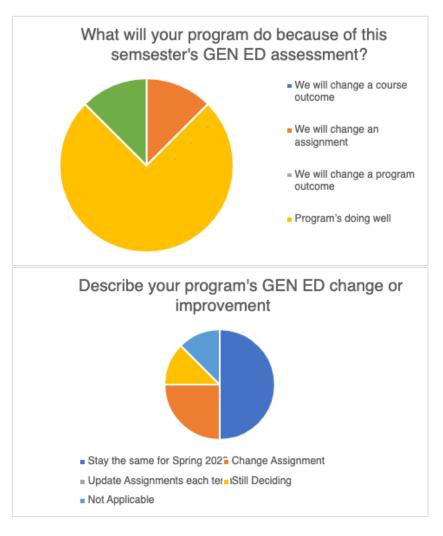
Program Assessment Results Fall 2022

School: Arts, Humanities, and Social Sciences

Program	Page
Applied Psychology	
Communication Studies	
Creative Writing	
English as a Second Language	
Library Technical Assistant	No Report
Media Production	
Psychology	
Social Work	

Total Artifacts: 80

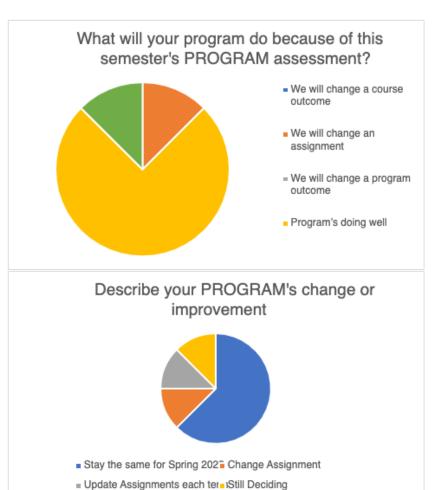
Total Passing: 74 (92.5%)



COMMENTS:

We haven't discussed this as a department yet

ACTIONS:



■ Not Applicable

COMMENTS:

We haven't discussed this as a department yet

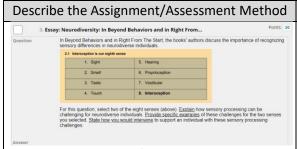
ACTIONS:

Program Name: Applied Psychology

Faculty Lead: Jen Bradley

General Education outcome(s) assessed: **Analyze and Solve Problems:** Students are able to see and solve the problems around them, using solid data to draw and communicate reasonable conclusions.

Program outcome(s) assessed: Distinguish between normal and abnormal developmental processes and behaviors, and correctly identify these processes and behaviors when observing clients.



Describe the intent of the assignment and what you hoped to learn, measure or more fully understand.

Students completed a written reflection question in the culminating assignment in PSAP 250: Positive Behavior Support for Individuals with Neurodevelopmental Disorders. This program outcome was assessed for the purpose of examining students' ability to identify sensory issues in individuals with neurodevelopmental disorders.

This gen ed outcome was assessed for the purpose of examining students' ability to correctly pair a positive behavior support approach to the specific issues they identified. This required them to recognize and correctly

Results and Summative Remarks

Include the number of student artifacts, how you scored then, the number passing, and brief analytical remarks.

13 artifacts were scored. 15 students were initially registered in the course. 1 student dropped the course and another did not complete this assignment. All students were from the one course section of PSAP 260 offered at NCC in the fall 2022 semester.

On this assignment, All 13 students received an "advanced" rating for their ability to identify and clearly articulate specific sensory issues that individuals with neurodevelopmental disorders experience. 12 students received an "advanced" rating for (1) their ability to recognize the characteristics of a diverse individual and identify the impact on their functioning, and (2) their ability to analyze the issue using one or method; 1 student received a score of "needs improvement." The student with the low score provided only a partial answer, and did not demonstrate that she could pair an issue with an appropriate intervention.

Recommendations/Action Plan

What did the faculty in your program learn, how did you discuss the results, and what will the program do?

Because there was only one section of the course running this year, there was limited ability to discuss results. This faculty member reflected on the results and considered their implications.

For the most part, it appeared that students who did not score well did not devote adequate effort to the assignment. Previous assessment of students' ability to understand the importance of sensory processing issues, and their ability to pair appropriate interventions with specific needs, was assessed earlier in the course through quizzes and discussion assignments. Students performed very well on these earlier assignments. A different approach in future semesters may be to assess this ability more comprehensively at numerous junctures or earlier in the semester, so as to more accurately determine student competence.

label the problem, use information about positive behavior support interventions, to correctly determine the effectiveness of a given intervention for a particular sensory issue.

This assessment was chosen as a good representation of students' ability to apply concepts they had learned about sensory processing differences in individuals with neurodevelopmental disorders. This is an essential skill for Applied Psychology graduates, and one they will apply with actual clients in the capstone course in the program.

Students showed variable ability to draw insightful conclusions related to the issue being assessed. 8 students received an "advanced" score, 4 students received an "acceptable" score, and 1 student received a "needs improvement" score. As above, the student who received the "needs improvement" score provided only a partial answer to the question. The students who received an "acceptable" score were able to connect issues to interventions, but struggled to explain the significance of meeting the client's needs in this way.

Program Name: Communication Studies Faculty Lead: Christine Armstrong

General Education outcome(s) assessed: Identifies and Clearly Articulates an Issue, Thesis or Problem, Uses One or More Method to Organize/Analyze the Issue, Thesis or Problem, Draws Insightful Conclusions Related to the Issue, Thesis or Problem Program outcome(s) assessed: Demonstrate effective use of communication skills and experience to be an effective group member and/or leader

Describe the Assignment/Assessment Method	Results and Summative Remarks	Recommendations/Action Plan
Describe the intent of the assignment and what you hoped to learn, measure or more fully understand. Students will create a project proposal, and create a resource, advocacy program or	Include the number of student artifacts, how you scored then, the number passing, and brief analytical remarks. 3 group presentations on their group service project.	What did the faculty in your program learn, how did you discuss the results, and what will the program do?
community service project for NCC students or our community. Then the group will create a group presentation about their group process that applies concepts to demonstrate their understanding of leadership, group roles, decision making and conflict management in the group as their final project in the course.	Delivery (20pts): Professional Appearance Confidence Vocal projection Eye contact Appropriate body language Manages visual aid Overall length: (25-35 minutes)	
	Organization(20pts): Intro: attention getting device, purpose of group Main ideas: leadership, group roles, decision making and conflict management Transitions between group members and topics Flow: logical, relevant Conclusion: restate goals, evaluates group cohesiveness	

Visual Aids(10pts):

PPT: key points only, PPT: use of pictures Creativity

Content (40pts):

Used 10-12 terms from the text Defined and explained terms Provided an example for each term from their group experience

Peer Evaluation of fellow Group Members (10pts)

100 pts total

11/11 passed

Overall, the students did a good job of identifying issues or needs in their communities and working as a team to accomplish their goals creatively and present confidently as a group.

