Course Outcome Assessment Report

Course: Fundamentals of Oral Communication

Outcome: Students will conclude the course with an understanding of conflict management strategies in an interpersonal relationship context.

Terms Included in this Report: Spring, 2010

Data Summary:

<table>
<thead>
<tr>
<th>Criteria/Standards</th>
<th>Unsatisfactory</th>
<th>Satisfactory</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall, I (the instructor) felt that the student gained a(n) understanding of conflict management in an interpersonal setting. (Benchmark: 80%) Benchmark Achieved</td>
<td>9 (10.8%)</td>
<td>38 (45.8%)</td>
<td>36 (43.4%)</td>
</tr>
</tbody>
</table>

Qualitative Data/Comments and Observations

1. missing data from three students

Inferences: This is a very high success rate and it showed a great increase from Fall 2009.

Action Plan: One instructor expressed a change in structure of this hybrid course, placing the section on interpersonal communication in the
middle. We can make this suggestion to others teaching the course.

**Local Resource Needs:** The same software that was requested for the Speech 100 course could be used for this section of this course also.

**Resource Requests:** None

**Additional Comments:**
Course Outcome Assessment Report

Course: Fundamentals of Oral Communication

Outcome: Students will conclude the course with the ability to deliver a coherent speech inclusive of a distinctive introduction, body, and conclusion; including 2-3 substantive main points within the body and appropriate transitions.

Terms Included in this Report: Spring, 2010

Data Summary:

<table>
<thead>
<tr>
<th>Criteria/Standards</th>
<th>Unsatisfactory</th>
<th>Satisfactory</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>The speech included a distinctive introduction, body, and conclusion. (Benchmark: 85%) Benchmark Achieved</td>
<td>3 (4.1%)</td>
<td>43 (58.1%)</td>
<td>28 (37.8%)</td>
</tr>
<tr>
<td>The body of the speech included 2-3 substantive main points. (Benchmark: 85%) Benchmark Achieved</td>
<td>3 (4.1%)</td>
<td>51 (68.9%)</td>
<td>20 (27%)</td>
</tr>
<tr>
<td>Appropriate transitions (previews, transitions, and summaries) were integrated in</td>
<td>3 (4.1%)</td>
<td>51 (68.9%)</td>
<td>20 (27%)</td>
</tr>
</tbody>
</table>
1. This semester I also switched the order of the component of the course to cover Public speaking first and it seemed to have worked in retaining more students to stay and worked on the more "nerve wrecking" portion first. More of them stayed after the first portion and worked through the rest of the communication concepts—self concept, interpersonal, small group and organizational.

Inferences: Very impressive results from a hybrid course that does not dedicate the entire semester to public speaking.

Action Plan: One instructor indicated that she taught the public speaking portion of this course first instead of last. This may have produced this significant improvement from Fall 2009. We will tell other instructors to experiment with this shift.

Local Resource Needs: The tutors and/or labs discussed under the 101 SLOs should be available for students taking Speech 102 also.

Resource Requests: None

Additional Comments: