

**Course Assessment Report  
Washtenaw Community College**

Discipline	Course Number	Title
Auto Body Repair (new)	111	ABR 111 07/01/2024- Introduction to Auto Body Repair
College	Division	Department
Advanced Technologies and Public Service Careers	Advanced Technologies and Public Service Careers	Transportation Technologies
Faculty Preparer		Robert Lowing
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?

Yes

This course was last assessed in 2016

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

In the last assessment, students fell short on the standard of success for all three outcomes. One of the items that was identified from the assessment was students not completing the chapter tests or doing poorly. This had a big effect on the success for the final exam. By putting more emphasis on those tests and a tightly controlled course schedule, students performed much better in all aspects of the course. This led to revamping the final exam and more closely matching the information from the lab and textbook. This course today has a much larger presence of online material so that the students have a better resource to refer back to.

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

There are three items for this course that were identified from the last assessment. Item one was to reduce the standard of success down to a more reasonable standard and that was implemented. Second, the final exam has been changed to match the material more closely and is now cumulative to give better feedback to the instructor. Third, more emphasis was put on completing the chapter tests to give the students a greater chance at success on the final and a better

understanding of tasks in the lab. These three items have had a huge impact on the success of the students.

## II. Assessment Results per Student Learning Outcome

Outcome 1: Identify and demonstrate principles of industry repair standards of collision damaged automobiles.

- Assessment Plan
  - Assessment Tool: Appropriate questions on test
  - Assessment Date: Winter 2020
  - Course section(s)/other population: All
  - Number students to be assessed: All
  - 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
  - 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)
2023	2024	

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

# of students enrolled	# of students assessed
56	50

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.

50 out of 56 students were assessed. Three students withdrew from the course, two students stopped attending class, and one student only showed up for class on the first day.

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.

ABR 111 is now a blended course that is split 75% on campus in the lab and 25% online. The sample of students was taken from the afternoon and night sections. This is typically when this course is offered due to the needs of the students.

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

The tool used in this outcome was the Final Exam worth 100 points.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

The results of the data collected for this outcome showed:

88% of students (44/50) met the standard of 75% or higher. on the Final Exam.

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

The data shows that the students did very well on the final exam. There is a direct correlation between the students doing well and putting forth effort on the chapter tests.

Historically, students have always done very well on the hands-on portion of this course. Students are always willing to do the work when it comes to learning a skill that they can use in real life. Most of our students already possess the desire to work on vehicles and data from this assessment shows that they did very well on this 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 final exam continues to be a struggle for a few students. In this data, 4 out of 50 students didn't even attempt to take the final exam, which is concerning. Maybe even more communication with the students and more time to complete the exam is needed.

The data did not single out one particular area of concern on the student achievement record but some students lost out on points due to not always finishing everything completely and maximizing their points. One item that has been implemented is to use the message system in the learning management system (LMS) to weekly encourage the students to make sure they are completing

tasks and staying on track. This course uses a tightly controlled course schedule to remind students weekly of the tasks and to track their progress online. Encouragement to complete tasks and to stay current weekly will continue to be reinforced in this course moving forward.

Outcome 1: Identify and demonstrate principles of industry repair standards of collision damaged automobiles.

- Assessment Plan
  - Assessment Tool: Student achievement record
  - Assessment Date: Winter 2020
  - Course section(s)/other population: All
  - Number students to be assessed: All
  - How the assessment will be scored: Students will be scored using a checklist
  - Standard of success to be used for this assessment: 75% of students will score 75% or higher
  - Who will score and analyze the data: Departmental faculty

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

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2023	2024	

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

# of students enrolled	# of students assessed
56	50

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.

50 out of 56 students were assessed. Three students withdrew from the course, two students stopped attending class, and one student only showed up for class on the first day.

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.

ABR 111 is now a blended course that is split 75% on campus in the lab and 25% online. The sample of students was taken from the afternoon and night sections. This is typically when this course is offered due to the needs of the students.

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

The student achievement record (skills checklist) is comprised of five main concentrations or repair methods for this course. Within each 20-point concentration, there are five items to be completed scored on a 4-point scale.