Areas where the groups could use improvement are citing sources for their research and organizing their information consistently within the body of the presentation.

General Ed Outcome: At least 80 percent success rate, but some students needed

improvement in clearly identifying their thesis and drawing conclusions.

Program Outcome: At least 80 percent success rate, but some students, but students could still improve on evaluating teammate contributions and giving them honest feedback for improvement. All the groups practiced their presentations and there were clearly group members that did not put as much effort into their portion of the assignment, but group members were sometimes hesitant to provide constructive feedback. (I recommend a more detailed required group outline and sample outlines to provide more clarity on the structure of the presentation, currently these items are provided and encouraged but not required.)

Program Name: Creative Writing Faculty Lead: Michael Pogach

General Education outcome(s) assessed: Students should understand both the creative process and how works of human imagination and thought from diverse cultures, places, and times express varieties of human experience.

Program outcome(s) assessed: Create and revise original creative works that use varied literary techniques and are ready for publishing consideration.

Describe the Assignment/Assessment Method	Results and Summative Remarks	Recommendations/Action Plan
Describe the intent of the assignment and what you hoped to learn, measure or more fully understand.	Include the number of student artifacts, how you scored then, the number passing, and brief analytical remarks.	What did the faculty in your program learn, how did you discuss the results, and what will the program do?
The assignment asked for a revision of a previous creative writing project along with a statement about what the student wanted to achieve via their revisions. My goal was to see how well students understand the idea of revision on both micro and macro levels.	8 students submitted the assignment. 6 students scored mostly 3s and 4s. One student got mixed results. And one student did not engage the idea of revision with much of a critical intention or result. Students seem to think much more on a micro level than a macro level, which is pretty much as expected in the creative writing field. The idea of removing or replacing large portions of content (vs. sentence level "correcting" is a difficult one even for experienced authors. That said, these students largely showed a strong eye for wanting to produce focused macro-level revisions, even if the final product often fell a little short of those goals.	I was the only creative writing faculty in the discussion, but in conversation with other faculty from disciplines in the humanities and social sciences, there was a general agreement that students often tend toward linear thought within an assignment than global or critical thought.

Program Name: ESL

Faculty Lead: Marketa Scott and Katie Selness

General Education outcome(s) assessed: 1 - Identifies and Clearly Articulates an Issue, Thesis or Problem;

2 - Uses One or More Method to Organize/Analyze the Issue, Thesis or Problem

3 - Draws Insightful Conclusions Related to the Issue, Thesis or Problem

Program outcome(s) assessed: Students will be able to read and respond to assignments regarding what they have read.

Describe the Assignment/Assessment Method	Results and Summative Remarks	Recommendations/Action Plan
Describe the intent of the assignment and what you hoped to learn, measure or more fully understand.	Include the number of student artifacts, how you scored then, the number passing, and brief analytical remarks.	What did the faculty in your program learn, how did you discuss the results, and what will the program do?
Even though ESL classes are not GenEd courses, we decided to use the GenEd outcomes to assess an assignment from ESLL133 ESL Reading IV (highest level ESL reading class). We hoped to determine whether students exiting ESL have mastered academic skills necessary for success in GenEd courses. We used the same assignment to assess a Program Outcome to identify any potential gaps or weaknesses of the ESL Program.	14 essays from ESLL133-01 ESL Reading IV Katie and Marketa met to read all artifacts together and agreed on all assigned scores. Findings: GenEd outcome: 1 Average score: 2.92 GenEd outcome: 2 Average score: 3.21 GenEd outcome: 3 Average score: 3.21 Program Outcome: Average Score: 4.0 O students scored below 2 for any of the outcomes assessed.	We learned that on average ESL students in ESLL133 ESL Reading IV possess the necessary skills to perform successfully in GenEd courses. Since the score for GenEd outcome 1 was the lowest, we will focus more attention on different strategies to teach students how to clearly articulate their thesis which is the one area that needs improvement. This assignment demonstrated that ALL students in ESLL133 ESL Reading IV course met the assessed Program Outcome.

Program Name: ESL

Faculty Lead: Marketa Scott and Katie Selness

General Education outcome(s) assessed: 1 - Identifies and Clearly Articulates an Issue, Thesis or Problem;

2 - Uses One or More Method to Organize/Analyze the Issue, Thesis or Problem

3 - Draws Insightful Conclusions Related to the Issue, Thesis or Problem

Program outcome(s) assessed: Students will be able to read and respond to assignments regarding what they have read.

Describe the Assignment/Assessment Method	Results and Summative Remarks	Recommendations/Action Plan
Describe the intent of the assignment and what you hoped to learn, measure or more	Include the number of student artifacts, how you scored then, the number passing, and	What did the faculty in your program learn, how did you discuss the results, and what
fully understand.	brief analytical remarks.	will the program do?
	14 essays from ESLL133-01 ESL Reading IV	We learned that on average ESL students in
Even though ESL classes are not GenEd		ESLL133 ESL Reading IV possess the
courses, we decided to use the GenEd	Katie and Marketa met to read all artifacts	necessary skills to perform successfully in
outcomes to assess an assignment from	together and agreed on all assigned scores.	GenEd courses.
ESLL133 ESL Reading IV (highest level ESL		
reading class).	Findings:	Since the score for GenEd outcome 1 was
	GenEd outcome: 1	the lowest, we will focus more attention on
We hoped to determine whether students	Average score: 2.92	different strategies to teach students how to
exiting ESL have mastered academic skills		clearly articulate their thesis which is the
necessary for success in GenEd courses.	GenEd outcome: 2	one area that needs improvement.
, ,	Average score: 3.21	·
We used the same assignment to assess a		This assignment demonstrated that ALL
Program Outcome to identify any potential	GenEd outcome: 3	students in ESLL133 ESL Reading IV course
gaps or weaknesses of the ESL Program.	Average score: 3.21	met the assessed Program Outcome.
	Program Outcome:	
	Average Score: 4.0	
	0 students scored below 2 for any of the	
	outcomes assessed.	
	- 4 students out of 14 received the	
	score of 2 for GenEd outcome 1 (28%).	

