessment Plan
 - Assessment Tool: A selected Excel document of intermediate complexity.
 - Assessment Date: Winter 2015
 - Course section(s)/other population: All sections
 - Number students to be assessed: 100% of students
 - How the assessment will be scored: The assessment is scored by MyItLab (or equivalent) a Pearson-developed learning management system.
 - Standard of success to be used for this assessment: 70% of students score 75% or better
 - Who will score and analyze the data: The assessment is scored by MyItLab (or equivalent). The results are tabulated and analyzed by the Department.
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) |
|-----------------------------|-------------------------------|------------------------------|
| 2014 | 2015 | |

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

| # of students enrolled | # of students assessed |
|------------------------|------------------------|
| | |

| | |
|------|-----|
| 1006 | 899 |
|------|-----|

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.

A couple of sections were excluded due to the inconsistent format of the grade book. 2014 Spring sections were also included. This resulted in a sample size of 1152 students. Students who scored 0 on all assessments were considered as withdrawals and removed from the sample resulting in a sample size of 899. Two measurements are provided for this outcome. The first includes all 899 students. The second removes all 0 scores resulting in student sample of 624. In this case, we assume that a 0 score means the assessment was not attempted. Since all instructors allow multiple attempts on this assessment, it would be extraordinary not to score any points. This assumption is also supported by anecdotal evidence.

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.

The sample includes on-campus and DL. CIS100 is not offered as MM.

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

The tool is a MyItLab Excel "Grader" assessment. The student submits an Excel document to MyItLab for scoring.

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

501 students scored 75% or better. Using the unadjusted sample size of 899, the success factor is 55.7%. Using the sample size of 624 results in a success factor of 80.3%.

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

While the performance in this outcome exceeds the goal, this is the lowest performance of the three Office related outcomes. Students historically underperform for this outcome due to the basic algebra skills required.

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.

Improving the performance in this outcome is dependent upon external factors. Students who are weak in basic math do not perform well.

Outcome 6: Develop a presentation that includes multiple layouts, graphics, and slide transitions

- Assessment Plan
 - Assessment Tool: A selected presentation document of intermediate complexity.
 - Assessment Date: Winter 2015
 - Course section(s)/other population: All sections
 - Number students to be assessed: 100% of students
 - How the assessment will be scored: The assessment is scored by MyItLab (or equivalent) a Pearson-developed learning management system.
 - Standard of success to be used for this assessment: 75% of students score 75% or better
 - Who will score and analyze the data: The assessment is scored by MyItLab. The results are tabulated and analyzed by the Department.

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) |
|-----------------------------|-------------------------------|------------------------------|
| 2014 | 2015 | |

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

| # of students enrolled | # of students assessed |
|------------------------|------------------------|
| 1006 | 899 |

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.

A couple of sections were excluded due to the inconsistent format of the grade book. 2014 Spring sections were also included. This resulted in a sample size of 1152 students. Students who scored 0 on all assessments were considered as

withdrawals and removed from the sample resulting in a sample size of 899. Two measurements are provided for this outcome. The first includes all 899 students. The second removes all 0 scores resulting in student sample of 687. In this case, we assume that a 0 score means the assessment was not attempted. Since all instructors allow multiple attempts on this assessment, it would be extraordinary not to score any points. This assumption is also supported by anecdotal evidence.

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.

The sample includes on-campus and DL. CIS100 is not offered as MM.

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

The tool is a MyItLab PowerPoint "Grader" assessment. The student submits a PowerPoint document to MyItLab for scoring.

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

629 students scored 75% or better. Using the unadjusted sample size of 899, the success factor is 70%. Using the sample size of 687 results in a success factor of 91.6%.

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

The performance for this outcome exceeds the others. This is a bit of a surprise since PowerPoint is a more complex tool than Word, and students are already coming in with basic, or intermediate, Word skills. My guess as to the high performance is that doing PowerPoint presentations is a fun activity and motivates students more.

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.

No changes expected other than keeping content current with technology changes.

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?

The course provides the basic technology skills required to survive in the world. Employers today are expecting the level of competency taught in CIS 100. I didn't find too many surprises and the ones I did find were positive.

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

We're planning on meeting to discuss these results and the revisions for this course as mentioned in earlier comments.

3. Intended Change(s)

| Intended Change | Description of the change | Rationale | Implementation Date |
|--|---|---|---------------------|
| Course Materials (e.g. textbooks, handouts, on-line ancillaries) | We are looking at publisher content to provide additional web skills. We also are reviewing the outcomes that may need to be updated. | The current web content is outdated and needs to be updated. We may also need to add new concepts. This is all under review at this time. | 2015 |

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

5.

III. Attached Files

[Assessment Spreadsheet](#)

Faculty/Preparer: Michael Galea **Date:** 06/17/2015
Department Chair: John Trame **Date:** 06/18/2015
Dean: Kimberly Hurns **Date:** 06/19/2015
Assessment Committee Chair: Michelle Garey **Date:** 08/24/2015

COURSE ASSESSMENT REPORT

I. Background Information

1. Course assessed:

Course Discipline Code and Number: CIS100

Course Title: Introduction to Computers and Software Applications

Division/Department Codes: Computer Information Science

2. Semester assessment was conducted (check one):

Winter 2009

Winter 20__

Fall 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.
N/A

5. Indicate the number of students assessed/total number of students enrolled in the course.

In Winter 2009, we started out with 421 students. We tried to assess half of the sections at the end of the semester. If our completion rate is 75%, then we had roughly 316 completers. We have assessments for 149 students.

