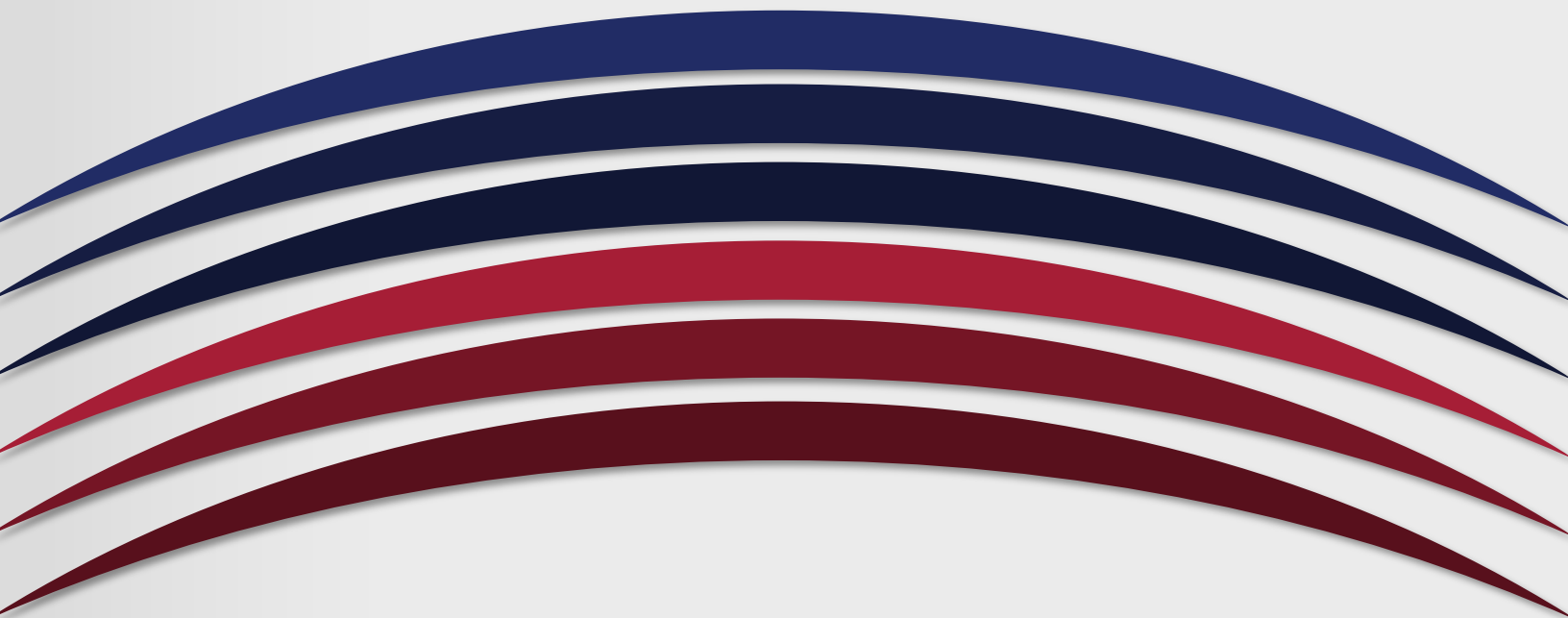# UNIVERSITY OF ARKANSAS
# PULASKI TECH

# Course-Level Assessment Report
# Course: BUS 1403
# Academic Year: 2021-22

Due to Chair/Program Director and Faculty Assessment Chair by
September 1

1. Name of course: *BUS 1403 Microcomputer Applications*

2. Name of individual(s) compiling report: *John R. Price*

3. Date of submission: *September 15, 2022*

4. Academic year: *2021-22*

# Course-Level Learning Outcomes

### 1. What are the Course-Level Outcomes (CLOs)?

Type your response here.

| CLO # | Description |
|---|---|
| CLO #1 | Demonstrate managing documents in Microsoft Word |
| CLO #2 | Demonstrate inserting and formatting text, paragraphs, and sections |
| CLO #3 | Demonstrate managing tables and lists. |
| CLO #4 | Demonstrate creating and managing references. |
| CLO #5 | Demonstrate inserting and formatting graphics. |
| CLO #6 | Demonstrate managing and worksheets and workbooks in Microsoft Excel. |
| CLO #7 | Demonstrate managing tables and data. |
| CLO #8 | Demonstrate performing operations by using formulas and functions. |
| CLO #9 | Demonstrate managing charts. |
| CLO #10 | Demonstrate managing presentations in Microsoft PowerPoint. |
| CLO #11 | Demonstrate managing slides. |
| CLO #12 | Demonstrate inserting and formatting text, shapes, and images. |
| CLO #13 | Insert tables, charts, SmartArt, 3D Models, and Media. |
| CLO #14 | Apply transitions and animations. |