 2 students out of 14 received the score of 2 for GenEd outcome 2 (14%) Only 1 student out of 14 received the score of 2 for GenEd outcome 3 (7%) 	

Program Name: Psychology AA/Dental Hygiene

Faculty Lead: Gina Turner

General Education outcome(s) assessed:

Program outcome(s) assessed:

Describe the Assignment/Assessment Method	Results and Summative Remarks	Recommendations/Action Plan
Describe the intent of the assignment and what you hoped to learn, measure or more fully understand.	Include the number of student artifacts, how you scored then, the number passing, and brief analytical remarks.	What did the faculty in your program learn, how did you discuss the results, and what will the program do?
PSYC: Ethics and Moral Problems: Critical Thinking	Essay Rubric: All passed (n = 5) It was good to see this outcome being achieved in a non-psyc class for the major	We can feel confident in the value of the course.
DENTAL HYGIENE:	Writing assignment rubric: Students are not achieving intended outcomes	Changing future assignment to a debate, as this will better assess the intended outcomes.
Tobacco case based assignment		

Program Name: Social Work Faculty Lead: Hope Horowitz

General Education outcome(s) assessed: Analyze and Solve Problems

Program outcome(s) assessed:

- 1. Demonstrate the ability to think critically using a liberal arts foundation to articulate problems and solutions orally and in written communication
- 2. Demonstrate comprehension of the structure and complexities of societal systems and how they affect the person in his or her environment

Describe the Assignment/Assessment Method	Results and Summative Remarks	Recommendations/Action Plan
Describe the Assignment/Assessment Method Describe the intent of the assignment and what you hoped to learn, measure or more fully understand. The Psychosocial Assessment Assignment is designed to give students the opportunity to look at a client from a theoretical perspective. Students are required to find a scholarly source to support their theoretical choice. In addition, students collect data about the client and determine how to assess the case. They provide how they would intervene to assist the client. This is a group project requiring an oral class presentation and a written group	Results and Summative Remarks Include the number of student artifacts, how you scored then, the number passing, and brief analytical remarks. The artifacts were the final paper and the oral presentation. 12 students began the course; 1 student withdrew 7 students received 4 2 students received 3 1 student received 2	Recommendations/Action Plan What did the faculty in your program learn, how did you discuss the results, and what will the program do? Most students taking this level course are serious about moving into a BSW program and put their energy into doing well. I also tell them while a C grade is passing for NCC transfer, a minimum of a B grade in the course is needed as this course may count toward advanced standing when a student applies for an MSW. I will tweak the assignment and overall it
paper. Most students will be preparing to graduate so being able to do this assignment prepares them for a BSW program. I want to know how many students are capable of doing this level of work so they are prepared for a BSW program.	1 student did not complete assignment Nine out of 11 students did the required work and are prepared to move to a BSW program. One student did not provide enough depth to her part of the paper so is not prepared. Once student did not do the assignment.	does allow me to know if students are prepared to move to a BSW program.

Arts, Humanities, and Social Sciences

Spring 2023 Program and Gen Ed Reporting Form

PROGRAM	Program Head	INCLUDED IN PDF
Applied Psychology	Jen Bradley	YES
Architecture	Joe Biondo	YES
Communication Design	Jason Zulli	NO
Communication Studies	Christine Armstrong	YES
Creative Writing	Michael Pogach	YES
Criminal Justice	John Spirk	YES
Criminal Justice	Vertel Martin	YES
ESL	Marketa Scott	YES
Fine Art	Rachael Gorchov	NO
General Education	Catherine Given	YES
Global Studies	Anita Forrester	NO
Interior Design	Dan Ebner	YES
Journalism	Jaime Gallagher	YES
Liberal Arts	Abby Michelini	YES
Library Tech	Sandra Sander	NO
Media Production	Mario Acerra	YES
Multimedia	Mario Acerra	YES
Psychology	Karin Donahue	YES
Publishing for Writers	Melissa Koberlein	NO
Social Work	Hope Horowitz	YES
Theatre	Bill Mutimer	NO
Web	Mark Koberlein	NO

Program Name: Applied Psychology

Faculty Lead: Jen Bradley

General Education outcome(s) assessed: You select and ethically use appropriate technology to create, communicate and discover.

		1 1 21
Describe the Assignment/Assessment Method	Results and Summative Remarks	Recommendations/Action Plan
Describe the intent of the assignment and what you	Include the number of student artifacts, how you	What did the faculty in your program learn, how
hoped to learn, measure or more fully understand.	scored then, the number passing, and brief	did you discuss the results, and what will the
	analytical remarks.	program do?
Students complete a presentation about a particular		
psychological disorder. This assessment focused on	68 artifacts were evaluated. Each artifact was	Faculty were pleased with the results of the
evaluating the students' skills in developing a	evaluated using a 4-point scale from the "Uses	assessment for using technology to accomplish
polished narrated powerpoint presentation.	Technology" core abilities rubric. Evaluation for the	specific goals and discovering/learning new
	first two areas in the "Uses Technology" core ability	technology. Students are clearly developing these
	were assessed based on the quality of the students'	core abilities. The results of the assessment for
	powerpoint presentations. Scores for "Effectively	actively and responsibly participating in online
	uses the appropriate technology to accomplish	communities appears to reflect student
	specific goals" averaged 3.6, with 96% of students	completion rates for assignments, rather than
	above passing the minimum score of 2. Scores for	core abilities. This assessment will be repeated to
	"Student discovers or learns new technologies"	determine if different results are found upon
	averaged 3.6, with 99% of students above the minimum score of 2. These results indicate that	replication.
	students are developing the technological	
	proficiency needed to create and communicate	
	appropriately, using technology.	What did you think about or change because of
	appropriately, using technology.	last semester's results?
	Evaluation for the third area of the "Uses	idst semester s results:
	Technology" Core ability was assessed based on	No changes are planned at this time. Faculty will
	students' performance in online discussions. These	continue to use the presentation assignment as a
	scores averaged 3.3, with 76% of students scoring	powerful demonstration of student learning, both
	above the minimum score of 2. These scores were	with course content and technology skills. Online
	significantly lower than the other areas, because a	discussions will also continue to be used, with the
	different assignment type was used. Student	hope that students will participate more actively
	completion rates for the discussion assignment	in future semesters.
	were much lower than for the presentation,	
	explaining the overall lower score for this	
	component of the "Uses Technology" core ability.	
	This measure does not indicate that students are	
	not capable of using technology appropriately, but	

more so highlights students' low completion rate for assignments.	

Program outcome(s) assessed: # 1 Distinguish between normal and abnormal developmental processes and behaviors, and correctly identify these processes and behaviors when observing.

