



Student Learning Outcomes Plan

Human Diversity - Fall 2018

Page 1: Confidence Teaching & Assessing Human Diversity

Q1 Respondent skipped this question

How confident are you right now in your ability to:

Q2 Respondent skipped this question

How confident are you right now in your ability to:

Page 2: Plan to improve student outcomes - part 1 (R/U)

Q3

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Your name: **Matt Spitzer**

The name of your program **Power Sports**

Q4

Remember/Understand (R/U) Please list your chosen CLSO and associated course number as they appear in the MCO. This first one should be emphasized early in a student's program and center on students' ability to remember or understand concepts, attitudes, or skills. Students demonstrate human diversity at this level by: Recognizing their own unique qualities were shaped by culture and that culture impacts their attitude, beliefs, and experiences; articulating insights into their own cultural rules and biases.

Course # **POW 101 Introduction to Power Sports**

CSLO # **Demonstrate an understanding of career opportunities in the various power sports and equipment fields**

Q5

How will you assess this first CSLO?

Project,

Describe the improvements in students' skill or understanding you hope to see on this assessment::
The students are given an assignment to perform an interview on a professional in the power sports industry, the person cannot be a family member and their primary income must come from a career in the power sports industry. I hope to see them gain some understanding of shop personnel through getting out and talking to the industry.

Q6

What will you change to improve student learning on this CSLO?

Im going to make them do it twice, and compare the people that they interviewed

Q7

How will these results affect your teaching/program?

I always make new contacts through this assignment that help bring resources to the program, so doubling the number will increase those contacts. The students will hopefully gain some perspective that different personalities play a large role in success in a customer service field

Page 3: Plan to improve student outcomes - part 2 (A/A)

Q8

Apply/Analyze (A/A)Please list your second chosen CLSO and associated course number as they appear in the MCO. This second one should be emphasized mid-way through a student's program and center on students' ability to apply or analyze concepts, attitudes, or skills. Students demonstrate human diversity at this level by: Analyzing, integrating, and applying knowledge from multiple points of view, and demonstrating effective working relationships with people who are similar to and different from them; initiating and developing productive interactions with those who are different.

Course #

POW 162 Advanced Projects

CSLO #

At completion of this course, the student will be able to perform a customer intake/vehicle drop off according to industry standard

Q9

How will you assess this second CSLO?

Observation,

Describe the improvements in students' skill or understanding you hope to see on this assessment::
I will observe the student while they talk to the customer about their initial concern/request for service. The student will be expected to ask a variety of questions including upselling the customer on any possible routine maintenance that is due.

Q10

What will you change to improve student learning on this CSLO?

I have not had students do this in the past, they have simply observed me doing this and we talk about it after the customer leaves.

Q11

How will these results affect your teaching/program?

Hopefully the students will have more ownership of the program as they participate in customer relation aspects of the program

Page 4: Plan to improve student outcomes - part 3 (C/E)

Q12

Evaluate/Create (E/C) Please list your third chosen CLSO and associated course number as they appear in the MCO. This third one should be emphasized late in a student's program and center on students' ability to evaluate or create concepts, attitudes, or skills. Students demonstrate human diversity at this level by: Engaging communities as a way to break down barriers between people of different cultures; respectfully participating as citizens of local, global, and digital communities; evaluating their own culture or worldview, as well as the views of others.

Course #

POW 162 Advanced Projects

CSLO #

Students will perform a live demonstration of vehicle performance to the customer at vehicle delivery.

Q13

How will you assess this third CSLO?

Observation,

Describe the improvements in students' skill or understanding you hope to see on this assessment::

I will observe the students delivering the vehicle back to the customer, operating the machine for the customer and answering any questions the customer may have about the repair.

Q14

What will you change to improve student learning on this CSLO?

I usually have the student listen to me talk to the customer and then we talk about it after, I will have them more actively participate.

Q15

How will these results affect your teaching/program?

Hopefully I gain more confidence in students ability to do this by putting more responsibility on them

Q16

Yes

Do you plan to make any curriculum changes in 2018-2019?