Rubric

4 points - Exceeds expectations

3 points - Meets expectations

2 points - Near expectations

1 point - Below expectations

The student achievement record accounts for 100 points in total.

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

The results from the data collected for this outcome showed:

96% of students (48/50) met the standard of success of by scoring 75% or higher on the student achievement record.

The student achievement record skills checklist is used for both Outcome 1 and 3 because it accounts for both industry repair and safety standards.

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

The data shows that the students did very well on the final exam. There is a direct correlation between the students doing well and putting forth effort on the chapter tests.

Historically, students have always done very well on the hands-on portion of this course. Students are always willing to do the work when it comes to learning a

skill that they can use in real life. Most of our students already possess the desire to work on vehicles and data from this assessment shows that they did very well on this 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 final exam continues to be a struggle for a few students. In this data, 4 out of 50 students didn't even attempt to take the final exam, which is concerning. Maybe even more communication with the students and more time to complete the exam is needed.

The data did not single out one particular area of concern on the student achievement record but some students lost out on points due to not always finishing everything completely and maximizing their points. One item that has been implemented is to use the message system in the learning management system (LMS) to weekly encourage the students to make sure they are completing tasks and staying on track. This course uses a tightly controlled course schedule to remind students weekly of the tasks and to track their progress online. Encouragement to complete tasks and to stay current weekly will continue to be reinforced in this course moving forward.

Outcome 2: Analyze body panel damage and determine needed repair procedures and techniques.

- Assessment Plan
    - Assessment Tool: Chapter test including multiple choice, TF, and fill in the blank.
    - Assessment Date: Winter 2020
    - Course section(s)/other population: All
    - Number students to be assessed: All
    - 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
    - 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)
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2023	2024	
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2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
56	50

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.

50 out of 56 students were assessed. Three students withdrew from the course, two students stopped attending class, and one student only showed up for class on the first day.

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.

ABR 111 is now a blended course that is split 75% on campus in the lab and 25% online. The sample of students was taken from the afternoon and night sections. This is typically when this course is offered due to the needs of the students.

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

There are ten chapter tests that the students complete throughout the semester for a total of 100 points. The chapter tests have ten questions taken from the course textbook and relate to the material being taught in the course.

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  
 The results of the data collected for this outcome showed:  
 84% of students (42/50) met the standard of success by scoring 75% or higher on the chapter tests.

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

Overall, the students are doing very well on the chapter tests now that more emphasis is put on completing them. Students now have more time to complete

these tests and more resources online to help them have better results and the data confirms this.

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 data shows that even with the improved resources and emphasis on completing the chapter tests, some students still struggle to score well or complete them. Moving forward the plan remains the same to emphasize the importance of completing these tests because it leads to better results in this course. In addition, chapter review lecture videos will be implemented to assist those students who need a little more help interpreting the material.

Outcome 3: Perform necessary repairs in accordance w/safety standards as instructed.

- Assessment Plan
  - Assessment Tool: Student achievement record
  - Assessment Date: Winter 2020
  - Course section(s)/other population: All
  - Number students to be assessed: All
  - How the assessment will be scored: Checklist
  - Standard of success to be used for this assessment: 75% of students will score 75% or higher
  - Who will score and analyze the data: Departmental faculty

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

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2023	2024	

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

# of students enrolled	# of students assessed
56	50

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.



50 out of 56 students were assessed. Three students withdrew from the course, two students stopped attending class, and one student only showed up for class on the first day.

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.

ABR 111 is now a blended course that is split 75% on campus in the lab and 25% online. The sample of students was taken from the afternoon and night sections. This is typically when this course is offered due to the needs of the students.

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

The student achievement record (skills checklist) is comprised of five main concentrations or repair methods for this course. Within each 20-point concentration, there are five items to be completed scored on a 4-point scale.

Rubric

4 points - Exceeds expectations

3 points - Meets expectations

2 points - Near expectations

1 point - Below expectations

The student achievement record accounts for 100 points in total.

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

The results from the data collected for this outcome showed:

96% of students (48/50) met the standard of success by scoring 75% or higher on the student achievement record.