Describe the Assignment/Assessment Method	Results and Summative Remarks	Recommendations/Action Plan
Describe the intent of the assignment and what you	Include the number of student artifacts, how you	What did the faculty in your program learn, how
hoped to learn, measure or more fully understand.	scored then, the number passing, and brief	did you discuss the results, and what will the
	analytical remarks.	program do?
Faculty assigned a narrated presentation		
assignment to students, as a means of assessing	36 artifacts were evaluated. The average scores was	Faculty were already aware that student
their learning regarding distinguishing normal and	2.9, with 72% of the artifacts scoring above a	completion rates for assignments was unusually
abnormal developmental processes and behavior.	minimum score of 2. Scores on presentations in this	low this semester. This assessment will be
Students researched and presented on a specific	semester were overall lower than in previous	repeated in a future semester to provide a more
psychological disorder of their choosing. They	semesters, as many students did not provide all of	informed response.
identified developmental processes that go awry to	the required content in their presentations. This	
generate the chosen disorder, consider variations	data is difficult to interpret, because it reflects an	
across individuals, the lived experience of those	absence of information, rather than an indication	
diagnosed with the disorder, and the typical	that insufficient learning has occurred for the 27%	What did you think about or change because of
developmental trajectory for those with the	of students who scored below 2.	last semester's results?
disorder. This is a comprehensive assessment of		We are wondering why students are having
students' understanding of normal vs. abnormal		noticeably more difficulty completing their work
developmental processes.		than in other semesters. We'd like to see if this is
		a one-off or a new pattern.

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Program Name: Architecture Faculty Lead: Jeff Gendell

General Education outcome(s) assessed:

Describe the Assignment/Assessment Method	Results and Summative Remarks	Recommendations/Action Plan
Describe the intent of the assignment and what you	Include the number of student artifacts, how you	What did the faculty in your program learn, how
hoped to learn, measure or more fully understand.	scored then, the number passing, and brief	did you discuss the results, and what will the
	analytical remarks.	program do?
		What did you think about or change because of
		last semester's results?
		idst semester s results.

Program outcome(s) assessed:

Describe the Assignment/Assessment Method	Results and Summative Remarks	Recommendations/Action Plan
Describe the intent of the assignment and what you hoped to learn, measure or more fully understand.	Include the number of student artifacts, how you scored then, the number passing, and brief analytical remarks.	What did the faculty in your program learn, how did you discuss the results, and what will the program do?
This exercise involved the re-creation of the Loblolly House by Architects Kieren Timberlake. Provided an understanding of building systems, pre fabrication systems and an introduction to material detailing. The final deliverable was a digital model, presentation board	4 artifacts were reviewed; 3 were above average and one was exceptional. Comments were made related to completeness of model, graphic composition/clarity/readability of presentation board and line weights.	We believe the project and results were very successful. It represented an advanced -final thesis project with a good balance of design and tectonics. We will continue to issue the project. What did you think about or change because of last semester's results? We will manage student modelling time with final product and conduct periodic reviews

Please upload this form to this location: https://forms.office.com/r/HPDYBibGCc

Program Name: Communication Studies

Faculty Lead: Chris Armstrong

General Education outcome(s) assessed:

General Education outcome(s) assessed:		
Describe the Assignment/Assessment Method	Results and Summative Remarks	Recommendations/Action Plan
Describe the intent of the assignment and what you	Include the number of student artifacts, how you	What did the faculty in your program learn, how
hoped to learn, measure or more fully understand.	scored then, the number passing, and brief	did you discuss the results, and what will the
	analytical remarks.	program do?
Students will write a research paper that		
integrates a communication theory with a	9 research papers (5 SP23, 4 SU 23)	
particular communication phenomenon (a		
communication behavior or event). In this	6/9 passed	
paper they demonstrate their understanding of	Overall the students did a good job of	What did you think about an about a bassua of
theory by applying it to a specific	Overall, the students did a good job of	What did you think about or change because of
communication phenomenon.	Areas where the students could use improvement	<u>last semester's results?</u>
'	are citing sources for their research, organizing their	In order to improve student's facility with
	thoughts within the body of the paper, and fully	formatting and citation, we would like to more
	explaining ideas.	fully incorporate library guides, tutorials,
	explaining faces.	sessions, and embedded librarians for this course.
	General Ed Outcome:	
	Effectively select and use the appropriate	
	technology applications or resources to accomplish	
	specific goals.	
	59% of the students were successful in this	
	outcome. Despite multiple drafts, there were	
	continued challenges in APA formatting.	
	Be an active and responsible participant in online	
	communities.	
	89% of the students succeeded in this outcome.	
	Students were generally very active, respectful, and	
	engaged in online discussions.	
	Understand the legal and ethical facets of	
	technology in a global society.	
	59% of the students were successful in this	
	outcome. Students had trouble with appropriate	
	citation and attribution.	

Program outcome(s) assessed:

Describe the Assignment/Assessment Method Describe the intent of the assignment and what you hoped to learn, measure or more fully understand. Students will write a research paper that integrates a communication theory with a particular communication behavior or event). In this paper they demonstrate their understanding of theory by applying it to a specific communication phenomenon. 6/9 passed Overall, the students did a good job of theory by applying it to a specific communication phenomenon. 6/9 passed Overall, the students could use improvement are citing sources for their research, organizing their thoughts within the body of the paper, and fully explaining ideas. 6/9 passed Overall, the students could use improvement are citing sources for their research, organizing their thoughts within the body of the paper, and fully explaining ideas. 6/9 passed Overall, the students could use improvement are citing sources for their research, organizing their thoughts within the body of the paper, and fully explaining ideas. 6/9 passed Overall, the students could use improvement are citing sources for their research, organizing their thoughts within the body of the paper, and fully explaining ideas. 6/9 passed In order to improve students' clarity of thought, explanation, and organization with relation to our program outcome, we should require a more detailed outline and provide a more detailed example. Sample, successful, papers should also be provided for guidance.

Please upload this form to this location: https://forms.office.com/r/HPDYBibGCc

Program Name: Creative Writing Faculty Lead: Michael Pogach

General Education outcome(s) assessed: Students will effectively use current technology as a tool for productive and professional communication and academic work.

Describe the Assignment/Assessment Method	Results and Summative Remarks	Recommendations/Action Plan
Describe the intent of the assignment and what you	Include the number of student artifacts, how you	What did the faculty in your program learn, how
hoped to learn, measure or more fully understand.	scored then, the number passing, and brief	did you discuss the results, and what will the
	analytical remarks.	program do?
The assignment asked students to utilize online		
resources to identify a publication outlet for a	9 students submitted the project. 8 passed at a	The project indicated that students are generally
project they wrote, and to explain/justify that	score of 3 (acceptable). I failed with a score of 1	achieving this program outcome.
choice based on the publication outlet's fit and	(minimally evident). None scored a 4 (advanced).	
legitimacy.	But scoring a 4 was not expected or required. This is	
	a strong set of results showing the majority of	What did you think about or change because of
	students understand key concepts effective fit and	last semester's results?
	source credibility.	
		No changes at this time

Program outcome(s) assessed: Demonstrate an understanding of the publishing industry, trustworthy resources in the publishing process, and various options for seeking publication of their creative works.

