

Course Assessment– Part B: Your Results & Analysis

#196

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

Part B: Your Results

Directions

1. Report the outcome achievement data gathered via the assignments, tests, etc. you identified for each outcome (question 3) of your Part A. *

Written chapter tests/Course projects/assignments/ and instructor feedback were used to report achievement data. To meet this goal: 80% of students who complete 80% or more of the course content will earn a grade of 80% or higher.

Outcome #1

*

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

% of students who successfully achieved the outcome (C or above) *

100

Outcome #2 *

Maintain a professional attitude even when handling difficult customer

% of students who successfully achieved the outcome (C or above) *

100

Outcome #3 *

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

% of students who successfully achieved the outcome (C or above) *

100

ANALYSIS

3. What contributed to student success and/or lack of success? *

This is a very class sample, 7 students, only one student completed the on-line course feedback survey. Of the 7 students, 5 completed 80% of the work and received a grade of a B or A. These students did very well in the entire class.

4. Helping students to realistically self-assess and reflect on their understanding and progress encourages students to take responsibility for their own learning. Consider comparing your students' perception of their end-of-term understanding/mastery of the three outcomes (found in student evaluations) to your assessment (above) of student achievement of the three outcomes. *

Students reflected at the end of the course, their understanding and/or ability is: good or better

5. Did student achievement of outcomes meet your expectations for successfully teaching to each outcome (question 4 from Part A) *

Yes they did.

6. Based on your analysis in the questions above, what course adjustments are warranted (curricular, pedagogical, student instruction, etc.)? *

None at this time.

7. What resources would be required to implement your recommended course adjustments (materials, training, equipment, etc.)? What Budget implications result? *

None at this time.

8. Were your assessment methods accurate indicators of student learning? Why or why not? Any additional comments? *

I think so, By using a number of different tools it gave me a good amount of data to reflect on.

(OPTIONAL) Reflect on any adjustments you made from the last assessment of this course and their effectiveness in student achievement of outcomes?

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