

Establishing a Remediation Program:


Assessing Needs, Implementation, Successes and Lessons Learned

2012 NCA/HLC Annual Conference


Sunday, April 1, 2012
9:30 a.m. Session

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Presenters



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Agenda

- Remediation Need
- Evaluative Instrument
- Breakout Session
- Remediation Program Benefits
- Q&A

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Walsh College



- Private, non-profit college
- Founded in 1922
- Campuses based in southeast Michigan & online
- All business focus – business & related IT courses




Walsh College



- Upper division programs
- Undergraduate, graduate, doctoral, certificate
- Students: Adult learners, working professionals
- Fully accredited:
 - NCA/HLC
 - The Accreditation Council for Business Schools and Programs (ACBSP)
 - International Assembly for Collegiate Business Education (IACBE)
 - Center of Academic Excellence for Information Assurance Education by NSA & DHS


Four Core Competencies

1. Mastery of a business discipline
2. Problem solving skills
3. Research skills
4. Communication skills





Assessing Remediation Need

- Anecdotal evidence
- Tutoring services lab rates
- Nearly 200 full-time & adjunct faculty surveyed
- Results from pilot study
- Results confirmed remedial program need



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Renee Kreun, MA, M.Ed
Director,
Student Outcomes Assessment

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Instrument Selection

- Automated, objective process
- Web-based
- Timed
- Immediate feedback
- Untraditional placement exam



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Evaluative Instrument





- Evaluation criteria
 - ✓ Grammar, usage, mechanics, style, organization & development
- Timed business-focused essay
- Scored results

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Breakout Session

- Form groups of 2-3 people for discussion
- Review student essay
- Identify errors in student essay
- Take 5 minutes

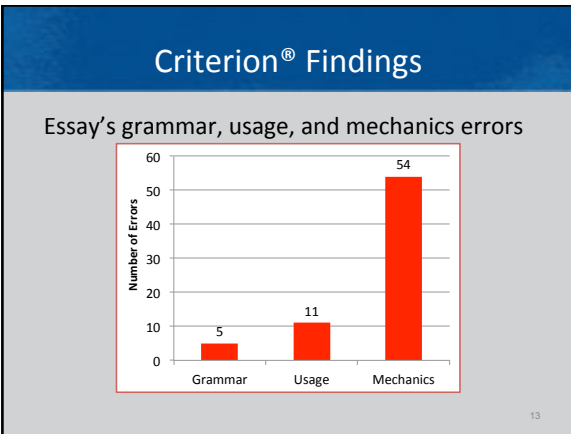


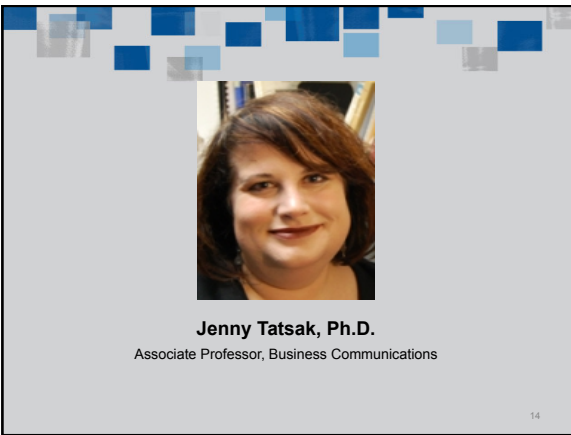
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Criterion® Findings


- *Lacks a thesis or fails to take a position*
- *Could demonstrate more control in the development and organization of ideas*
- *Could use more support and discussion*
- *Needs sentences with adequate variety and structure*
- *Could improve upon word choice or language*
- *Has incorrect grammar, usage, and mechanics*

Note: Verbatim from ETS® Criterion®





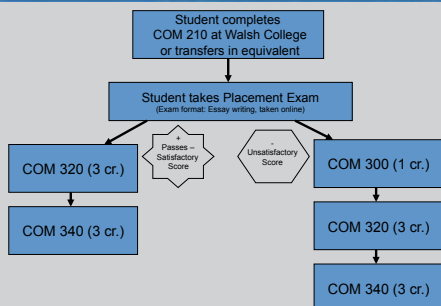
Remediation Program Implementation



- Launched in Fall 2009
- Criterion® COM placement exam
- Targeted all new undergraduate students
- Excluded matriculated students

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Communication Curriculum Changes



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Communication Placement Results

	Completed Exams	Pass	Fail	Failure Rate	COM 300 Enrollment
FALL 2009	183	132	51	28%	37
WINTER 2010	127	89	38	30%	32
SPRING 2010	97	75	22	23%	23
SUMMER 2010	72	48	24	33%	24
TOTAL	479	344	135	29%	116

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Continuous Improvement

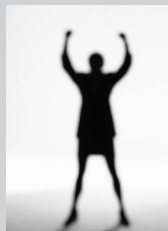
COM 300 (1 credit remediation course):

Term	Post Test Pass
FALL 2009	50%
WINTER 2010	88%
SPRING 2010	96%
SUMMER 2010	100%

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Student Success & Lessons Learned

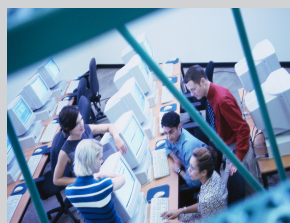
- Collaborate with Admissions
- Address student appeals
- Manage students' attitudes about remediation
- Reflect and improve



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Takeaways

- Needs assessment
- Instrument selection
- Institutional support
- Continuous improvement



For More Information

- Visit www.walshcollege.edu/assessment
- For a copy of the presentation:



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