Describe the Assignment/Assessment Method	Results and Summative Remarks	Recommendations/Action Plan
Describe the intent of the assignment and what you	Include the number of student artifacts, how you	What did the faculty in your program learn, how
hoped to learn, measure or more fully understand.	scored then, the number passing, and brief analytical remarks.	did you discuss the results, and what will the program do?
The assignment asked students to revise one of		
their projects with the goal of having it publish- ready for a specific literary journal. They had to research journals on their own and choose one that would be a good fit for the story and explain their choice and how they revised the story to fit that	2 students from the creative writing program completed the assignment. 1 passed with a score of 3 (acceptable). 1 failed with a score of 1 (minimally evident). This is a small sample size for drawing conclusions.	Because the sample size is so small, there are no changes being made at this time due to these results.
journal's desires.		What did you think about or change because of last semester's results? No changes at this time, but as the program grows changes may become necessary to keep up with industry evolution. This will be watched

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Program Name: Criminal Justice

Faculty Lead: Vertel Martin

General Education Outcome(s) Assessed: Use of Technology

Program Learning Outcome(s) Assessed: CJST Program Learning Outcomes #s 7 & 8

[PLO # 7] Apply the ability to think critically & analytically in various criminal justice work settings.

[PLO # 8] Develop excellent professional writing & communication skills.

CJST121g-Sections 03 & 05-Sp-23-Criminology Assessment

Only two out of three criteria on the Technology Rubric were assessed.

Criteria # 1: Effectively uses the appropriate technology to accomplish specific goals.

Criteria # 2: Student discovers or uses new technologies.

NCC-CJST 121G-Criminology

- -Professor Vertel Martin-Spring 2023-In-Person (Section 03)
- -Dr. Gina Robertiello-Spring 2023-OnLine Asynchronous (Section 05)

Assessment & Evaluation Procedures

- 25% of the grade will be based on the Preliminary Crime Analysis Presentation [Part I], which is a written research assignment on the Who, What, When, Where & How specific crimes are committed. [Total=25 points]
- ▶ Preliminary Crime Analysis Written Research Assignment
 [AKA Part I] Content Rubric for Crime Analysis Presentations
 NEOTW- Students must describe the following information: when
 specific crimes tend to occur; where they tend to occur; who
 generally commits certain crimes; what are the general
 characteristics of criminals & their victims in terms of Sex, Age,
 Locale [i.e., urban, suburban, or rural], Socioeconomic status,
 Race or Ethnicity, and where applicable, Religion; and how the
 actors tend to commit certain crimes (i.e., modus operandi).

Students must use the recognized Internet accessible aggregate databases to access & retrieve the data, information & Intelligence [e.g., Crime Data Explorer, National Incident Based Reporting System, Uniform Crime Reports, National Crime Victimization Survey, etc.]

Students MUST cite their source (s) in FOOTNOTE format.

The course instructor will review & evaluate each student's crime analysis & provide feedback and recommendations for improvement.

I. WHAT?

- Identify the offense by name (e.g., Murder, Robbery, Rape, etc.).
- Define the offense using the Crime Codes of PA [i.e., the Legality Principle of Law]

http://www.legis.state.pa.us/WU01/LI/LI/CT/htm/18/18.htm

• Indicate the essential elements of the offense (i.e., mens rea, actus reus, concurrence, result/harm, causation & punishment), and define all of the legal terms used in the definition of the offense (e.g., deadly weapon, bodily injury, serious bodily injury, motor vehicle, etc.).

II. HOW?

- How many incidents by volume were recorded/reported in the latest official statistics (e.g., Total number of reported/recorded incidents as per the latest UCR, NIBRS, or BJS-NCVS statistical reports, etc.)?
- What is the rate of the offense (e.g., Number of crimes per 100K inhabitants)?
- What is the frequency of the offense (e.g., UCR crime clock or crime occurrences described in time intervals [e.g., seconds, minutes, hours, etc.])?
- What is the Clearance Percentage of the offense [the percent of cases solved by arrest or by exceptional means]?
- How is the offense generally committed by the perpetrator (i.e., modus operandi)?

III. WHERE?

• In what specific type of location is the offense typically committed (e.g., residence, street, park, rooftop, parking lot, etc.)?

• In what region of the U.S. is the offense typically committed (e.g., Northeast, South, Midwest, West, etc.)?

IV. WHEN?

• When is the offense typically committed (e.g., time of day, day of week, month, season, etc.)?

V. WHO?

- What are the characteristics of the typical perpetrator in terms of SAUCER?
- What are the characteristics of the typical victim in terms of SAUCER?

Results and Summative Remarks

- -Number of Student Artifacts [20 combined total for CJST121g-Criminology Sections 03 & 05-Spring 2023]
- ▶CJST121g-03-In-Person
- •SEVEN students submitted TWO artifacts each: A PowerPoint Slideshow which displayed the raw data & accompanying written notes describing & explaining the data, findings & conclusions drawn.

Key:

4 = Advanced

3 = Acceptable

2 = Needs Improvement

1 = Minimally Evident

► Effectively uses the appropriate technology to accomplish specific goals

- ●7 students averaged 2.57 out of 4.00=65.5%
- ► Student discovers or learns new technologies
 - •7 students averaged 2.85 out of 4.00=71.25%
- ► [PLO # 7] Apply the ability to think critically and analytically in various criminal justice work settings.
 - •7 students averaged 2.71 out of 4.00=67.75%
- ► [PLO # 8] Develop excellent professional writing and communication skills.
 - •7 students averaged 2.07 out of 4.00=51.75%
- ► Actively and responsibly participates in online communities
- •This domain was not assessed by Professor Martin for CJST121g-Criminology-03-SP-23.

