

Course Assessment Report
Washtenaw Community College

Discipline	Course Number	Title
Business Office Systems	206	BOS 206 08/09/2025- Personal Management Application and Internet Resources
College	Division	Department
Business and Computer Technologies	Business and Computer Technologies	Business Office Systems
Faculty Preparer		Joyce Jenkins
Date of Last Filed Assessment Report		

I. Review previous assessment reports submitted for this course and provide the following information.

1. Was this course previously assessed and if so, when?

No

2. Briefly describe the results of previous assessment report(s).

3.

4. Briefly describe the Action Plan/Intended Changes from the previous report(s), when and how changes were implemented.

5.

II. Assessment Results per Student Learning Outcome

Outcome 1: Use Outlook's e-mail functionality to communicate in a business environment.

- Assessment Plan
 - Assessment Tool: Practical Exam
 - Assessment Date: Fall 2013
 - Course section(s)/other population: All sections
 - Number students to be assessed: All students
 - How the assessment will be scored: Answer Key

- Standard of success to be used for this assessment: 75% of students will score 75% or higher on practical exam.
- Who will score and analyze the data: Departmental Faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
	2025	2025

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
68	49

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All three sections from the Winter 2025 and Summer 2025 semesters were assessed.

Although 68 students were enrolled, only 49 were included in the assessment report. The 19 students who were not assessed either withdrew or failed the course due to non-participation.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

At this time, the course is only offered in the online format. This report includes two online sections from the Winter 2025 semester and one online section from the Summer 2025 semester.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Students completed a practical midterm and final exam using various features and commands in Microsoft Outlook. Both the midterm and final exam included five email projects emailed to the instructor(s) and were scored using a checklist.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

To properly assess the outcome of using **Outlook's email functionality to communicate in a business environment**, the instructor(s) used checklists to monitor students who did not complete various tasks in Outlook. The standard of success for the tasks being measured for all three sections are as follows:

- Import .pst file into Outlook, 100%
- Create color categories, 96%
- Categorize messages based on categories, 92%
- Process emails with rules, 53%
- Customize settings in the rules and alerts window for processing, 75%
- Delete unused rules, 88%
- Create and use voting buttons, 60%
- Create custom folder with display settings, 91%
- Display messages in custom folder, 89%
- Create mailbox folders, 96%
- Move mailbox folders to Favorites area, 90%
- Add and rearrange favorite folders, 80%
- Customize mailbox views, 41%

With a success rate of 81%, the standard of success was met for this outcome. In many cases, students were not able to complete some of these tasks due to limitations caused by various versions of Outlook being used or attempting to use a Mac, although the course is designed for Windows. Many of the students also submitted screen clippings with limited views of their work, which prevented the instructor(s) from grading all steps properly.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

The majority of students performed well with Outlook's email functionality. Students who did not complete various tasks noted issues with features and commands not being available in their Outlook versions. Therefore, many of the missed items on the exams can be attributed to the missing features in the Outlook app version being used and not the student's inability to complete the tasks. In other cases, students submitted screen clippings with limited views of their work, which prevented the instructor(s) from grading all steps properly.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

In many cases, instructors were not able to grade student work due to screen clippings not showing all details. Instructors will add more detailed instructions to ensure students submit their work properly. Instructors will also identify features and commands in Outlook that may be missing in many of the Outlook versions. Instructors will work with Information Technology Services to determine which Microsoft Office download link contains all features required for students to complete their coursework successfully without limitations. Currently, there are at least three Microsoft download links available or provided to the students. However, the issue of different versions being used in the course will always be an issue, due to students downloading the free version of Outlook from Microsoft, having purchased Outlook, using the download link provided by the college, using Outlook on a work computer, attempting to use the Mac version, etc.

Outcome 2: Use the calendar system to improve organization and time management.

- Assessment Plan
 - Assessment Tool: Practical Exam
 - Assessment Date: Fall 2013
 - Course section(s)/other population: All sections
 - Number students to be assessed: All students
 - How the assessment will be scored: Answer Key
 - Standard of success to be used for this assessment: 75% of students will score 75% or higher on practical exam.
 - Who will score and analyze the data: Departmental Faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
	2025	2025

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
68	49

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All three sections from the Winter 2025 and Summer 2025 semesters were assessed.