6. Describe how students were selected for the assessment.

We tried to sample a variety of CIS100 class settings. Some of the assessed students are on-line students. Some are taught by part-time instructors. The test was produced mostly from the work of one full-time instructor, so we have some assessments from this full-time instructor as well as from another full-time instructor who didn't participate in creating the assessment test.

II. Results

1. Briefly describe the changes that were implemented in the course as a result of the previous assessment.

No previous assessment

2. State each outcome (verbatim) from the master syllabus for the course that was assessed.

a) Identify basic uses of the Microsoft® Windows™ operating system.

b) Identify proficiency in using the World Wide Web, electronic mail, and the terminology referring to it.

c) Identify computer hardware usage and software, and the terminology referring to it.

COURSE ASSESSMENT REPORT

- d) Demonstrate Proficiency in using Word Processing Software.
- e) Demonstrate Proficiency in using Spreadsheet Software.
- f) Demonstrate Proficiency in using Presentation Software.
- g) Demonstrate Proficiency in using Database Software.

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:

Most of the course content is embodied in outcomes d) through f). The textbook is quite adequate in covering this content. As reported in the next item below, our success rates for these items is 81%, 78%, and 94% for items d) through f). Item g) is currently being deemphasized by our department, and in the future, the syllabus will be updated to reflect this emphasis change.

Items a) through c) are not covered by a textbook. In the interest of cutting textbook costs, our department has taken an approach of teaching these items from instructor provided material. We do have instructor created websites with this material. The difficulty with this approach is that there is less consistency on the actual details taught by each instructor. Consequently, not all sections had the same preparation for the uniform assessment test. This is analyzed in more detail in the associated detailed assessment report.

4. For each outcome assessed, indicate the standard of success used, and the percentage of students who achieved that level of success.
- a) 85% Success: Identify basic uses of the Microsoft ® Windows ™ operating system
 - b) 67% Success: Identify proficiency in using the World Wide Web, electronic mail, and the terminology referring to it
 - c) 53% Success: Identify computer hardware usage and software, and the terminology referring to it.
 - d) 81% Success: Demonstrate Proficiency in using Word Processing Software.
 - e) 78% Success: Demonstrate Proficiency in using Spreadsheet Software.
 - f) 94% Success: Demonstrate Proficiency in using Presentation Software.
 - g) Not Tested: Demonstrate Proficiency in using Database Software.

The detailed data collected is included as a separate file to this report

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

Strengths: Students did quite well in mastering the Office tools (i.e. Word, Excel, and Power Point). This is the core of the class.

COURSE ASSESSMENT REPORT

Weaknesses: In the area of computer literacy, the "success rate" was lower. Some of this can be attributed to the fact that this is an area that is not covered by the textbook. The department has provided content on web sites that can be followed, but the goal here was to keep textbook costs down by only requiring a textbook for the core Office application contents. A uniform test is not an adequate vehicle for an area where instructors are given more flexibility. The detailed report probes into the instructor variability in this content area.

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.

The department will need to provide more detailed definitions of the computer literacy content that needs to be covered in CIS100.

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:

b. Objectives/Evaluation on the Master Syllabus
Change/rationale:

c. Course pre-requisites on the Master Syllabus
Change/rationale:

d. 1st Day Handouts
Change/rationale:

e. Course assignments
Change/rationale:

f. Course materials (check all that apply)
 Textbook
 Handouts
 Other:

g. Instructional methods
Change/rationale:

h. Individual lessons & activities
Change/rationale:

3. What is the timeline for implementing these actions? N/A

IV. Future plans

1. Describe the extent to which the assessment tools used were effective in measuring student achievement of learning outcomes for this course.

The assessment tool was effective in measuring the core course contents. However, in the contents not covered by the textbook, the department needs to do a better job at defining the course requirements.

2. If the assessment tools were not effective, describe the changes that will be made for future assessments.
N/A

3. 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: _____ Fall 2010 _____.

COURSE ASSESSMENT REPORT

If "Selected", provide the report date for remaining outcomes: _____

Submitted by:

Name: Clarence Hasselbach Clarence Hasselbach Date: 8/4/09
Print/Signature

Department Chair: Clarence Hasselbach Clarence Hasselbach Date: 8/4/09
Print/Signature

Dean: Rosemary Wilson Rosemary Wilson Date: 8/4/09
Print/Signature

logged 8/4/09 sjr

COURSE ASSESSMENT REPORT

COURSE ASSESSMENT REPORT CHECKLIST

Please review to ensure the following items are included in the Course Assessment Report:

- Have you attached a summary of data collected?
- Have you attached the analysis of data collected?
- Have you attached the rubric/scoring guide used for assessment?
- Did you have adequate and representative sample(s)?

If curricular changes were made:

- Did you connect them to assessment results?
- Did you identify changes in Part III, item 2?