CJST121g-05-SP-23-Criminology-Dr. Gina Robertiello-On-Line-Virtual Campus-Asynchronous

Key:

4 = Advanced

3 = Acceptable

2 = Needs Improvement

1 = Minimally Evident

- ► Effectively uses the appropriate technology to accomplish specific goals
 - •13 students averaged 2.30 out of 4.00=57.5%
- ▶ Student discovers or learns new technologies
 - •13 students averaged 2.23 out of 4.00=55.75%

► Actively and responsibly participates in online communities

- •13 students averaged 2.38 out of 4.00=59.5%
- ► [PLO # 7] Apply the ability to think critically and analytically in various criminal justice work settings.
 - •13 students averaged 2.46 out of 4.00=61.5%
- ► [PLO # 8] Develop excellent professional writing and communication skills.
 - •13 students averaged 2.23 out of 4.00=55.75%

Results and Summative Remarks

Spring 2023-CJST121g-Criminology [CJST 121g-03 (In-Person by V. Martin) & CJST121g-05 (On-Line by G. Robertiello) Combined Scores

Technology Assessment

Key:

4 = Advanced

3 = Acceptable

2 = Needs Improvement

1 = Minimally Evident

Overall, **students' skills needed improvement** in all of the following areas:

► Effectively uses the appropriate technology to accomplish specific goals - Needs Improvement-Average of both course assessment results combined [2.435 out of 4.00=60.875%]

- ► Student discovers or learns new technologies Needs Improvement-Average of both course assessment results combined [2.54 out of 4.00=63.5%]
- ► Actively & Responsibly Participates in On-Line Communities-[CJST121g-05-On-Line Only]-Needs Improvement-Average [2.38 out of 4.00=59.5%]
- ▶ Program Learning Outcome #7- Apply the ability to think critically and analytically in various criminal justice work settings.-Needs Improvement-Average of both course assessment results combined [2.585 out of 4.00=64.625%]
- ▶ Program Learning Outcome # 8-Develop excellent professional writing and communication skills.-Needs Improvement-Average of both course assessment results combined [2.15 out of 4.00=53.75%]

Recommendations/Action Plan

Professor Martin formally documented the results of the assessment & discussed them with Dr. Gina Robertiello on 7/5/23 to identify *Recommendations for Practice & Action Plans*

-Both Professors will embed a Library Services-Librarian into their courses & REQUIRE that students interact with & consult with the librarian.

"Hi Students, this week, I would like you to interact with one of our Library Assistant to ask questions about your final paper: How to find scholarly sources, formatting, and proper intext citations, as well as citing your references in APA format."

"...it would be a great opportunity for you to gain useful insight on the resources we have on campus for you to write the best paper possible. Thanks, Dr. R" "I will be keeping this link open for discussion as you start working on your final papers, should you have additional questions for our librarian! Our assistant this year is: Dev Albarelli"

Online Learning Information Services Librarian Northampton Community College 3835 Green Pond Road Bethlehem, PA 18020 610-332-6356 dalbarelli@northampton.edu

-Both Professors will make working with a Learning Center Writing Tutor MANDATORY.

"Mandatory Learning Center Writing Tutor Assistance"

"Students **MUST** attend the *Learning Center* for assistance with their research projects for no less than TWO sessions, prior to submitting each part of the writing assignment to the Professor [totaling FOUR sessions for the semester]. The sessions attended may be on-line, virtual, or in-person. Students must present competent proof or documentation to the course instructor to verify their attendance at the Learning Center [i.e., on-ground, virtual, or on-line]."

Program Name: ESL

Faculty Lead: Marketa Scott, Katie Selness

General Education outcome(s) assessed: Effectively uses the appropriate technology to accomplish specific goals

Describe the Assignment/Assessment Method	Results and Summative Remarks	Recommendations/Action Plan
The students created an essay in MS Word and	Number of artifacts: 14 (from two sections)	We learned that most of our students are right
submitted it in Blackboard. As we were assessing		on track.
the technology use, we evaluated their word-	Two members of the ESL Program assessed and	
processing skills, formatting and their ability to	evaluated each artifact and came to a consensus for	The full-time faculty and staff members in the
successfully access Blackboard and submit the	the final score.	program discussed the results and plan to assess
assignment.		the same outcome earlier in the semester to
	We determined that scores 3-4 would qualify as	identify students that may need extra support in
	passing.	technology use. We hope to increase the
	12 out of 14 students passed = 85%.	percentage of students who meet or exceed the
		outcome.
	We are pleased with the passing rate of our	
	students at the end of the semester. This was a	Recommendation: It would be very helpful for
	good indication of the students' overall progress	evening students to have access to tutoring and
	across the ESL curriculum.	the IT Help Desk in person or online during
		evening hours. This would improve their success
	We also noticed that students from the daytime on-	rate overall.
	campus section performed better than the students	
	from the evening fully online synchronous section.	
	 Section 1: average – 3.25 (on campus)	
	Section 2: average – 2.5 (blended)	
	It appears that the online students have limited	
	access to technology assistance, tutoring and the	
	college resources overall.	

Program outcome(s) assessed: 1.13 Students will be able to demonstrate ability to operate the computer for language learning purposes.

Describe the Assignment/Assessment Method	Results and Summative Remarks	Recommendations/Action Plan
The students created an essay in MS Word and	Number of artifacts: 14 (from two sections)	We learned that all of our students are right on
submitted it in Blackboard. As we were assessing		track.
the technology use, we evaluated their word-	Two members of the ESL Program assessed and	
processing skills, formatting and their ability to	evaluated each artifact and came to a consensus for	The full-time faculty and staff members in the
successfully access Blackboard and submit the	the final score.	program discussed the results and plan to assess
assignment.		the same outcome earlier in the semester to
	We determined that scores 3-4 would qualify as	identify students that may need extra support in
We also evaluated the students' ability to	passing.	technology use.
implement the American essay style.	14 out of 14 students passed = 100%.	
	We are extremely pleased with the passing rate of	
	our students at the end of the semester. This was a	
	good indication of the students' comfort level with	
	the technology that is required in the ESL Program.	

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Exploratory (General) Studies Program Review July 2023

This chart describes how the Exploratory Studies Program has been assessed not during the last semester, but over the past five years.

Table 5. PLO Assessment Program Learning Outcomes (include all program outcomes that are listed in the College Catalog)	Describe how the outcome has been assessed in the last five-year period. Planned for Spring 2024	What have been the results of that assessment?
Be able to critically assess and discuss competing perspectives from various disciplines.		
Demonstrate an understanding of human diversity and an awareness of global issues through analysis of arts, histories, cultures, geographies, economics, medicine, scientific data and/or institutions.	In the Spring of 2021, faculty teaching six upper level Liberal Arts courses met to assess a student artifact from their classes in teams. In the fall of 2022 and spring of 2023, Students were asked to define diversity in their English II clsses and identify readings and class activities helped them understand or appreciate diversity.	82% of artifacts were scored as Advanced or Acceptable in meeting the Gen Ed Key Ability of Diversity and 85% were scored as Advanced or Acceptable in meeting the Liberal Arts Program Outcome: Evaluate and discuss diverse points of view. Faculty will be meeting in the Fall 2023 to discuss results of all Liberal Arts assessments from the past three years to determine next steps. The qualitative data collected is being analyzed over the summer of 2023, and additional data is going to be collected across the Gateway Courses in the fall to further refine/ understand any themes that emerge.
Have a basic understanding of key concepts in social sciences, business, and liberal arts.	Planned for Spring 2024	NA
Comprehend the process of scientific inquiry, gain quantitative skills and understand the principles of	Essentials of Biology Fall 2022 Assessment, where students responded to questions about the hypothesis-based science	The average score on the assessment was 79%. Students struggle the most with questions regarding the experiment's

