

**Course Assessment Report
Washtenaw Community College**

Discipline	Course Number	Title
Business Office Systems	157	BOS 157 03/28/2023-Word Processing and Document Formatting I
College	Division	Department
Business and Computer Technologies	Business and Computer Technologies	Business
Faculty Preparer		Joyce Jenkins
Date of Last Filed Assessment Report		

I. Review previous assessment reports submitted for this course and provide the following information.

1. Was this course previously assessed and if so, when?

No

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

3.

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

5.

II. Assessment Results per Student Learning Outcome

Outcome 1: Create, edit, format, and save simple documents.

- Assessment Plan
 - Assessment Tool: Microsoft Word GMetrix exam
 - Assessment Date: Winter 2018
 - Course section(s)/other population: All sections
 - Number students to be assessed: All students
 - How the assessment will be scored: GMetrix exam is scored online

- Standard of success to be used for this assessment: 70% of students will score 70% or higher on the Microsoft Word GMetrix exam
- Who will score and analyze the data: Departmental faculty

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

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

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

# of students enrolled	# of students assessed
69	53

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

The number of students assessed includes only student completers of BOS 157. 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 student completers in all sections were assessed. The course is offered only as a Distance Learning (DL) course and all students included in this assessment participated in a DL format.

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

Outcome #1 was assessed using Exam 3 Ch Project 1 (Independent Project 4-4 taken from course text, Microsoft Word 365 Complete, In Practice 2019, Nordell). Although GMetrix Exam is listed above as the proposed assessment tool, this product is no longer used by the department and applicable assessment data is not available.

The assessed project requires students to open, save and modify a document with a table using a variety of basic formatting applications and tools. Exam projects are completed using the SIMnet® Online program, designed to teach and assess competency in Microsoft Office 2019 and computer concepts. Each project is

scored automatically by SIMnet upon student submission using a rubric. Criteria and scoring for these steps include:

- Apply changes to a table: styles, font size, row height, cell alignment
Rubric Item 4: Range 0 - 5
- Apply styles to a table: merge cells, set alignment, apply font attributes, borders, column headings
Rubric Item 5: Range 0 - 7
- Insert information alphabetically in table
Rubric Item 6: Range 0-1

Project Total Points Possible = 13

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

Forty-seven (89%) students met the standard of success for Outcome #1.

- Students performed quite well on rubric item 3 where 47 (89%) students scored 100%.
- Students performed well on rubric items 4, 5, and 6 where 46 of 53 (87%) scored 87%.

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

Efficient use of the Word program includes knowledge of industry standard document formatting and Outcome #1 reflects this skill. A majority of all students successfully demonstrated understanding and application of simple document formatting.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

While 89% of students achieved Outcome #1, additional practice in all rubric items might increase the percentage of overall student achievement for this outcome.

Outcome 2: Utilize word processing features, tools and techniques to improve the effectiveness and appearance of documents.

- Assessment Plan
 - Assessment Tool: Microsoft Word GMetrix Exam
 - Assessment Date: Winter 2018
 - Course section(s)/other population: All sections
 - Number students to be assessed: All students
 - How the assessment will be scored: GMetrix exam is scored online
 - Standard of success to be used for this assessment: 70% of students will score 70% or higher on the Microsoft Word GMetrix exam
 - Who will score and analyze the data: Departmental faculty

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

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

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

# of students enrolled	# of students assessed
69	53

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

The number of students assessed includes only student completers of BOS 157. 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 student completers in all sections were assessed. The course is offered only as a Distance Learning (DL) course and all students included in this assessment participated in a DL format.

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

Outcome #2 was assessed using Exam 3 Ch Project 1 (Independent Project 4-4 taken from course text, Microsoft Word 365 Complete, In Practice 2019, Nordell). Although GMetrix Exam is listed above as the proposed assessment tool, this product is no longer used by the department and applicable assessment data is not available.

The assessed project requires students to open, save and modify a document with a table using a variety of basic formatting applications and tools. Exam projects are completed using the SIMnet® Online program, designed to teach and assess competency in Microsoft Office 2019 and computer concepts. Each project is scored automatically by SIMnet upon student submission using a rubric. Criteria and scoring for these steps include:

- Modify the title of the document
Rubric Item 7: Range 0-4
- Insert and modify a picture
Rubric Item 8: Range 0 - 5
- Insert a picture and add a caption
Rubric Item 9: Range 0 - 7
- Edit alt text of the graphic objects
Rubric Item 10: Range 0 - 2

Project Total Points Possible = 18

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

Forty-eight (91%) students met the standard of success for Outcome #2.

