Eastern West Virginia Community and Technical College
COURSE ASSESSMENT REPORT (Blackboard Data)

Course Title and Number: Introduction to Computer Applications and Concepts – CIS 114	**Academic Term and Year of Assessment Activity (Ex: Fall, 2014)** Fall 2019
Report Submitted By: Seyed Mirkhani	**Number of Students Assessed:** 27
Date Report Submitted: 1/21/2020	**Number of Sections Included:** 2
Course Delivery Format (list all modalities used in sections assessed. Ex: web based, VDL, traditional section, hybrid course, etc.): A face-to-face section (A12) and a hybrid section (HY1)	

Course Role in the Curriculum
Provide a description of the role the course serves in the curriculum (i.e. general education requirement, program technical core, restricted elective, etc.). Note all as appropriate.
CIS 114 is a General Education course and is required for almost all Certificate and Associate programs.

Previous Assessment Reports and Results
Date of Previous Assessment: 1/27/2018
Describe the successful elements of the previous report's action plan below.
Refer to any unmet Learning Outcomes in the Action Plan section, following. If appending pages, include notation in box to "See attached".

Old Outcomes:
1. Describe the Most Recent Technology Trends (This outcome was not assessed in 2018 – However, it was changed and assessed in 2020 with performance score of 90.7%).
2. Describe how Information is Accessed, Searched, Shared, Communicated and Utilize Library Resources (Not assessed in 2018) – The MCRF was revised and this outcome was divided into two outcomes. Both outcomes were assessed in 2020. First part of the outcome: Accessing, Sharing, Researching Information was met with the score of 87.4% and the second part of the outcome: Utilization of Library Services was met with the score of 83.5%.
3. Describe the Characteristics and Uses of Computers.
4. Identify the General Categories of Programs and Apps and Describe Their Uses
5. Describe Digital Safety and Security and Identify Threats, Issues, and Defenses
6. Describe the latest Microsoft Windows and Other Operating Systems: This outcome was assessed in 2018 with performance score of 72.5% and was assessed again in 2020 with performance score of 89.9%).
7. Describe the latest Microsoft Office Applications. This outcome was not assessed in 2018. It was assessed in 2020 with performance score of 88%.
8. Demonstrate Basic Knowledge of Word Processing Software.
9. Demonstrate Basic Knowledge of Presentation Software.
10. Demonstrate Basic Knowledge of Spreadsheet Software.
11. Demonstrate Basic Knowledge of Database Software. (This outcome was assessed in 2018 with performance score of 74.8% - It was assessed in 2020 with performance score of 72.9%).

New Outcomes:
1. Describe the most recent technology trends, digital safety and security, and demonstrate familiarity with basics of windows OS and iOS
2. Describe how information is accessed, searched, shared, communicated
3. Utilize library resources
4. Describe the latest Microsoft Windows and other operating systems
5. Describe the latest Microsoft Office applications

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6. Demonstrate basic knowledge of word processing software
7. Demonstrate basic knowledge of presentation software
8. Demonstrate basic knowledge of spreadsheet software
9. Demonstrate basic knowledge of database software

In the last assessment report, it was indicated that there was a challenge with attendance. The syllabus for the course was revised and the class participation and class projects were given a weight of 40% of the total grades for the course to motivate students attend the class sessions. This revision increased the overall class attendance from 65% to above 80%.

