



## WRITTEN COMMUNICATION ASSESSMENT REVIEW ANALYSIS 2021 CHAPMAN UNIVERSITY

### Summary of Analysis

For AY 2020-2021, the Assessment Committee reviewed and rated 39 (of 50) written communication assessment reports. Due to the COVID-19 pandemic and the continuation of online learning format, many programs were still unable to collect assessment data that they typically collect during the academic year (e.g., laboratory work, performances, etc.). These programs were provided the option of submitting their assessment reports with missing data, as long as they provided explanation. Of the 39 reports, 32 reports were able to provide written communication assessment report data.

2020-2021 Written Communication Assessment Review Ratings Table

	Process Section	Performance Section	Progress Section	Overall Ratings
<b># Met/Exceeded Expectations</b>	24	19	15	<b>16</b>
<b># Needs Minor Improvement</b>	10	7	11	<b>12</b>
<b># Needs Improvement</b>	5	13	13	<b>11</b>
<b>Average</b>	<b>2.83</b>	<b>2.38</b>	<b>2.43</b>	<b>2.54</b>

### Overall Analysis

Of the 39 completed written communication reports, the overall average rating was 2.54 (out of 4). Sixteen programs received a rating of three (i.e., meets requirement) or higher. Twelve programs received a rating between 2 to 3 (i.e., needs minor improvement). And eleven programs received a rating of less than 2 (i.e., needs improvement). As mentioned, the assessment committee also provides qualitative responses to elaborate on the ratings and support program improvement on assessment. These individualized comments can be accessed through our assessment system.

### Comparison to Previous Years Data

2019-2020 Written Communication Assessment Review Ratings Table

	Process Section	Performance Section	Progress Section	Overall Ratings
<b># Met/Exceeded Expectations</b>	16	9	9	<b>9</b>
<b># Needs Minor Improvement</b>	5	11	9	<b>11</b>
<b># Needs Improvement</b>	1	2	4	<b>2</b>
<b>Average</b>	<b>3.18</b>	<b>2.80</b>	<b>2.61</b>	<b>2.86</b>

This year's overall average (2.54) is lower than last year's overall average (2.86). However, due to the COVID-19 pandemic, this decrease is not statistically significant, and the difference in sample size does not warrant in the setback of this section since last year. We look forward to next year's review ratings data to get a better year-over-year progress understanding.

### ***Process Section Analysis***

Of the 39 completed process section, the overall average rating was 2.83 (out of 4). Twenty-four programs received a rating of three (i.e., meets requirement) or higher. Ten programs received a rating between 2 to 3 (i.e., needs minor improvement). And five programs received a rating of less than 2 (i.e., needs improvement).

This year's process average (2.83) is slightly higher than last year's process average (3.18). However, as stated above, due to the COVID pandemic, the difference in sample size and degree of difference does not warrant confidence in the improvement of this section since last year. We look forward to next year's review ratings data to get a better year-over-year progress understanding.

### ***Performance Section Analysis***

Of the 39 completed performance, the overall average rating was 2.38 (out of 4). Nineteen programs received a rating of three (i.e., meets requirement) or higher. Seven programs received a rating between 2 to 3 (i.e., needs minor improvement). And thirteen programs received a rating of less than 2 (i.e., needs improvement).

This year's performance average (2.38) is lower than last year's process average (2.80). However, as stated above, due to the COVID pandemic, the difference in sample size and degree of difference does not warrant confidence in the improvement of this section since last year. We look forward to next year's review ratings data to get a better year-over-year progress understanding.

### ***Progress Section Analysis***

Of the 39 completed progress section, the overall average rating was 2.43 (out of 4). Fifteen programs received a rating of three (i.e., meets requirement) or higher. Eleven programs received a rating between 2 to 3 (i.e., needs minor improvement). And thirteen programs received a rating of less than 2 (i.e., needs improvement).

This year's progress average (2.43) is lower than last year's process average (2.61). However, as stated above, due to the COVID pandemic, the difference in sample size and degree of difference does not warrant confidence in the improvement of this section since last year. We look forward to next year's review ratings data to get a better year-over-year progress understanding.