The student achievement record is used for both Outcome 1 and 3 because it accounts for both industry repair and safety standards.

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

Historically, students have always done very well on the hands-on portion of this course. Students are always willing to do the work when it comes to learning a skill that they can use in real life. Most of our students already possess the desire to work on vehicles, and data from this assessment shows that they did very well on this 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 data did not single out one particular area of concern on the student achievement record, but some students lost out on points due to not always finishing everything completely and maximizing their points. One item that has been implemented is using the message system in the LMS to weekly encourage the students to make sure they are completing tasks and staying on track. This course uses a tightly controlled course schedule to remind students weekly of the tasks and to track their progress online. Encouragement to complete tasks and to stay current weekly will continue to be reinforced in this course moving forward.

### **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.

Overall, all the intended changes to this course had a huge effect on success for the students. Creating a better, more focused schedule, more resources online, and a greater emphasis on completing tasks has led to better test scores and greater hands-on skills sets.

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?

The data shows that the changes made to this course are better meeting the needs of the students. This course is running very smoothly and continues to evolve based on the different learning styles of students. The biggest surprise from the data is the vast improvement of chapter tests scores and how it relates to success of the students.

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

This information and action plan will be shared with the full-time faculty at the scheduled department meeting.

4.

Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
Assessment Tool	Change the assessment tools to better align with the outcomes for this course.	Updating the assessment tools would allow for better data collection at the question level and align with the new blended format.	2025
Objectives	Update course objectives to match changing and evolving industry.	Need to update and add objectives to match current industry standards.	2025

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

6.

III. Attached Files

[ABR 111 Data](#)

**Faculty/Preparer:** Robert Lowing **Date:** 07/30/2024  
**Department Chair:** Allen Day **Date:** 08/22/2024  
**Dean:** Eva Samulski **Date:** 08/24/2024  
**Assessment Committee Chair:** Jessica Hale **Date:** 03/28/2025

**Course Assessment Report**  
**Washtenaw Community College**

Discipline	Course Number	Title
Auto Body Repair	111	ABR 111 03/31/2016- Introduction to Auto Body Repair
Division	Department	Faculty Preparer
Advanced Technologies and Public Service Careers	Automotive Body	Robert Lowing
Date of Last Filed Assessment Report		

**I. Assessment Results per Student Learning Outcome**

Outcome 1: Identify and demonstrate principles of industry repair standards of collision damaged automobiles.

- Assessment Plan
  - Assessment Tool: Chapter test including multiply choice, TF, and fill in the blank and Student Achievement Record.
  - Assessment Date: Winter 2008
  - Course section(s)/other population: all
  - Number students to be assessed: all
  - How the assessment will be scored:
  - Standard of success to be used for this assessment:
  - Who will score and analyze the data:

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)
	2016	

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

# of students enrolled	# of students assessed
14	14

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.

All students in all sections will be assessed.

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 the students in all sections were assessed. We used a departmentally created checklist, midterm and final exam materials. Chapter tests were not used.

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

The final exam, midterm and achievement records were gathered and student performance was compared to the standard of success (85%) in each category.

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: No

The results of the data collected for this outcome showed:

57% (8 out 14) of students met the standard of success (85%) on the final exam.

71% (10 out of 14) students met the standard of success (85%) for the midterm exam.

64% (9 out of 14) students met the standard of success (85%) for the achievement record. It should also be noted, that 85% (12 of 14) students did earn 80% on the achievement record.

The results showed that the students did not meet the standard of success for the department.

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

Students performed well on the achievement record portion of the class. The achievement record is designed to build hands-on skills to help students in the field of auto body repair. Students will be asked to put those skills to work in the field upon employment and this class is focused on building those skills.

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 largest issue in the classroom seems to be having students complete the written chapter tests. Students who completed all of the chapter tests consistently did well on the final and midterm exam. They also performed well on the practical tasks.

The standard of success, 80% of the students will score 85% or higher on the midterm, final and achievement record was established in 2007. When compared to the standard of success used in the majority of other WCC courses, it is very high, perhaps even unrealistic.