## 2. Which CLOs were addressed for the academic year?

| CLO # | Description |
|---|---|
| CLO 1 | Demonstrate managing documents in Microsoft Word |
| CLO 2 | Demonstrate inserting and formatting text, paragraphs, and sections |
| CLO 3 | Demonstrate managing tables and lists. |
| CLO 4 | Demonstrate creating and managing references. |
| CLO 5 | Demonstrate inserting and formatting graphics. |

## 3. Which CLOs are being addressed in your assessment plan in the upcoming academic year?

Type your response here.

| CLO # | Description |
|---|---|
| CLO #6 | Demonstrate managing and worksheets and workbooks in Microsoft Excel. |
| CLO #7 | Demonstrate managing tables and data. |
| CLO #8 | Demonstrate performing operations by using formulas and functions. |
| CLO #9 | Demonstrate managing charts. |

4. # How does this report connect or map to program-level or institutional-level outcomes?

(ILO link: https://uaptc.edu/college-academics/resources/student-learning-outcomes

ILO list:

☐ ILO #1 – Information Literacy
☐ ILO #2 – Technology Literacy
☐ ILO #3 - Communication
☐ ILO #4 – Critical Thinking
☐ ILO #5 – Quantitative Reasoning
☐ ILO #6 – Cultural Awareness
☐ ILO #7 – Professionalism

PLO list: PLO list will vary depending on your Program.)

*The Office Technology option is designed to give students the technological knowledge and skills needed by secretaries and administrative assistants in today's offices.*

*1. Demonstrate document format knowledge and word processing skills to design, compose and create Word documents (PLO 1).*

*2. Demonstrate proper typing technique and speed ability using a 3-minute timed writing through which total errors are reduced overall (PLO 2).*

*3. Create an Excel worksheet with charts either embedded or on a separate sheet, applying formulas, functions, and formatting (PLO 3).*

*4. Create an Excel worksheet using advanced functions (PLO 4).*

*5. Create a PowerPoint presentation with various animations, transitions, and other formatting (PLO 5)*

| List all supporting courses | Program Learning Outcomes | | | | | |
|---|---|---|---|---|---|---|
| | **PLO #1** | **PLO #2** | **PLO #3** | **PLO #4** | **PLO #5** | **PLO #6** |
| *BUS 1403 Micro Apps* | X | | X | X | X | |
| *BUS 1903 Word* | X | | | | | |
| *BUS 1913 Excel* | | | X | X | | |
| *BUS 1363 PowerPoint* | | | | | X | |
| *BUS 1253 Keyboarding II* | | X | | | | |

## For each Course Level Outcome assessed this academic year, please complete the chart below, providing the assessment data for both fall and spring, and then a total for the academic year.

| | |
|---|---|
| Assessment Methods- How did you assess student learning (define direct assessment methods used) in relation to the course level outcome being reported?<br><br>*Note: If more than one assessment method was used, you may insert an additional row.* | We will look at the scoring results of each question step that is associated with a particular CLO in the BUS 1403 Final Exam where these CLO(s) can be found. The Final Exam will denote which CLOs is covered in a particular question. |
| Were indirect assessment methods also used to assess students? If 'yes,' please describe the method used, | *Yes*<br><br>*No*<br>*X* |

| | |
|---|---|
| How do you define **success for an individual student on the CLO assessment assignment or measure?** | *Student scores* Correct on a given step associated with a given CLO. Students are unsuccessful if that only receive partial credit (half-credit) or no credit (for completely incorrect or not done at all) for the task on that step. |
| How do you define success **for the course level outcome? What is the benchmark for the Course Level Outcome?** | 70% of the students will successfully complete (Completely Correct not Partially Correct) a question step covered by a given CLO. Any question step with less the acceptable threshold will be reported to examine. |

