

Assessment Worksheet

When you are using projects, papers, or group work to assess, you will need to describe the assessment in sufficient detail that its ability to meet assessment needs is clear. Likewise, if you are assessing the objectives via Discussion Board involvement, you should briefly describe the type of discussion questions. (e.g., Discussion of cases in which student apply course concepts appropriately, or Presentation of a Webquest in which students ..., etc.)

Course Learning Objective	Formative Assessment(s)	Summative Assessment
1. Identify a customer's need for help and guidance and assist with those needs without being prompted.	Discussion questions and replies Blog #1	Essay Mid-term exam
2. Develop personal action plans to improve customer service.	Discussion questions and replies Blog #2	Essay Mid-term exam
3. Apply strategies to better deal with challenging customers.	Discussion questions and replies Blog #2	Essay Mid-term exam
4. Demonstrate actions that show they care about the customer's experience with their company.	Discussion questions and replies Blog #3	Essay Final exam
5. Identify excellent internal service.	Discussion questions and replies Blog #3	Essay Final exam
6. Explore how service is defined by customers.	Discussion questions and replies Blog #3	Essay Final exam

7. Evaluate one's own customer service skills and identify ways in which they can be improved.	Discussion questions and replies	Essay Final exam
	Blog #3	
8. Identify opportunities for success and ways in which they can be improved.	Discussion questions and replies	Essay Final exam
	Blog #3	