All outcomes of the course were met except outcome nine: Demonstrate basic knowledge of database software (Performance score: 72.9%)
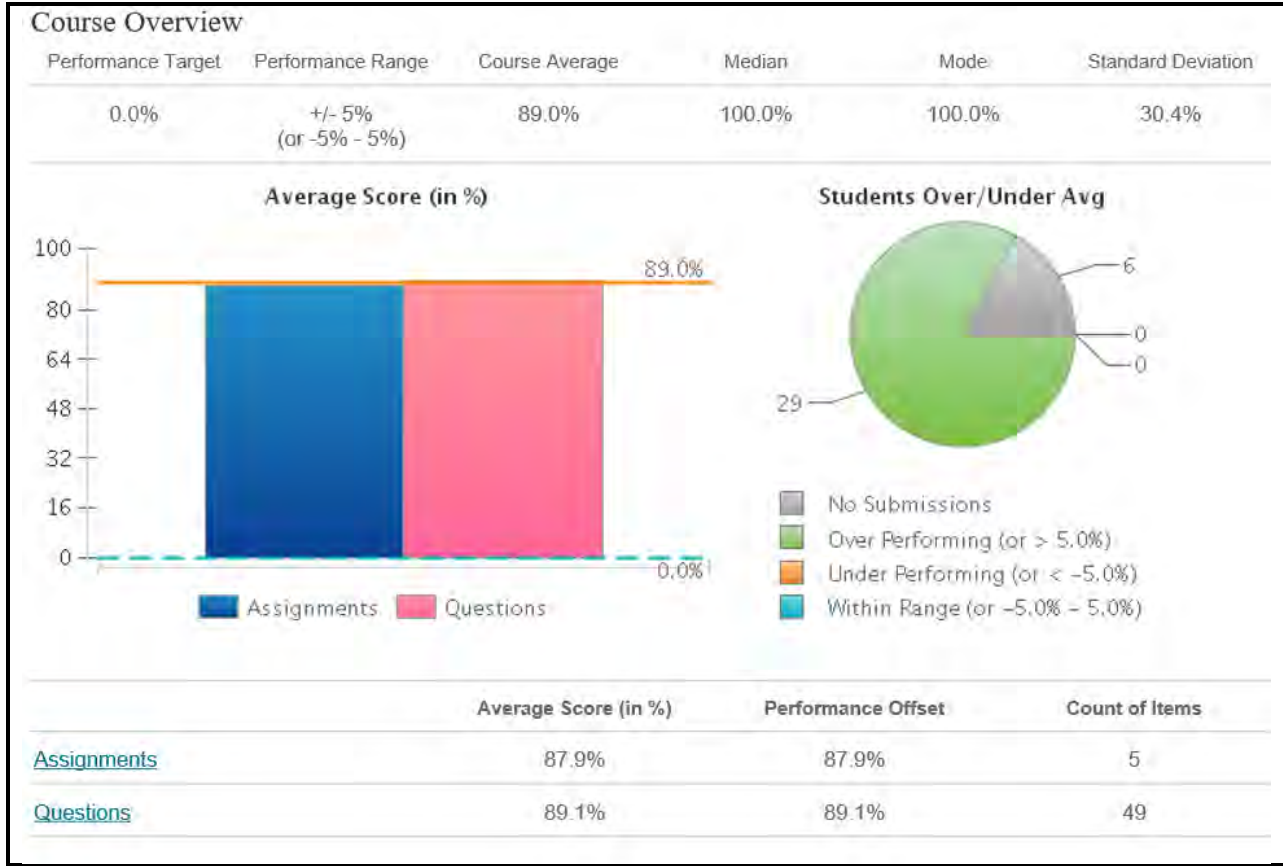

Assessment Methods
Provide a description of the assessment process used. Include description of instrument and performance standards in description. Note all methods.

- For outcomes number one, two, four and five a final exam consisting of 49 multiple choice questions was given to students during the final exam week.
- For outcomes number three a home project was given to students. Students were asked to write a report requiring cited sources using library resources.
- For outcomes number six, seven, eight and nine four hands-on projects requiring use of each relevant computer application (Word, PowerPoint, Excel and Access) were given to students.

The performance standard of 75% was used as a threshold.