Although 68 students were enrolled, only 49 were included in the assessment report. The 19 students who were not assessed either withdrew or failed the course due to non-participation.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

At this time, the course is only offered in the online format. This report includes two online sections from the Winter 2025 semester and one online section from the Summer 2025 semester.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Students completed a practical midterm and final exam using various features and commands in Microsoft Outlook. Both the midterm and final exam included five email projects emailed to the instructor(s) and were scored using a checklist.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: No

To properly assess the outcome of **using the calendar system to improve organization and time management**, the instructor(s) used checklists to monitor students who did not complete various tasks in Outlook. The standard of success for the tasks being measured for all three sections are as follows:

- Create appointments with recurring patterns, 79%
- Modify starting and ending appointment times, 58%
- Create events, 92%
- Attach calendar items to Outlook email, 100%
- Customize calendar settings for work week days, 34%

- Add and customize time zones and labels on calendar, 82%
- Add holidays for specific countries, 66%

With a success rate of 73%, the standard of success was not met for this outcome. In many cases, students were not able to complete some of these tasks due to limitations caused by various versions of Outlook being used or attempting to use a Mac, although the course is designed for Windows. Many of the students also submitted screen clippings with limited views of their work, which prevented the instructor(s) from grading all steps properly.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

The majority of students performed well with Outlook's calendar system. Students who did not complete various tasks noted issues with features and commands not being available in their Outlook versions. Therefore, many of the missed items on the exams can be attributed to the missing features in the Outlook app version being used and not the student's inability to complete the tasks. In other cases, students submitted screen clippings with limited views of their work, which prevented the instructor(s) from grading all steps properly.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

In many cases, instructors were not able to grade student work due to screen clippings not showing all details. Instructors will add more detailed instructions to ensure students submit their work properly. Instructors will also identify features and commands in Outlook that may be missing in many of the Outlook versions. Instructors will work with Information Technology Services to determine which Microsoft Office download link contains all features required for students to complete their course work successfully without limitations. Currently, there are at least three Microsoft download links available or provided to the students. However, the issue of different versions being used in the course will always be an issue, due to students downloading the free version of Outlook from Microsoft, having purchased Outlook, using the download link provided by the college, using Outlook on a work computer, attempting to use the Mac version, etc.

Outcome 3: Use Internet search tools and techniques to conduct online research.

- Assessment Plan
 - Assessment Tool: Practical Exam
 - Assessment Date: Fall 2013

- Course section(s)/other population: All sections
- Number students to be assessed: All students
- How the assessment will be scored: Answer Key
- Standard of success to be used for this assessment: 75% of students will score 75% or higher on practical exam.
- Who will score and analyze the data: Departmental Faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
	2025	2025

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
68	0

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

The master syllabus for this course is outdated. The skills/topics listed in this outcome are not a primary focus of this course, and there was not sufficient data to use for assessment. The practical exam does not assess this outcome. This outcome will be removed in the master syllabus update.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

Did not assess.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Did not assess.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: No

Did not assess.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Did not assess.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

Did not assess.

Outcome 4: Maintain the address book and information storage for professional and personal contacts.

- Assessment Plan
 - Assessment Tool: Practical Exam
 - Assessment Date: Fall 2013
 - Course section(s)/other population: All sections
 - Number students to be assessed: All students
 - How the assessment will be scored: Answer Key
 - Standard of success to be used for this assessment: 75% of students will score 75% or higher on practical exam.
 - Who will score and analyze the data: Departmental Faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
	2025	2025

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
68	49

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All three sections from the Winter 2025 and Summer 2025 semesters were assessed.

Although 68 students were enrolled, only 49 were included in the assessment report. The 19 students who were not assessed either withdrew or failed the course due to non-participation.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

At this time, the course is only offered in the online format. This report includes two online sections from the Winter 2025 semester and one online section from the Summer 2025 semester.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Students completed a practical midterm and final exam using various features and commands in Microsoft Outlook. Both the midterm and final exam included five email projects emailed to the instructor(s) and were scored using a checklist.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

To properly assess the outcome of **maintaining the address book and information storage for professional and personal contacts**, the instructor(s) used checklists to monitor students who did not complete various tasks in Outlook. The standard of success for the tasks being measured for all three sections are as follows:

- Create business cards, 84%
- Create Contact groups, 88%
- Create Contact folders, 91%
- Attach business cards and groups in emails, 91%
- Modify business card views, 99%
- Import Excel file of contacts into Outlook People/Contacts, 95%
- Map contact fields correctly with import, 79%

With a success rate of 89%, the standard of success was met for this outcome. Although students had trouble completing many of the email and calendar tasks, this did not appear to be the case with People (Contacts).