Program Name: Interior Design Faculty Lead: Daniel Ebner

General Education outcome(s) assessed: Use of Technology

Program outcome(s) assessed: 1.) Use abstract design ideas to interpret design information while investigating alternative outcomes based on research and analysis

2.) Use a diverse range of media to think about and convey interior design ideas including writing, speaking, drawing and model making (both hand and digital media)

Describe the Assignment/Assessment Method	Results and Summative Remarks	Recommendations/Action Plan
Describe the intent of the assignment and what you	Include the number of student artifacts, how you	What did the faculty in your program learn, how
hoped to learn, measure or more fully understand.	scored then, the number passing, and brief	did you discuss the results, and what will the
Assignment/ Design Project: Design a 1000 sf retail	analytical remarks.	program do?
store on Newbury Street In Boston, MA. Design the		
storefront and furnishings including furniture and	Number of students:11	In the future more class time will be devoted to
finishes.	Scored using rubric	the instruction of flawless video walk-thru
	Number of passing: 11	creation and acceptable levels of successful
Assessment Method: PowerPoint presentation of		presentation of video production.
research, design and materials. Presentation of 2	All students presented completed projects to high	
min walk-thru video of designed retail store.	levels of successful designs. All students presented	
	acceptable walk-thru videos with small instances	
Used rubric to assess 1. Design 2. Research 3. Use	of flaws.	
of Technology (walk-thru video).		

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Be critically aware of the roles, legal rights and ethical	SP 22 Journalism in Society	Students received a 3.75/4 average
responsibilities of journalists in a multicultural society.		in discussion board topic
Demonstrate responsible news judgment that serves the needs of a multicultural audience.	COMMUTER	
Demonstrate ability to edit copy for appropriate, correct English and Associated Press (AP) style.	FA 21/22 Journ 201 G – the last two assignments were assessed against the program outcomes listed to the immediate left.	FALL 22 - Students averaged a 3.1/4 FALL 21 - Students averaged a 3.0/4 There were a few outstanding writers in each year, but most students were being encouraged to improve.
Demonstrate ability to write interesting headlines and captions fitting an article or photograph.	FA 21/22 Journ 201 G – the last two assignments were assessed against the program outcomes listed to the immediate left.	FALL 22 - Students averaged a 3.1/4 FALL 21 - Students averaged a 3.0/4 There were a few outstanding writers in each year, but most students were being encouraged to improve.
Demonstrate ability to gather material and create news content for print and the web.	FA 21/22 Journ 201 G – the last two assignments were assessed against the program outcomes listed to the immediate left.	FALL 22 - Students averaged a 3.1/4 FALL 21 - Students averaged a 3.0/4 There were a few outstanding writers in each year, but most students were being encouraged to improve.
Be able to use various narrative techniques in creating news content for print and the web.	FA 21/22 Journ 201 G – the last two assignments were assessed against the program outcomes listed to the immediate left.	FALL 22 - Students averaged a 3.1/4 FALL 21 - Students averaged a 3.0/4 There were a few outstanding writers in each year, but most students were being encouraged to improve.
Demonstrate understanding of the basic operation of desktop and web publishing tools.		
Demonstrate understanding of the basic operation of desktop and web publishing tools.		

Be able to use social media, search	
be able to use social ineala, scareii	
engine optimization and content	
crigine optimization and content	
aggregation to reach and build an	
00 0	
intended audience.	

Program Name: Liberal Arts

Faculty Lead: C Pense, with support of A Michelini (and A Carpenter)

General Education outcome(s) assessed:

Describe the Assignment/Assessment Method	Results and Summative Remarks	Recommendations/Action Plan
Describe the intent of the assignment and what you	Include the number of student artifacts, how you	What did the faculty in your program learn, how
hoped to learn, measure or more fully understand.	scored then, the number passing, and brief analytical remarks.	did you discuss the results, and what will the program do?
We looked at the General Education Outcome "actively and responsibly participates in online communities"	We evaluated discussion boards, focusing on in-depth participation with prompt and critically supportive comments for other students.	This is the first time we have evaluated discussion boards together. We struggled to equate our work. Further discussion is on order to find common "points of curiosity" regarding our
Qualities of excellence include original, civil and well-reasoned answers.	73 students were evaluated with an average score of 3.3/4 or 82% passing	program outcomes.
		What did you think about or change because of last semester's results?
		N/A – no previous assessment of this learning outcome

Program outcome(s) assessed:

Describe the Assignment/Assessment Method	Results and Summative Remarks	Recommendations/Action Plan
Describe the intent of the assignment and what you	WORKS CITED LIST: focus on using scholarly	What did the faculty in your program learn, how
hoped to learn, measure or more fully understand.	databases correctly and effectively	did you discuss the results, and what will the
		program do?
Our program assessed this outcome:	44 students were evaluated with a score of 2.9/4	
	percent, or 70% passing.	We are not satisfied with 70%, but at the same
Retrieve, evaluate and apply information from a		time, we are well aware that most students can
range of sources.		use online tools to generate citations. Al
		"research" (uncited by the student and of very
We were curious about the quality of citations in		uneven quality) is of concern to us. We think
our students' papers (accurately represented,		emphasis needs to be on understanding sources
relevant/scholarly, well-integrated, and of		and understanding what makes for well-rounded
appropriate range)		research. Some of us are concerned with
		accurate formatting in citations; all of us want to
		emphasize information literacy.

	What did you think about or change because of last semester's results?
	Last semester's results were generated by one faculty member and were inconclusive. We are hoping to broaden and rotate the responsibility for assessment.