Assessment Results: Course Overview

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Course Overview

Performance Target	Performance Range	Course Average	Median	Mode	Standard Deviation
0.0%	+/- 5% (or -5% - 5%)	89.0%	100.0%	100.0%	30.4%

Average Score (in %)

Students Over/Under Avg

- No Submissions
- Over Performing (or > 5.0%)
- Under Performing (or < -5.0%)
- Within Range (or -5.0% - 5.0%)

	Average Score (in %)	Performance Offset	Count of Items
Assignments	87.9%	87.9%	5
Questions	89.1%	89.1%	49

Assessment Results: Detail by Goal

Detail by Goal	Overall Average	Assignments	Questions
			Average by Type (Count)
CIS 114 Goals			
1. Describe the Most Recent Technology Trends, Digital Safety and Security, and Demonstrate Familiarly With basics of Windows OS and iOS	90.7%		90.7% (12)
2. Describe how Information is Accessed, Searched, Shared, and Communicated	87.4%		87.4% (15)
3. Utilize library resources	83.5%	83.5% (1)	
4. Describe the latest Microsoft Windows and other operating systems	89.9%		89.9% (16)
5. Describe the latest Microsoft Office applications	88.0%		88.0% (9)
6. Demonstrate Basic Knowledge of Word Processing Software	93.7%	93.7% (1)	
7. Demonstrate Basic Knowledge of Presentation Software	95.4%	95.4% (1)	
8. Demonstrate Basic Knowledge of Spreadsheet Software	92.3%	92.3% (1)	
9. Demonstrate Basic Knowledge of Database Software	72.9%	72.9% (1)	

* Please note if using a different minimum performance standard.

Conclusions
Provide a brief summary of conclusions derived based on analysis of data. Append additional pages if necessary. If appending, include notation in box to "See attached".
The average score for the nine outcomes was 89%. Outcome 9, "Demonstrate the basic knowledge of database software," was not met, with a score of 72.9%. This shortcoming has been noted in the past as well, as results usually fall between 65% and 74% each semester. One explanation for this historical shortcoming is that the textbook for CIS 114 covers this outcome in its last two chapters, which are covered during the 14th and 15th weeks of the semester. In the past several semesters, due to school closures for weather, etc., students received only one week of class lecture on this topic instead of a minimum of two weeks. Meanwhile, outcomes related to Word, Excel, and PowerPoint each receive three weeks of lecture. In addition, because of the limited coverage of the topic, if two or three students near the end of the semester miss the only class lecture(s) covering database software (Microsoft Access), and the student sample size is relatively small, then potentially poor results from that handful of students will negatively affect the overall score for this outcome. Additionally, many students already are somewhat familiar with Word, Excel and PowerPoint before taking CIS 114, while most students usually don't have any familiarity with Microsoft Access, and the loss of devoted lecture time has a greater negative impact.

Action Plan and Date for Reassessment
Identify action plan for improvement or maintaining current performance levels including outcomes identified for re-assessment, curriculum revision, LOT proposal, new or revised course activities to reinforce learning outcomes, etc. Append additional pages if necessary. If

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Outcome 9: "Demonstrate the basic knowledge of database software" will be evaluated again in this spring semester and in future semesters, and to improve students' performance, three weeks of class lectures will be allocated to Microsoft Access. This extra lecture time should improve the performance of students for this outcome. Additionally, this spring a new textbook is being used and that new textbook devotes three chapters to Access, compared to the fall textbook that had only two chapters of coverage. If this outcome is not met following the Spring 2020 semester, additional measures will be taken in Fall 2020, including a shift in the content presentation order, as Access will be covered during weeks seven, eight and nine of the semester, and PowerPoint, will be covered during the final weeks of the semester. The additional coverage in the textbook and the additional classroom time should compensate for the deficiencies that have negatively affected in students' performance in the past.

Assessment Committee Recommendation/Approval
(To be posted by Assessment Committee Chair)

x Approved as presented
☐ Approved with recommendations for future reports (Explanation Required)
☐ Resubmission Required. Reason for Resubmission:

Date: 1/24/2020

Approved Assessment Committee:
Approved LOT: