Discipline	Course Number	Title
English	209	ENG 209 08/01/2023-Technical Writing for Online Delivery
College	Division	Department
Humanities, Social and Behavioral Sciences	Humanities, Social and Behavioral Sciences	English & College Readiness
Faculty Preparer		Lisa Veasey
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?

    Yes

    This course was previously assessed through Winter 2008.

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

    Strengths: Students exceeded the standard of success for both outcomes assessed in 2008. Weaknesses: The students struggled to develop sample data for their tutorials.

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

    Students' understanding of sample data development needs to improve. This can be achieved by exploring and analyzing professionally prepared sample data and tutorials.

    Note: The course has changed since this assessment report was submitted. Preparing sample data is no longer required in the course.

II. Assessment Results per Student Learning Outcome

Outcome 1: Use basic and intermediate features of MadCap Flare and/or Adobe RoboHelp.

- Assessment Plan

- Assessment Tool: Final exam

- Assessment Date: Winter 2019

- Course section(s)/other population: All sections

- Number students to be assessed: All students enrolled

- How the assessment will be scored: Final exam scoring guide

- Standard of success to be used for this assessment: 75% of students will score 80% or better on the final exam

- Who will score and analyze the data: ENG 209 instructor (data may be reviewed by another FT member of the ENG department)

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, 2021, 2020		

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

# of students enrolled	# of students assessed
31	25

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.

Some students did not complete the course.

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 in all ENG 209 sections offered over the past three years were assessed.

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

The final exam was used to assess this outcome. (In the future, I will create a rubric similar to those I created for each of the project phases.)

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: <u>Yes</u>
Students exceeded the standard of success. The average score for the exam was 94.26%, and 96% of students (24/25) scored 80% or better on the final exam.

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

Students complete several exercises to practice basic and intermediate features of Flare, and their knowledge is effectively assessed when they complete the final exam. However, it became clear during this assessment that I need to develop a rubric to capture detailed information about students' use of Flare.

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.

I will create a detailed rubric to assess students' proficiency using Flare.

Outcome 2: Develop a detailed project plan that emphasizes audience and content analysis.

- Assessment Plan

    o Assessment Tool: Final portfolio (online)

    o Assessment Date: Winter 2019

    o Course section(s)/other population: All sections

    o Number students to be assessed: All students enrolled

    o How the assessment will be scored: Scoring rubric

    o Standard of success to be used for this assessment: 75% of students will have an average score of 2 of 3 or better

    o Who will score and analyze the data: ENG 209 instructor (data may be reviewed by another FT member of the ENG department)

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, 2021, 2020		

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

# of students enrolled	# of students assessed
31	24

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.

Some students did not complete the course.

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 in all ENG 209 sections offered over the past three years were assessed.

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

To assess this outcome, I used each student's final score for Phase 1: Planning, and I generated a Rubric Statistics Report for Phase 1. Detailed and summary data are attached.

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 exceeded the standard of success. The average score for Phase 1: Planning was 94.02%, and 100% of students scored 2/3 (66.6% or better) on Phase 1.

Though well above the standard of success, two areas that scored lowest were related to planning the design of the project (CSS and skin design) and creating a project schedule.

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

Students exceeded the standard of success in all areas for this outcome, but they scored highest in defining the topic, user and purpose of their project; creating an outline that incorporates conditional tagging; developing file naming and archiving conventions; and estimating the time needed to complete the project.

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.

Students could improve their ability to plan the design of a project (CSS and Skin) and their ability to develop and maintain a detailed project schedule.

Outcome 3: Import, write, and revise technical content to be used in multiple outputs.

- Assessment Plan

  o Assessment Tool: Final portfolio (online)

  o Assessment Date: Winter 2019

  o Course section(s)/other population: All sections

  o Number students to be assessed: All students enrolled

  o How the assessment will be scored: Scoring rubric

  o Standard of success to be used for this assessment: 75% of students will score 2 of 3 or better

  o Who will score and analyze the data: ENG 209 instructor (data may be reviewed by another FT member of the ENG department)

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, 2021, 2020		

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

# of students enrolled	# of students assessed
31	24

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.

Some students did not complete the course.

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 in all ENG 209 sections offered over the past three years were assessed.

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

To assess this outcome, I used each student's final score for Phase 6: Publishing, and I generated a Rubric Statistics Report for Phase 6. Detailed and summary data are attached.

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 exceeded the standard of success. The average score for Phase 6 was 94%, and 100% of students scored 66.6% or better on Phase 6.

