

Course Assessment – Part A: Your Plan

#164

Your Email *

Please select your course & name from the list. Contact Instructional Services if your course or name are incorrect or missing

BA 188 – Customer Service Skills – Bill Hughitt – Winter 2017

Part A: Your Plan
[Directions](#)

Anticipate, prevent and solve problems and complaints posed by customers and demonstrate an understanding of customers' needs

1. Choose three of your course outcomes to assess and report on this term (these will also be used in your Student Course Evaluation survey):

Outcome #1 *

Outcome #2 *

Maintain a professional attitude even when handling difficult customers

Outcome #3 *

Recognize the causes and symptoms of stress, and apply self-care stress management exercises

Have you completed an assessment for this course prior to this term?

No

If yes, are you assessing different outcomes?

No

Comments:

2. To which degree, certificate or program outcomes do these course outcomes map?
[Degree, Certificate, & Program Outcomes](#)

- TRANSFER AND GENERAL DEGREES
- Marketing Certificate

Method of Assessment

Written tests/projects/assignments/ and instructor feedback

3. What methods will be used to assess individual student understanding of each of these outcomes? (Please be specific.)

Outcome #1: Method to assess student understanding *

Outcome #2: Method to assess student understanding *

Written tests/projects/assignments/ and instructor feedback

Outcome #3: Method to assess student understanding *

Written tests/projects/assignments/ and instructor feedback

4. How will you know if you were successful in your efforts to teach this outcome?

80% of students who complete 80% or more of the course content will earn a grade of 80% or higher.

Outcome #1: *

Outcome #2: How will you know if you were successful in your efforts to teach this outcome? *

80% of students who complete 80% or more of the course content will earn a grade of 80% or higher.

Outcome #3: How will you know if you were successful in your efforts to teach this outcome? *

80% of students who complete 80% or more of the course content will earn a grade of 80% or higher.

5. Instructor Questions

What did you like about this course?

Create two course specific questions to be included on the Student Course Evaluation.

#1

#2

What would make this course better for you.

Do you require the names of students who complete the course evaluation survey? *

- No

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