| How many students completed the assessment, and how many were successful? | *Fall* | *Spring* |
|---|---|---|
| | **34 on-campus students assessed** | **24 on-campus students accessed.** |
| | Two steps associated with CLO 2 were found to have less than 70%. | Five steps associated with CLO 2 were found to have less than 70%. Step 6a had a success rate of 63% (approx. 16 students) |
| | Step 8b had a success rate of 44% (approx. 15 students). | Step 8b had a success rate of 46% (approx. 12 students) |
| | Step 20 had a success rate of 68%. (approx. 24 students) | Step 13a had a success rate of 63% (approx. 16 students) |
| | **59 online students accessed.** | Step 20 had a success rate of 54% (approx. 13 students) |
| | None of the question steps had less than 70% associated with any of the CLOs. | Step 21 had a success rate of 63% (approx. 16 students) |
| | Step 8b had a 78% success rate (approx. 47 students). | **68 online students accessed.** |
| | Step 20 had an 80% success rate (approx. 48 students). | Two steps associated with CLO 2 had less than 70%. |
| | NOTE:  We should emphasize that Steps 6a, 13a and 21 for on-campus students had acceptable success rates for Fall 2021 that were higher than the SP 2022 on-campus students. | Step 20 had a success rate of 66%. (approx. 45 students). |
| | | Step 21 had a success rate of 66% (approx. 45 students). |
| | Step 6a: 71% success rate (approx. 34 students)<br>Step 13a: 94% success rate (approx. 32 students)<br>Step 21: 71% success rate: (approx. 25 students). | NOTE:  Online students in SP 2022 had a higher success rate for Step 6a, 8b, and 13a than the on-campus students. |
| | | Step 6a: 74% (approx. 51 students)<br>Step 8b: 75% (approx. 51 students)<br>Step 13a: 76% (approx. 52 students) |

| Academic Year Total (add the numbers from Fall and Spring) | | FA 2021 On-Campus | FA 2021 Online | SP 2022 On-Campus | SP 2022 Online | Totals | Combined Success Rates | CLOs |
|---|---|---|---|---|---|---|---|---|
| | No. of Students | 34 | 59 | 24 | 68 | 185 | | |
| | Step 6a | 25 | 48 | 16 | 51 | 140 | 75.68% | CLO 2 |
| | Step 8b | 15 | 47 | 12 | 51 | 125 | 67.57% | CLO 2 |
| | Step 13a | 32 | 57 | 16 | 52 | 157 | 84.86% | CLO 2 |
| | Step 20 | 24 | 48 | 13 | 45 | 130 | 70.27% | CLO 2 |
| | Step 21 | 25 | 44 | 16 | 45 | 130 | 70.27% | CLO 2 |

From the combined results of all BUS 1403 Word Finals from FA 2021 and SP 2022, Step 8b associated with CLO 2 had combined success rate less than 70%.

| Was the benchmark/goal for this academic year met? | *Yes* <br> ***All except from Step 8b that is associated with CLO 2*** | *No* |
|---|---|---|
| Were standardized rubrics, tests, or checklists used? | *Yes* <br> X | *No* |

## 5. What is your analysis of the findings?

For CLOs 1, 3, 4, and 5, we met expectations to have over 70%.

For CLO 2, we need to emphasize how to modify and revise the Footnote Style found in Step 8b. Many students did not apply the style at all or merely changed the font within the document text but did not enter the Style feature to update and change the Footnote Style for all footnotes in the document. Low success rates were found in the Fall on-campus and Spring on-campus sections.

Some additional issues happened in the Spring semester, where less than 70% of on-campus students did not successfully complete Step 6a. The students either did not

apply the double spacing correctly, they did not change the paragraph spacing after feature for the requested paragraph(s), or both.

Spring 2022 on-campus students were not successful with Step 13a. This involved removing a First Line indent on a certain paragraph.

Less than 70 percent of Fall 2021 on-campus students, and Spring 2022 on-campus and online students were not successful in completing Step 20. Students either did not double space the Works Cited sources, did not set the font size for the Works Cited sources to 12pt, or both.

Less than 70 percent of Spring 2022 on-campus and online students did not enter the author's last name in the Header of the document, did not enter the space between the author's last name and page number, did not use the Page Number feature to generate the page number, or any combination of the above.

## 6. What is the action plan for the upcoming academic year? Explain.

*For CLOs 1, 3, 4, and 5, we met the 70% threshold.*

*For CLO 2, we recommend instructors to pay close attention to the following concepts.*

1. *Emphasize how the Footnote Style is to be modified using the Style feature. Do not allow students to simply format the text directly in each footnote.*
2. *Emphasize how the line spacing (particularly double spacing) and paragraph spacing work in Microsoft Word. Some students forget the line spacing, the paragraph spacing before, or the paragraph spacing after.*
3. *Emphasize how the first line indent works in a paragraph. You may want to contrast this with the hanging indent.*
4. *Emphasize the line spacing and paragraph spacing features are not controlled by the body text formatting of the document. Footnotes/endnotes and Work Cited/Bibliography source text are controlled by separate settings in different controls in the Word Ribbon.*
5. *At the end of the semester, instructors should look at their results to see if 70% or more of their students were successful in completing Steps 6a, 8b, 13a, 20, and 21 in the Word Final rubric results in each class. We need to discuss the results after the semester is over to see if we saw any improvements in Fall 2022.*

*Included with this report will be Excel spreadsheets that helped in analyzing the data.*