

Assessment Impact by Course Objectives

Palau Community College

Program (OA) - Office Administration

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CLO: OA 211 - Business Communication: CLO 1

Apply basic writing guides for business correspondence and edit effectively.

CLO Assessment Cycle: 2014-2015 (Fall 2014)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Write an effective business letter. Signature assignment: Final Exam	70% of the students assessed will perform at the proficiency level.		Yes

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Final Exam - 01/08/2016 - 54% of the students assessed performed at the proficiency level. Expected Student Performance Met: No Related Documents: OA211 evidence CLO 1	01/08/2016 - When the CLOs are compared to the last semester the course was taught and assessed which is fall 2014, students did not perform as well. Both CLO percentages dropped to below the benchmark. For CLO 1 this was a drop from the fall 2013 semester also. Therefore, the percentage for CLO 1 has dropped the last two semesters with a drastic drop this semester to well below the benchmark. The course is taught online; however, student come with the skills needed as this is a second year course. What seems to be lacking are skills needed that would be taught in courses prior to this course. PLO 1 and PLO 2 should be emphasized in all OA courses although it appears to be missing in OA221. OA 210 and OA221 are courses where students write office documents, yet students do not seem to have this skill. Either this course needs the prerequisites of the courses that cover the letter or this needs to be added to the course content of this course. However, this course is not intended to be one that concentrates on how to format a letter but rather how to communicate different kinds of messages in letter format. The plan of action to address this problem is to review the OA program to see if students have enough practice formatting different types of		2015-2016 (Fall 2015)

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
	documents so that the intent of this course can be successfully delivered through the current course content.		
Final Exam - 01/18/2015 - 80% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: CLO2.zip	01/18/2015 - No action is needed at this time.		2014 - 2015 (Fall 2014)
Final Exam - 01/29/2014 - 93% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: OA211-1SCANfallSIGassignts.pdf	01/29/2014 - No action needed at this time		2013 - 2014 (Fall 2013)

CLO: OA 211 - Business Communication: CLO 2

Compose a personal resume that can be used for applying for jobs.

CLO Assessment Cycle: 2014-2015 (Fall 2014)

CLO Status: Active

Means of Assessment			
Means of Assessment	Expected Student Performance	Notes	Active
Write an effective resume. Signature assignment: Resume	70% of the students assessed will perform at the proficiency level.		Yes

Results			
Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Resume - 01/08/2016 - 67% of the students assessed performed at the proficiency level. Expected Student Performance Met: No Related Documents: OA211 evidence CLO 2 fall2015.pdf	01/08/2016 - When the CLOs are compared to the last semester the course was taught and assessed which is fall 2014, students did not perform as well. Both CLO percentages dropped to below the benchmark. For CLO 1 this was a drop from the fall 2013 semester also. Therefore, the percentage for CLO 1 has dropped the last two semesters with a drastic drop this semester to well below the benchmark. CLO 2 is closer to the benchmark but still below. CLO 2 was below the benchmark for the proficiency level by 3%. The course sufficiently covers this content but the students do not adhere to		2015-2016 (Fall 2015)

Results

Summary of Data Collected	Use of Results	Follow-Up	Semester Assessed
Resume - 01/18/2015 - 84% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: CLO2.zip	PLO 1or PLO 4. Again the plan of action is to review the whole OA program to determine where the PLOs can be emphasized more. 01/18/2015 - No action needed at this time.		2014 - 2015 (Fall 2014)
Resume - 01/29/2014 - 82% of the students assessed performed at the proficiency level. Expected Student Performance Met: Yes Related Documents: OA211-1SCANfallSIGassignts.pdf	01/29/2014 - No actions needed at this time		2013 - 2014 (Fall 2013)