- Students performed quite well on rubric items 7 and 8, where 52 (98%) students scored at least 3 out of 4 points.
- Students performed well on rubric item 9 where 44 of 53 (87%) achieved success.
- Students achieved average success on rubric item 10 where 41 students (77%) met the outcome.

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

Students achieved high success on Outcome #2 with at least 91% of students meeting five out of seven rubric items. Inserting images, applying formatting features, and integrating a variety of graphic elements demonstrates a competent level of skill using the Word program.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

While 91% of students achieved Outcome #2, one area could be improved:

1. Rubric Item #10: Edit alt text of the graphic objects

III. Course Summary and Intended Changes Based on Assessment Results

1. Based on the previous report's Intended Change(s) identified in Section I above, please discuss how effective the changes were in improving student learning.

This course has never been assessed.

2. Describe your overall impression of how this course is meeting the needs of students. Did the assessment process bring to light anything about student achievement of learning outcomes that surprised you?

Based upon all supporting data, BOS 157 is effectively supporting student learning, demonstrated through the successful design and development of a variety of business documents using a variety of tools and features of Microsoft Word.

BOS 157 is meeting the needs of students. The first of two WCC courses in the use of Microsoft Word, BOS 157 challenges students through the practice and application of a broad variety of content and skills. As a result, interest and motivation are high, resulting in superior quality work on most projects and exams. As reflected in the data collected, all course outcomes were met and performance on most individual rubric items was high.

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

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

4.

Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
Outcome Language	<p>Increase number of course outcomes from two to three:</p> <ol style="list-style-type: none"> 1. Create, edit, format, and save simple documents using advanced Microsoft Word techniques. 2. Analyze Microsoft Word document requirements and use appropriate features when creating documents that require the insertion of tables, pictures, shapes, and graphic elements to improve the effectiveness and appearance of documents. 	<p>The number and language of current course outcomes (2) do not accurately reflect the course content. One additional and more clearly stated course outcome will permit course improvements and future assessments to better reflect the current Word application, industry expectations, and student needs. The proposed change will increase course outcomes from two to three.</p>	2024

	<p>3. Create, save, and customize templates, styles, options, and document views, effectively integrate applications, and navigate through a document using efficient Microsoft Word techniques.</p>		
Assessment Tool	<p>Update course assessment tool on course syllabus to reflect what is currently being used.</p>	<p>The Microsoft Word GMetrix exam currently listed as the assessment tool in the course syllabus is no longer used in any BOS courses. A course project or exam project, as used in this assessment, accurately reflects student achievement and should be added as the assessment tool on the course syllabus.</p>	2023
Objectives	<p>Reduce current twenty course objectives to thirteen. Proposed changes:</p>	<p>The number and language of current course objectives (20) do not accurately reflect the course content. Fewer and better stated course</p>	2023

	<ol style="list-style-type: none"> 4. Create, save, and open documents. 5. Enter, move, and copy text. 6. Apply font attributes and spacing options effectively. 7. Use proofreading tools and customize document properties effectively. 8. Utilize page numbers as well as header and footer options. 9. Set, use, and edit tab stops and custom page layouts. 10. Utilize bulleted, numbered, and multilevel lists. 11. Utilize borders, shading, and hyperlinks. 12. Use Find and Replace 	<p>objectives will permit course improvements and future assessments to better reflect the current Word application, industry expectations, and student needs. The proposed change will reduce the objectives from 20 to 13.</p>	
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	<p>features to update documents.</p> <p>13. Create and edit tables.</p> <p>14. Create and customize templates, envelopes, and labels.</p> <p>15. Create and customize styles and building blocks.</p> <p>16. Create and format various business documents using industry acceptable standards.</p>		
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5. Is there anything that you would like to mention that was not already captured?

6.

III. Attached Files

- [BOS 157 Assessment Data](#)
- [BOS 157 Assessment Project Instructions](#)
- [BOS 157 Assessment Rubric](#)

Faculty/Preparer: Joyce Jenkins **Date:** 05/19/2023
Department Chair: Joyce Jenkins **Date:** 05/19/2023
Dean: Eva Samulski **Date:** 05/19/2023
Assessment Committee Chair: Jessica Hale **Date:** 10/13/2023