Outcome 2: Analyze body panel damage and determine needed repair procedures and techniques.

- Assessment Plan
  - Assessment Tool: Chapter test including multiply choice, TF, and fill in the blank.
  - Assessment Date: Winter 2008
  - Course section(s)/other population: all
  - Number students to be assessed: all
  - How the assessment will be scored:
  - Standard of success to be used for this assessment:
  - Who will score and analyze the data:

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)
	2016	

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

# of students enrolled	# of students assessed
14	14

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.

All students in all sections will be assessed.

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 the students in all sections were assessed. We used midterm and final exam materials. Chapter tests were not used.

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

The final exam and midterm exams were gathered and student performance was compared to the standard of success (85%) in each category.

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: No

The results of the data collected for this outcome showed:

57% (8 out 14) of students met the standard of success (85%) on the final exam.

71% (10 out of 14) students met the standard of success (85%) for the midterm exam.

The results showed that the students did not meet the standard of success for the department.

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

Students performed well on the achievement record portion of the class. The achievement record is designed to build hands-on skills to help students in the field of auto body repair. Students will be asked to put those skills to work in the field upon employment and this class is focused on building those skills.

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 largest issues seems to be having students complete the written chapter tests. Students who completed all of the tests did well on the final and midterm exam. The standard of success was too high for this course.

Outcome 3: Perform necessary repairs in accordance w/safety standards as instructed.

- Assessment Plan
  - Assessment Tool: Student Achievement Record, Final exam
  - Assessment Date: Winter 2008
  - Course section(s)/other population: all
  - Number students to be assessed: all
  - How the assessment will be scored:
  - Standard of success to be used for this assessment:
  - Who will score and analyze the data:

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)
	2016	

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

# of students enrolled	# of students assessed
14	14

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.

All students in all sections will be assessed.

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 the students in all sections were assessed. We used a departmentally created checklist and final exam materials. Chapter tests were not used.

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

The final exam and achievement records were gathered and student performance was compared to the standard of success (85%) in each category.

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: No

The results of the data collected for this outcome showed:

57% (8 out of 14) of students met the standard of success (85%) on the final exam.

64% (9 out of 14) students met the standard of success (85%) for the achievement record. It should also be noted, that 85% (12 of 14) students did earn 80% on the achievement record.

The results showed that the students did not meet the standard of success for the department.

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

Students performed well on the achievement record portion of the class. The achievement record is designed to build hands-on skills to help students in the field of auto body repair. Students will be asked to put those skills to work in the field upon employment and this class is focused on building those skills.

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 largest issues seems to be having students complete the written chapter tests. Students who completed all of the tests did well on the final and midterm exam. The standard of success was set too high for this course.

## 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?

Overall, I feel the course is meeting the needs of the students but did discover that the chapter tests have an effect on certain students having success on the final and midterm exams.

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

This information and action plan will be shared with full-time faculty in my department at the scheduled department meeting.

3. Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
Assessment Tool	Consider reducing the standard of success to 75% of students will score 75% or higher throughout the department's courses.	When compared to the other WCC courses, the standard of success (80% of students will score 85% or higher) has turned out to be too high.	2017
Course Assignments	Do a question analysis on mid-term exam and final exam to determine if changes in material or presentation of material is needed to increase scores.	Students that achieved well on the midterm and final exam met the standard of success for the department.	2017
Course Assignments	Put a greater emphasis on completing the chapter assignments with greater penalties for not completing.	When students completed the chapter assignments, these student had success on the mid-term and final exam.	2017

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

I feel that the majority of students in the class left with the knowledge and skills intended since 85% of students scored 80% or higher on the achievement record.

### III. Attached Files

[ABR 111 Proposed](#)

[ABR 111 data](#)

<b>Faculty/Preparer:</b>	Robert Lowing	<b>Date:</b> 12/19/2016
<b>Department Chair:</b>	Gary Sobry	<b>Date:</b> 12/30/2016
<b>Dean:</b>	Brandon Tucker	<b>Date:</b> 03/01/2017
<b>Assessment Committee Chair:</b>	Ruth Walsh	<b>Date:</b> 03/19/2017