

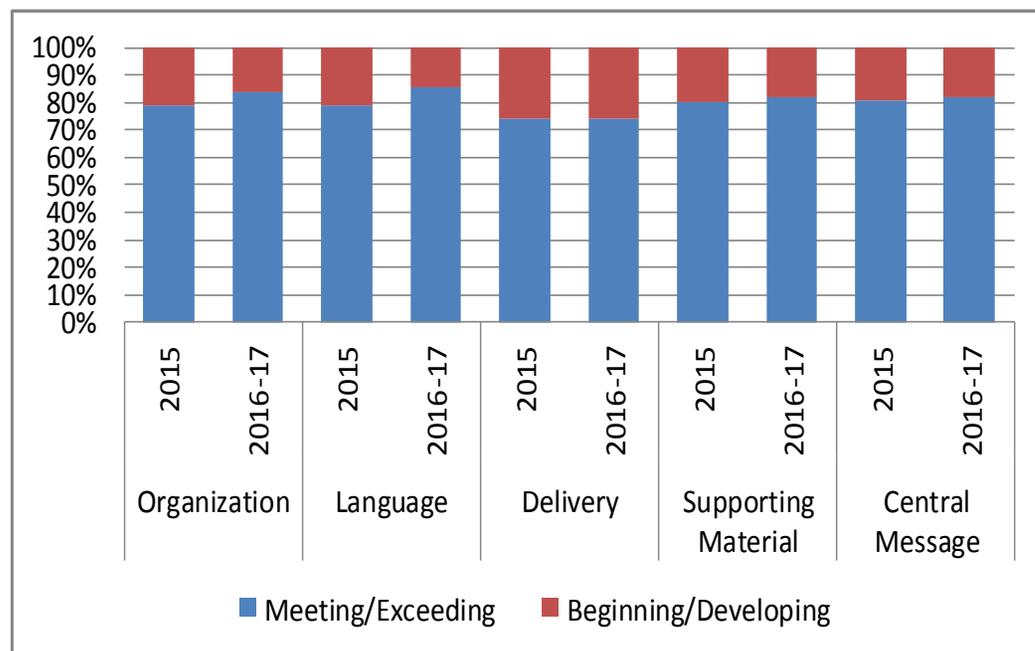
SYNOPSIS OF 2016-17 ASSESSMENT

Students will demonstrate oral communication skills in a clear and organized manner using appropriate verbal and nonverbal communication techniques with regard to subject, purpose and audience.

2016-2017 Oral Communication assessment involved:
 52 course sections, 923 assessments of students, and 26 faculty

Findings

The Oral Communication rubric identified five standards to assess for oral communication: organization, language, delivery, supporting material, and central message. The graphic below indicates the percentage of students either meeting or exceeding the standard compared to the percentage of students who either did not meet the standard or at beginning stages of development.



Methodology of Assessing Institution-level Student Learning Outcomes (ISLOs)

Program chairs identified courses in their program that support development of oral communication and selected one of the courses for assessment in 2016 – 2017. Departmental faculty responsible for identified courses were consulted. Program chairs worked with departmental faculty to assure cooperation and agreement. Faculty teaching the courses in the finalized list of courses met for a workshop in May 2016 and a follow-up in January 2017. During the academic year, data was gathered using SurveyGizmo and TracDat. At the end of the academic year, the data was downloaded and tabulated, statistical analyses were performed. In August, a faculty workshop was held to discuss the draft report prepared by the Faculty Assessment Leader. Faculty were able to continue discussion and offer edits through email with the final report submitted on October 1.

Conclusions and Recommended Actions

Develop oral communication standards.

- Convene faculty group with expertise in oral communication and its instruction to develop a first draft for oral communication standards.
- Present draft to Committee on Student Learning and Assessment (CSLA) for discussion and department feedback including explanation of the need for the standards and the development of the draft contents.
- Use comments from CSLA to prepare a final draft.
- Bring resolution to accept oral communication standards to the Professional Staff Organization (PSO) for a vote.
- If approved, program chairs will need to decide if (a) they have courses in their program that meet the approved ISLO1 standards, (b) they can modify a course in their program to meet the approved ISLO1 standards, (c) they can add a course to their curriculum that meets the approved ISLO1 standards, or (d) to request a waiver from OAA justifying why there is no room in their program to meet this standard.

Improve inter-rater reliability.

- Provide time and resources to public speaking faculty to expand the pilot project undertaken in Spring 2017.
- Annually offer and record oral communication workshop in a professional development workshop time slot. Post recording for faculty to view at their leisure.
- Direct faculty to web resources page that was developed as part of oral communication improvement of instruction grant.