Though well above the standard of success, two areas that scored lowest were related to maintaining a project schedule and turning the final project in on time.

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

Students exceeded the standard of success in all areas for this outcome, but they scored highest in creating a TOC/Indices for the project, incorporating graphics and tables where appropriate, designing effective navigation among topics, and employing conditional tags to generate output to multiple targets.

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.

Though students exceeded the standard of success in all areas, there was room for improvement in turning the final phase in on time and maintaining a detailed schedule throughout the semester.

Outcome 4: Publish content to the student web space.

- Assessment Plan
  - Assessment Tool: Final portfolio (online)
  - Assessment Date: Winter 2019

- o Course section(s)/other population: All sections

- o Number students to be assessed: All students enrolled

- o How the assessment will be scored: Scoring rubric

- o Standard of success to be used for this assessment: 75% of students will have an average score of 2 of 3 or better

- o Who will score and analyze the data: ENG 209 instructor (data may be reviewed by another FT member of the ENG department)

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, 2021, 2020		

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

# of students enrolled	# of students assessed
31	24

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.

Some students did not complete the course.

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 in all ENG 209 sections offered over the past three years were assessed.

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

To assess this outcome, I used each student's final score for Phase 6: Publishing, and I generated a Rubric Statistics Report for Phase 6. Detailed and summary data are attached. Note that in order to receive a score for Phase 6, students had to successfully publish their project to the web.

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
The students exceeded the standard of success. 100% of students who completed Phase 6 successfully published their work to their WCC web space.

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

Students need to publish their projects to their WCC web site in order for me to grade Phase 6. They were 100% successful in this area.

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.

In the current course, there is no way to capture the students' experience during publishing process, but this can be changed in the course revision.

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.

N/A The area identified for improvement is no longer required in the course.

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?

Overall, this course meets the needs of students. Though the learning curve is steep, the practice exercises provide building blocks for concepts that most students are unfamiliar with. I am pleased with the students' performance in this course.

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

I will share this report, the action plan, and the attached data with my department. I will demonstrate the ease of creating Rubric Statistic Reports as well.

4.
Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date

| Course Assignments | I plan to modify the course schedule to give students as much time as possible for assignments, and I will create/modify rubrics to better capture granular data, especially related to the final exam and the publishing process.

In addition, I will provide more examples of CSS and skin design, which was an area of weakness in Phase 1.

Also, I will raise the standard of success. | Students exceeded the standard of success for all outcomes, and areas for improvement were identified. | 2024 |
|---|---|---|---|

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

> 6.

III. Attached Files

ENG 209 ASSESSMENT DATA

Faculty/Preparer:	Lisa Veasey	**Date:** 08/02/2023
Department Chair:	Carrie Krantz	**Date:** 08/03/2023
Dean:	Victor Vega	**Date:** 08/17/2023
Assessment Committee Chair:	Jessica Hale	**Date:** 02/22/2024

Discipline	Course Number	Title
English	209	ENG 209 08/01/2023-Technical Writing for Online Delivery
College	Division	Department
Humanities, Social and Behavioral Sciences	Humanities, Social and Behavioral Sciences	English & College Readiness
Faculty Preparer		Lisa Veasey
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?

   Yes

   This course was previously assessed through Winter 2008.

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

   Strengths: Students exceeded the standard of success for both outcomes assessed in 2008. Weaknesses: The students struggled to develop sample data for their tutorials.

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

   Students' understanding of sample data development needs to improve. This can be achieved by exploring and analyzing professionally prepared sample data and tutorials.

   Note: The course has changed since this assessment report was submitted. Preparing sample data is no longer required in the course.

II. Assessment Results per Student Learning Outcome

Outcome 1: Use basic and intermediate features of MadCap Flare and/or Adobe RoboHelp.

- Assessment Plan

- o Assessment Tool: Final exam

- o Assessment Date: Winter 2019

- o Course section(s)/other population: All sections

- o Number students to be assessed: All students enrolled

- o How the assessment will be scored: Final exam scoring guide

- o Standard of success to be used for this assessment: 75% of students will score 80% or better on the final exam

- o Who will score and analyze the data: ENG 209 instructor (data may be reviewed by another FT member of the ENG department)

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, 2021, 2020		

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

# of students enrolled	# of students assessed
31	25

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.

Some students did not complete the course.

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 in all ENG 209 sections offered over the past three years were assessed.

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

The final exam was used to assess this outcome. (In the future, I will create a rubric similar to those I created for each of the project phases.)

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: <u>Yes</u>
Students exceeded the standard of success. The average score for the exam was 94.26%, and 96% of students (24/25) scored 80% or better on the final exam.

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

Students complete several exercises to practice basic and intermediate features of Flare, and their knowledge is effectively assessed when they complete the final exam. However, it became clear during this assessment that I need to develop a rubric to capture detailed information about students' use of Flare.

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.

I will create a detailed rubric to assess students' proficiency using Flare.

Outcome 2: Develop a detailed project plan that emphasizes audience and content analysis.

- Assessment Plan

    o Assessment Tool: Final portfolio (online)

    o Assessment Date: Winter 2019

    o Course section(s)/other population: All sections

    o Number students to be assessed: All students enrolled

    o How the assessment will be scored: Scoring rubric

    o Standard of success to be used for this assessment: 75% of students will have an average score of 2 of 3 or better

    o Who will score and analyze the data: ENG 209 instructor (data may be reviewed by another FT member of the ENG department)

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Students could improve their ability to plan the design of a project (CSS and Skin) and their ability to develop and maintain a detailed project schedule.

Outcome 3: Import, write, and revise technical content to be used in multiple outputs.

- Assessment Plan

    o Assessment Tool: Final portfolio (online)

    o Assessment Date: Winter 2019

    o Course section(s)/other population: All sections

    o Number students to be assessed: All students enrolled

    o How the assessment will be scored: Scoring rubric

    o Standard of success to be used for this assessment: 75% of students will score 2 of 3 or better

    o Who will score and analyze the data: ENG 209 instructor (data may be reviewed by another FT member of the ENG department)

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

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Students exceeded the standard of success in all areas for this outcome, but they scored highest in creating a TOC/Indices for the project, incorporating graphics and tables where appropriate, designing effective navigation among topics, and employing conditional tags to generate output to multiple targets.

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.

Though students exceeded the standard of success in all areas, there was room for improvement in turning the final phase in on time and maintaining a detailed schedule throughout the semester.

Outcome 4: Publish content to the student web space.

- Assessment Plan
  - o Assessment Tool: Final portfolio (online)
  - o Assessment Date: Winter 2019

- Course section(s)/other population: All sections

- Number students to be assessed: All students enrolled

- How the assessment will be scored: Scoring rubric

- Standard of success to be used for this assessment: 75% of students will have an average score of 2 of 3 or better

- Who will score and analyze the data: ENG 209 instructor (data may be reviewed by another FT member of the ENG department)

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

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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
The students exceeded the standard of success. 100% of students who completed Phase 6 successfully published their work to their WCC web space.

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

Students need to publish their projects to their WCC web site in order for me to grade Phase 6. They were 100% successful in this area.

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.

In the current course, there is no way to capture the students' experience during publishing process, but this can be changed in the course revision.

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.

N/A The area identified for improvement is no longer required in the course.

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?

Overall, this course meets the needs of students. Though the learning curve is steep, the practice exercises provide building blocks for concepts that most students are unfamiliar with. I am pleased with the students' performance in this course.

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

I will share this report, the action plan, and the attached data with my department. I will demonstrate the ease of creating Rubric Statistic Reports as well.

4.
Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date

Course Assignments	I plan to modify the course schedule to give students as much time as possible for assignments, and I will create/modify rubrics to better capture granular data, especially related to the final exam and the publishing process. In addition, I will provide more examples of CSS and skin design, which was an area of weakness in Phase 1. Also, I will raise the standard of success.	Students exceeded the standard of success for all outcomes, and areas for improvement were identified.	2024

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

> 6.

III. Attached Files

ENG 209 ASSESSMENT DATA

Faculty/Preparer:	Lisa Veasey	**Date:** 08/02/2023
Department Chair:	Carrie Krantz	**Date:** 08/03/2023
Dean:	Victor Vega	**Date:** 08/17/2023
Assessment Committee Chair:	Jessica Hale	**Date:** 02/22/2024

COURSE ASSESSMENT REPORT

I. Background Information
1. Course assessed:
   Course Discipline Code and Number: ENG 209
   Course Title: Technical Writing III
   Division/Department Codes: HSS English/Writing Department

2. Semester assessment was conducted (check one):
   ☐ Fall 20___
   ☒ Winter 2007 and Winter 2008
   ☐ Spring/Summer 20___

