

**Course Assessment Report
Washtenaw Community College**

Discipline	Course Number	Title
Business Office Systems	101A	BOS 101A 08/02/2023- Introduction to Keyboarding
College	Division	Department
Business and Computer Technologies	Business and Computer Technologies	Business
Faculty Preparer		Joyce Jenkins
Date of Last Filed Assessment Report		11/16/2017

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

The course was last assessed through Spring/Summer 2017.

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

Students met the standard of success: 89.87% of students achieved a typing score of 24.00 wpm or more.

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

No changes were intended. This course met the needs of students.

II. Assessment Results per Student Learning Outcome

Outcome 1: Touch type alphabetic, punctuation, and symbol keys for one minute at a minimum rate of 24 words per minute with no more than one error.

- Assessment Plan
 - Assessment Tool: Student performance test
 - Assessment Date: Fall 2021
 - Course section(s)/other population: All sections
 - Number students to be assessed: All students

- How the assessment will be scored: Scored using the Gregg College Keyboarding and Document Processing (GDP) website
- Standard of success to be used for this assessment: 70% of students will type 24.00 wpm or higher upon completion of the course.
- Who will score and analyze the data: Departmental faculty

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

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2022	2023	2023

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

# of students enrolled	# of students assessed
62	40

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.

This assessment report reflects 59 students enrolled in all sections, instead of 62. It did not include three students who officially withdrew from the course early in the semester. The number of students assessed includes only student completers of BOS 101A. 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 were enrolled in online sections during the semesters included within the assessment. No other modes of instruction were offered during the assessed terms.

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

Although seven exams were provided to the students, the average of the top three exams completed on the Gregg College Keyboarding and Document Processing (GDP) website were used to calculate the typing wpm.

Students were required to complete three keyboarding exam timings, for one-minute each, with one mistake allowed. For exams not within the 1-error limit, 2

wpm (words per minute) were subtracted for each error over the maximum number of errors allowed.

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

Met Standard of Success: Yes

Students met expectations: 85.00% of students (34/40) achieved a typing score of 24.00 wpm or higher.

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

Many students far exceeded the minimum typing speed noted as the standard of success in 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.

The instructor will continue offering midterm exams to help determine potential student outcomes when completing all lessons at 100%.

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.

There were no intended changes.

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?

This course is currently meeting the needs of students. Typing speed and accuracy assessment was available for students completing both the midterm and final exams, providing timely and personalized feedback illustrating areas of individual improvement as well as areas needing improvement.

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
No changes intended.			

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

6.

III. Attached Files

[BOS 101A Assessment Data](#)

Faculty/Preparer: Joyce Jenkins **Date:** 08/09/2023

Department Chair: Joyce Jenkins **Date:** 08/10/2023

Dean: Eva Samulski **Date:** 08/11/2023

Assessment Committee Chair: Jessica Hale **Date:** 12/15/2023

Course Assessment Report
Washtenaw Community College

Discipline	Course Number	Title
Business Office Systems	101A	BOS 101A 08/09/2017- Introduction to Keyboarding
Division	Department	Faculty Preparer
Business and Computer Technologies	Business	Joyce Jenkins
Date of Last Filed Assessment Report		

I. Assessment Results per Student Learning Outcome

Outcome 1: Touch type for one minute alphabetic, punctuation, and service keys at a minimum rate of 24 gross words a minute with no more than one error.

- Assessment Plan
 - Assessment Tool: Student performance test.
 - Assessment Date: Fall 2007
 - 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	2017	2017

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

# of students enrolled	# of students assessed
102	79

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.

Lack of student completion of the course, through official withdrawal or failure to complete required exams and lessons.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

Students enrolled in all online and face-to-face sections during the noted semesters were included within the assessment.

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

Although seven exams were provided to the students, the average of the top three exams completed on the Gregg College Keyboarding and Document Processing (GDP) website were used to calculate the typing wpm.

Students were required to complete three keyboarding exam timings, for one minute each, with one mistake allowed. For exams not within the 1-error limit, 2 wpm (words per minute) were subtracted for each error over the maximum number of errors allowed.

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

Met Standard of Success: Yes

Students met expectations: 89.87% of students achieved a typing score of 24.00 wpm or more.

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

The students far exceeded the minimum typing speed noted in student 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.

Instructor will complete an analysis outside of the assessment process to determine how much students are improving as a result of using the Gregg College

Keyboarding and Document Processing (GDP) software. The results will be used to identify other ways student success can be improved.

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?

This course is currently meeting the needs of students.

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

The assessment results, including the action plan will be shared with the Business Department for comments and discussion in August of 2017.

3. Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
No changes intended.			

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

Course syllabus will be updated to reflect wpm (words per minute), versus gwam (gross words per minute).

III. Attached Files

[BOS 101A Assessment Data](#)

Faculty/Preparer: Joyce Jenkins **Date:** 08/14/2017
Department Chair: Julianne Davies **Date:** 08/21/2017
Dean: Eva Samulski **Date:** 08/22/2017
Assessment Committee Chair: Michelle Garey **Date:** 11/15/2017