

Assessment: Course Four Column



Courses (BUS) - Business

BUS 114:Workplace Preparation

Course Outcomes	Assessment Measures	Results	Actions
<p>Communication Process - Understand, utilize, and demonstrate the communication process (including speaking, listening, reading, writing, non-verbal, and electronic) to customers, coworkers, superiors, and subordinates</p> <p>Course Outcome Status: Active Next Assessment: 2020-2021 Start Date: 06/20/2016</p>	<p>Exam - Class participation, NCCER written exams modules 7 and 8, NCCER Performance Assessments module 7, Teamwork Group Assignment and presentation, Discussion Boards, Final Exam or Written Case Study</p> <p>Criterion: Students will earn 75% or better on the teamwork group assignment, with 100% participation in the team presentation.</p>	<p>Reporting Period: 2015-2016 Criterion Met: Yes High grade: 50 Low grade: 30 Average grade: 85.6% (06/20/2016)</p>	<p>Action: Total points for teamwork assignment were spread out among two assignments. 50 points for the presentation and participation and 200 points for the evaluation. Will rework assignments to divide each part into 100 points each. Will incorporate rubrics into both assignments so students are clearer on completing the assignment correctly and aware of what is expected. (06/20/2016)</p>
<p>Principals of teamwork - Understand, utilize, and demonstrate the principals of teamwork (including team relationships, problem solving, decision making, and conflict resolution).</p> <p>Course Outcome Status: Active Next Assessment: 2020-2021 Start Date: 06/20/2016</p>	<p>Assignment - Written - Class Participation, Teamwork Group Assignment and Presentation, NCCER Performance Assessments module 7.</p> <p>Criterion: 75% of the students will earn NCCER credentials for Module 7, by completing the written exam at 70% and completing the performance assessment.</p>	<p>Reporting Period: 2015-2016 Criterion Met: No Results: 100% of students successfully completed the NCCER Module 7 written exam with 70% or better.</p> <p>73.3% of the students successfully completed the NCCER Module 7 performance evaluation (06/20/2016)</p>	<p>Action: Students did meet the criterion for the written exam. The performance evaluation students did not meet expectations by following directions and submitting the correct documents by the due date. A demonstration of the expectations will be delivered in the next course, to demonstrate the expectations first. (06/20/2016)</p>
<p>Demonstrate critical thinking and problem solving skills - Understand, utilize, and demonstrate critical thinking and problem solving skills as</p>	<p>Assignment - Written - Class participation, Discussion Board Postings, Teamwork Group Assignments, NCCER performance</p>	<p>Reporting Period: 2015-2016 Criterion Met: No Average score on the assignment was 72.5% (06/20/2016)</p>	<p>Action: Students were required to complete a ranking on each team member and provide substantial</p>

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<p>they relates to work discipline skills (ethics, counterproductive behaviors, attitude, self-management, stress management, and time management).</p> <p>Course Outcome Status: Active Next Assessment: 2020-2021 Start Date: 06/20/2016</p>	<p>assessments, Written Case Study or Final Exam</p> <p>Criterion: Students will earn a 75% on the teamwork evaluation form.</p>		<p>feedback on each team member. Some students completed only half of the assignment and did not provide valuable feedback for other team members. The number of points the assignment is worth will be lowered, the form will be modified, and a rubric will be put in place for students to more clearly understand expectations for the form. (06/20/2016)</p>
<p>Workplace Issues - Develop awareness of Workplace Issues, how to avoid them, and solutions for addressing them (including Harassment, Stress, Drug and Alcohol Abuse, Personal Conflicts)</p> <p>Course Outcome Status: Active Next Assessment: 2020-2021 Start Date: 06/20/2016</p>	<p>Discussion - Discussion Board Posting #2, written case study or final exam</p> <p>Criterion: 75% of students will answer the exam questions fully related to workplace issues correctly.</p>	<p>Reporting Period: 2015-2016</p> <p>Criterion Met: No</p> <p>Question 19 on the final exam which is an essay question related to conflict resolution the average score is:</p> <p>3 students received a 0 10 student received a 5 30 students received a 15 15 students received a 18 1 students received a 18 13 students received a 20 (06/20/2016)</p>	<p>Action: The conflict resolution powerpoint is provided to students to review before the final exam, not much time in lecture was spent on specific conflict resolution content. More in class time will be dedicated to conflict resolution and an addition of a conflict resolution discussion board to the online part of class to allow students to practice and receive feedback on correctly utilizing conflict resolution. (06/20/2016)</p>
<p>Technological awarenes - Demonstrate technological awareness by utilizing WebCampus, ACT WorkKeys training modules, email, Microsoft Word, Microsoft Excel, and Microsoft PowerPoint (or other electronic presentation media.)</p> <p>Course Outcome Status: Active Next Assessment: 2020-2021 Start Date: 06/20/2016</p>	<p>Discussion - Discussion Board Postings, Teamwork Group Assignment and presentation, Written Case Study</p> <p>Criterion: Students will receive a 75% or better on the Discussion Board posting, which includes watching an embedded YouTube video.</p>	<p>Reporting Period: 2015-2016</p> <p>Criterion Met: Yes</p> <p>Average Score on Discussion Board #1 was 79% 5 students did not complete the assignment (06/20/2016)</p>	<p>Action: Develop rubric for discussion board postings for both the initial response and follow up to peers to establish expectations for students in discussion board postings. (06/20/2016)</p> <p>Follow-Up: This was the first year teaching this class under entirely new objectives and outcomes. In addition to the above action plan, several steps will be taken to improve the course content and have better measurement of outcomes with the NCCER</p>

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evaluations, discussion boards, final exam, and adding additional information on conflict resolution.

Breaking the class of 75 up in to multi-disciplinary teams worked well. It made the class time and students more manageable and students were required to practice teamwork and conflict resolution while learning class content. I will maintain the class component of the multi-disciplinary teams and make adjustments to the grading associated with the projects and teamwork. (06/20/2016)