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Program Name: Media Production Faculty Lead: Mario Acerra

General Education outcome(s) assessed: Technology

Program outcome(s) assessed: Students will be skilled in the basic operation of audio, video and multimedia equipment.

hoped to learn, measure or more fully understand. I looked at the television assignment related to informational videos. Since technological competence is routinely measure din the program the data was easy to collect from this assignment. Since this is a second semester course my hope was that by the second semester all media majors would be at acceptable or advanced levels since theis. Scored then, the number passing, and brief analytical remarks. We looked at the studio assignment to produce a TV program that is informational in some way (interview, demonstration, etc.) This tests the use of equipment for s specific informational purpose. I scored 37 students using a rubric consisting of 10 aspects, 6 of which are related technology and from that number reached an average of 1, 2, 3, or 4 for	Describe the Assignment/Assessment Method	Results and Summative Remarks	Recommendations/Action Plan
grading for years: 1 Does not meet, 2 almost meets, 3 meets, 4 exceeds, so it is an easy conversion. The results were that all 37 students achieved acceptable or advanced rating is two of the gen ed areas and one program outcome. I did not use the online community category because it did not relate to this assignment. The program outcome is number 1 which is fairly basic but that is what we are testing here - basic mastery of technology. have increased requirements to be physically present for many activities (while still preserving some alternatives for certain situations.) I do not have the data to compare but my intuitive sensitis that there has been an improvement over previous more remote years. Although we are currently more interested in data than intuition the truth is all this data we collect is often base on faculty intuition anyway. We are actively bucking the trend to standardize class lengths and times offered, use less days of the week an provide multiple modalities in an effort to make things easier for students. On the contrary we aramping up to make things more challenging and times offered.	Describe the intent of the assignment and what you hoped to learn, measure or more fully understand. I looked at the television assignment related to informational videos. Since technological competence is routinely measure din the program the data was easy to collect from this assignment. Since this is a second semester course my hope was that by the second semester all media majors would be at acceptable or advanced levels since the first	Include the number of student artifacts, how you scored then, the number passing, and brief analytical remarks. We looked at the studio assignment to produce a TV program that is informational in some way (interview, demonstration, etc.) This tests the use of equipment for s specific informational purpose. I scored 37 students using a rubric consisting of 10 aspects, 6 of which are related technology and from that number reached an average of 1, 2, 3, or 4 for every student. I have been using standard based grading for years: 1 Does not meet, 2 almost meets, 3 meets, 4 exceeds, so it is an easy conversion. The results were that all 37 students achieved acceptable or advanced rating is two of the gen ed areas and one program outcome. I did not use the online community category because it did not relate to this assignment. The program outcome is number 1 which is fairly basic but that is what we are testing	What did the faculty in your program learn, how did you discuss the results, and what will the program do? This confirms that our curriculum sequence does indeed produce students who are proficient in the basics of their major by the second semester. This is, in part, because the Media curriculum is sequential and uses scaffolding. This is more challenging for students because they must take courses in a specific order but the results indicate this is a good fit for our program. In addition we have increased requirements to be physically present for many activities (while still preserving some alternatives for certain situations.) I do not have the data to compare but my intuitive sense is that there has been an improvement over previous more remote years. Although we are currently more interested in data than intuition the truth is all this data we collect is often based on faculty intuition anyway. We are actively

Program Name: Psychology Faculty Lead: Karin Donahue

General Education outcome(s) assessed:

Describe the Assignment/Assessment Method	Results and Summative Remarks	Recommendations/Action Plan
Describe the intent of the assignment and what you	Include the number of student artifacts, how you	What did the faculty in your program learn, how
hoped to learn, measure or more fully understand.	scored then, the number passing, and brief analytical remarks.	did you discuss the results, and what will the program do?
Goal:		
The student effectively uses the appropriate technology to accomplish specific goals. Student discovers or learns new technologies.	Fifteen students completed the assignment. They were scored using a rubric, outlining the expectations for the assignment. Students	Students are familiar and competent in creating Power Point presentations.
	demonstrated competency in creating a Power	
Students developed and created a Power Point	Point presentation. This is an activity with which	
presentation on a specific topic. They presented the	they are familiar. All 15 students passed the	
Power Point presentation in class in conjunction	assignment.	What did you think about or change because of
with an oral presentation, on a topic of their choosing.		What did you think about or change because of last semester's results?
Students were assessed in their ability to give an		last semester s results:
oral presentation and demonstrate their knowledge		This is an assignment that helps students explore
on the particular topic.		and learn about a particular topic.

Program outcome(s) assessed:

riogram outcome(s) assessed.		
Describe the Assignment/Assessment Method	Results and Summative Remarks	Recommendations/Action Plan
Describe the intent of the assignment and what you	Include the number of student artifacts, how you	What did the faculty in your program learn, how
hoped to learn, measure or more fully understand.	scored then, the number passing, and brief analytical remarks.	did you discuss the results, and what will the program do?
Goal:		
Identify and differentiate the description, epidemiology, etiology, and developmental course of the major categories of child and adolescent psychopathology.	Fifteen students completed the assignment. They were scored using a rubric, outlining the expectations for the assignment. All 15 students passed the assignment, demonstrating their understanding of the material.	This is an effective modality for students to demonstrate their understanding of the material. We can continue to use this method.
Students completed a Power Point presentation on a specific topic. The rubric allowed the students to understand the expectations of the assignment and		What did you think about or change because of last semester's results?
complete the assignment thoroughly.		Continue the use of this modality.

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Program Name: Social Work Faculty Lead: Hope Horowitz

General Education outcome(s) assessed: Technology

Program outcome(s) assessed: Explain the knowledge, values, skills, and core competencies of the social work profession at the introductory level.

Date submitted: May 6, 2023 and August 14, 2023

Describe the Assignment/Assessment Method	Results and Summative Remarks	Recommendations/Action Plan
Describe the intent of the assignment and what you	Include the number of student artifacts, how you	What did the faculty in your program learn, how
hoped to learn, measure or more fully understand.	scored then, the number passing, and brief	did you discuss the results, and what will the
	analytical remarks.	program do?
The last written assignment is a field of practice		
essay due 2 weeks before the semester ends. By this	There were 25 students who submitted this	Most students can submit assignments on
time, students should have no problem uploading a	assignment throughout all course sections.	Blackboard by the end of the semester. However,
document to Blackboard.	Everyone who submitted passed the assignment.	there are some students who continue to have
	Out of 25 students, there were 3 students who still	problems submitting. The issue seems to be
	had trouble submitting and 1 student who did not	either the type of computer the student is using
	submit the assignment.	OR a problem with the BROWSER the student is
		using. Students who ask the helpdesk to guide
		them with their situation, may or may not get
		help. I, as the instructor, tend to be the person to
		diagnose the issue. Usually, I suggest changing
		the browser and that tends to solve the problem
		of uploading and assignment. Students who work
		on phones, tablets, iPad, and Chromebooks, tend
		to have issues uploading assignments. Therefore,
		it seems to be either a student that is not using
		hardware that allows uploading or a browser
		issue. Making sure the helpdesk can correctly
		diagnose the problem is important vs. leaving to
		the professor (who is not the tech expert) to
		figure out the problem for the student.