

General Education—Communication Improvement Plan, Spring 2025

In 2023-2024, the Learning Assessment Committee and the General Education-Communication Work Group assessed the general education outcome “communicate information and concepts in oral and written formats.” While the results of the [Community College Survey of Student Engagement \(CCSSE\)](#) and the [Harper Follow Up Survey](#) revealed that a majority of students believe that they were successfully engaging in communication in the classroom, results of the assessment show areas for improvement, particularly in the “paragraphs/transitions” category. Results of the study also indicate that students with 0-15 and 31-44 credit hours earned scored lower overall than the other student categories.

After reviewing the assessment results and feedback gathered in fall 2024, the Work Group developed the following Improvement Plan. The plan focuses on faculty development and communication of effective learning activities and assignments, and attitudes about students and learning that positively impact students’ communication skills. The Learning Assessment Committee, General Education-Communication Work Group, and Outcomes Assessment Office will work jointly to implement this plan throughout the 2025-2026 academic year. These groups will partner with the Academy for Teaching Excellence for faculty development initiatives, as well as other campus stakeholders in an effort to improve students’ communication skills.

Communication: Faculty, Staff, and Students

- Improve documents and accessibility of documents available to faculty and staff on the HIP portal.
- Develop and deploy a survey to elicit feedback from faculty on how they assess oral communication from faculty in multiple disciplines.
- Develop and deploy a survey to elicit feedback from students on their learning experiences around oral communication.

Professional Development

- Work with speech faculty to provide a professional development opportunity on oral communication and specifically on best practices on group presentations in courses.
- Collaborate with the Academy to develop an opportunity for professional development around oral/written communication.

Future Assessment

- Continue work with the General Education Learning Assessment Advisory Committee, the advice-giving body that assists the College in meeting the needs of students and other stakeholders in a manner consistent with the College Mission, on how to best assess students’ communication skills.
- Conduct a pilot on assessing oral communication. Feedback from the survey will be used to develop and conduct the pilot.

Next Steps: A follow-up General Education assessment of this outcome will be conducted in FY2027.

Questions? Contact Deann Surdo in the Outcomes Assessment Office at dsurdo@harpercollege.edu.