Provide an example of the program’s most interesting or important assessment finding that demonstrates the program’s success associated with a program learning outcome.

Overall, a higher number of students in our four ESL Program courses, each of which corresponds to a separate program learning outcome, placed into the competent or proficient categories on performance indicators when compared to last year, the first year data was collected and reported. In addition, almost all our students (96%) demonstrated that they know and can use strategies to address problems in the each skill area targeted in each course. This implies that our students have the necessary tools to continue to improve their skills on their own after they leave our courses because they have demonstrated that they know and can use strategies to address problems in areas that are problematic for them.

Describe an assessment result that indicates an opportunity for improvement and identify the specific actions the program will take to improve student learning.

To enhance student learning for the 2010-2011 academic year, we will use the reflective letters that students write at the end of each course for their final course portfolios to assess the students' "use of strategies to address problems" for all learning outcomes. This will provide us with a standardized way to assess students' use of strategies in each of the four courses. We also anticipate that using the reflective letters will elicit better, more comprehensive data because the letters require students to identify and explain more specifically how they used specific strategies throughout the entire semester.