3. Assessment tool(s) used: check all that apply.
   ☒ Portfolio (OC2: Project Plan Only)
   ☐ Standardized test
   ☐ Other external certification/licensure exam (specify):
   ☐ Survey
   ☐ Prompt
   ☐ Departmental exam
   ☐ Capstone experience (specify):
   ☒ Other (specify): (OC1 Pretest/Posttest)

4. Have these tools been used before?
   ☐ Yes
   ☒ No

   If yes, have the tools been altered since its last administration? If so, briefly describe changes made.
   NA

5. Indicate the number of students assessed/total number of students enrolled in the course.
   OC 1: 8/8 Students (Winter 2007)
   OC 2: 8/8 Students (Winter 2008)

6. Describe how students were selected for the assessment.
   All students were assessed.

II. Results
1. Briefly describe the changes that were implemented in the course as a result of the previous assessment.
   NA

2. State each outcome (verbatim) from the master syllabus for the course that was assessed.
   Outcome 1: The student will use FrameMaker to design and manage content.

   Outcome 2: The students develop large, complex plans and schedules that involve multiple team members.

3. Briefly describe assessment results based on data collected during the course assessment, demonstrating the extent to which students are achieving each of the learning outcomes listed above. *Please attach a summary of the data collected.*
   Outcome 1: Eighty-seven percent of students completing both the pre-test and the post-test improved their score by 1 or more points.

   Outcome 2: Both teams (all students) received an average score of 2.73 on the portfolio segment being assessed (in this case, the Project Plan).

Please return completed form to the Office of Curriculum & Assessment, SC 247.
Approved by the Assessment Committee 10/10/06

1 of 3

COURSE ASSESSMENT REPORT

4. For each outcome assessed, indicate the standard of success used, and the percentage of students who achieved that level of success. *Please attach the rubric/scoring guide used for the assessment.*
   Outcome 1: Standard of Success: Seventy percent of students must improve their average test score by one point.

   Outcome 2: Standard of Success: Seventy percent of students must receive a score of 2 (average) on the portfolio segment being assessed.

5. Describe the areas of strength and weakness in students' achievement of the learning outcomes shown in assessment results.
   Strengths: Students exceeded the standards of success for both outcomes one and two.

   Weaknesses: Outcome 2: Students' development of a sample data plan scored lowest in the artifacts collected.

III. Changes influenced by assessment results

1. If weaknesses were found (see above) or students did not meet expectations, describe the action that will be taken to address these weaknesses.
   Students' understanding of sample data development needs to be improved. This can be achieved by exploring and analyzing professionally prepared sample data.

2. Identify intended changes that will be instituted based on results of this assessment activity (check all that apply). Please describe changes and give rationale for change.
   a. ☐ Outcomes/Assessments on the Master Syllabus
      Change/rationale:

   b. ☐ Objectives/Evaluation on the Master Syllabus
      Change/rationale:

   c. ☐ Course pre-requisites on the Master Syllabus
      Change/rationale:

   d. ☐ 1st Day Handouts
      Change/rationale:

   e. ☒ Course assignments
      Change/rationale: More time should be spent exploring sample data included with professionally designed tutorials.

   f. ☐ Course materials (check all that apply)
      ☐ Textbook
      ☐ Handouts
      ☐ Other:

   g. ☐ Instructional methods
      Change/rationale:

   h. ☐ Individual lessons & activities
      Change/rationale:

3. What is the timeline for implementing these actions? Winter 2009

IV. Future plans

1. Describe the extent to which the assessment tools used were effective in measuring student achievement of learning outcomes for this course.
   Assessment plan should be changed to exclude deliverables not included with the project plan (OC2).

Please return completed form to the Office of Curriculum & Assessment, SC 247.   **2 of 3**
Approved by the Assessment Committee 10/10/06

COURSE ASSESSMENT REPORT

2. If the assessment tools were not effective, describe the changes that will be made for future assessments.
   See above.
3. Which outcomes from the master syllabus have been addressed in this report?

   All _____   Selected: **Outcomes 1 and 2**

   If "All", provide the report date for the next full review: _____.

   If "Selected", provide the report date for remaining outcomes: **Artifacts for Outcomes 3 and 4 will be collected during winter 2009. Assessment report will be delivered S/S 2009.**

Submitted by:

Name: _Lisa Veasey_ _____   Date: _1/30/09_
    Print/Signature

Department Chair: _____   Date: _2/2/09_
    Print/Signature

Dean: _____   Date: _FEB 0 5 2009_
    Print/Signature

logged 2/5/09 sjv