

## Crafton Hills College - Outcomes Assessment Report (Online Courses)

**Institutional Learning Outcome 3: Interpersonal and Group Skills**

**Assessed: 2018-2019**

***Learning Outcomes Statement***

Students are able to work with others with respect, honesty, responsibility, empathy, and collaborative synergy. They can also manage conflict and advocate for themselves and others with integrity.

***Means of Assessment (Measurement Method)***

The Educational Technology Committee reviewed the results of the outcomes assessment for the outcome referenced above. Proposed actions were developed for improving the outcome reviewed in online courses.

***Summary of Evidence***

The Office of Institutional Effectiveness, Research, and Planning (OIERP) provided a summary of the ILO results based on faculty mappings to the ILO, the proposed actions, and the list of courses where the outcome was mapped. A list of proposed actions, courses with outcomes mapped to the outcome reviewed, and the results are illustrated below.

**Table 1: Number and Percent of students scoring 3 or Higher on the ILO by delivery method.**

ILO #	Institution Learning Outcomes	Face to Face			Online		
		# 3 or higher	Total Assessments	% 3 or higher	# 3 or higher	Total Assessments	% 3 or higher
3	Students are able to work with others with respect, honesty, responsibility, empathy, and collaborative synergy. They can also manage conflict and advocate for themselves and others with integrity.	60	67	89.6%	36	37	97.3%

**Table 2: List of Proposed Actions for Online Courses Mapped to this Outcome.**

Again, I'm very pleased with the final outcomes for this class. The outcome percentages for #1,#2 and #4 are excellent. The percentages are satisfactory for outcome #3 (evaluation of case studies), but lower than I would like. There were 4 out of 5 students that didn't complete them, which did lower the overall percentages. For the next class I will stress the importance of completing this part of the final exam. I've started using the automatic flag system through Starfish for my online classes, which I feel helps the students stay on track and motivated. I will continue with the methods of assessments I'm using for all SLOs.

**List of Courses where Outcomes were mapped to the ILO.**

HIT-101

***Use of Results/Proposed Actions (Implications for Program Improvement & Planning)***

1. The assessment for the online course only occurred in one course, as a result, more assessment is needed to identify proposed actions.