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

All students were able to complete the steps in this outcome and had no issues with the Outlook version being used. Students demonstrated competency in importing data into Outlook, creating contact cards, groups, and folders.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

In many cases, instructors were not able to grade student work due to screen clippings not showing all details. Instructors will add more detailed instructions to ensure students submit their work properly. Instructors will also identify features and commands in Outlook that may be missing in many of the Outlook versions. Instructors will work with Information Technology Services to determine which Microsoft Office download link contains all features required for students to complete their course work successfully without limitations. Currently, there are at least three Microsoft download links available or provided to the students. However, the issue of different versions being used in the course will always be an issue, due to students downloading the free version of Outlook from Microsoft, having purchased Outlook, using the download link provided by the college, using Outlook on a work computer, attempting to use the Mac version, etc.

Outcome 5: Use Outlook's task functionality to develop project organization.

- Assessment Plan
 - Assessment Tool: Practical Exam
 - Assessment Date: Fall 2013
 - Course section(s)/other population: All sections
 - Number students to be assessed: All students
 - How the assessment will be scored: Answer Key
 - Standard of success to be used for this assessment: 75% of students will score 75% or higher on practical exam.
 - Who will score and analyze the data: Departmental Faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
	2025	2025

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
68	0

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

The master syllabus for this course is outdated. The skills/topics listed in this outcome are not a primary focus of this course, and there was not sufficient data to use for assessment. The practical exam does not assess this outcome. This outcome will be removed in the master syllabus update.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

Did not assess.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Did not assess.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: No

Did not assess.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Did not assess.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

Did not assess.

III. Course Summary and Intended Changes Based on Assessment Results

1. Based on the previous report's Intended Change(s) identified in Section I above, please discuss how effective the changes were in improving student learning.

There are no prior assessment reports for the BOS 206 course.

2. Describe your overall impression of how this course is meeting the needs of students. Did the assessment process bring to light anything about student achievement of learning outcomes that surprised you?

Students are learning email management, calendar and scheduling, and contact management to be effective in a personal or professional setting. The assessment process brought to light the complexities of having multiple Microsoft versions of Outlook available to students and end users. Versions include Outlook for Windows, Outlook.com, New Outlook, Classic Outlook, Outlook in Microsoft 365, Outlook for Mac, etc. With so many versions being used by the students, it complicated the learning process and caused frustration, not only with the students, but faculty as well.

To overcome the software issue, instructors brainstormed using the VMware: Horizon Desktop, which would allow all students to log into a virtual desktop, installed with the correct version of Outlook. This virtual desktop software is used by the McGraw-Hill book author and Outlook instructor, Randy Nordell. Having a virtual desktop would ensure all students have equitable access to the program. Due to the high cost of this software, this is not a possibility for use in only a few courses at Washtenaw Community College.

The college offers Windows laptops for check out through the Computer Commons area, installed with Outlook. However, the computers are limited and checked out early in the semester. Instructor(s) also learned the laptops include an outdated version of the Outlook software, which has not been updated since 2020. Staff in the Computer Commons area stated due to the age of the laptops, the software will not be updated. This explains many of the issues students experienced trying to complete their work with the checked-out laptops.

3. Describe when and how this information, including the action plan, was or will be shared with Departmental Faculty.

This assessment will be reviewed by departmental faculty, the Department Chair, and the Dean.

4.

Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
Outcome Language	Instructor(s) will work closely with students and Information Technology Services to verify the correct version of Outlook is being used in the course. There are no plans to change the course content, but the following two outcomes will be removed from the master syllabus. Outcome 3. Use Internet search tools and techniques to conduct online research. Outcome 5. Use Outlook's task functionality to develop project organization.	While the tasks and internet searches were originally listed as outcomes, they are not a primary focus of the course and not included on exams. The majority of the course focuses on the email, calendar, and People (Contacts) areas. Although the two outcomes are being removed, the course will continue offering assignments on internet searches and using tasks. Instructor(s) will incorporate assignments in the class that require students to use the internet to locate popular to-do list apps, which are gaining in popularity over the built in Outlook tasks. When planning for the next fiscal year budget, Business Office Systems	2026

		faculty will put in a budget request to order laptops, specifically for BOS students to check out. If approved, this will ensure students have a chance to complete the course successfully without issues of having the wrong version installed or not being able to locate features in an incorrect version of Outlook being used.	
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5. Is there anything that you would like to mention that was not already captured?

6.

III. Attached Files

[BOS 206 Student Data](#)

Faculty/Preparer:	Joyce Jenkins	Date: 08/22/2025
Department Chair:	Jennifer Maitland	Date: 08/22/2025
Dean:	Eva Samulski	Date: 08/23/2025
Assessment Committee Chair:	Jessica Hale	Date: 08/24/2026