Executive Summary:
As part of the Fall 2012 Making Program Assessment Happen workshops, I offered a workshop called “Basic Techniques in Using Excel” on November 15, 2012. The workshop was advertised as a beginner-level workshop suitable for faculty and assessment coordinators looking to improve their data entry, data organization, and data presentation skills using Excel. The workshop featured hands-on practice following brief demonstrations.

Four out of 13 attendees submitted the online workshop evaluation questionnaire (30.7% response rate). The learning objective was met. Overall, participants found the workshop useful and effective in improving their understanding of the workshop topic.

1. State the SLO(s) that was Assessed, Targeted, or Studied

I collected evidence on the extent to which participants were satisfied with the usefulness and effectiveness of the workshop in relation to the workshop outcomes, utilizing basic Excel techniques to: (a) enter data into Excel, (b) check for data-entry errors, and (c) summarize data using formulas and charts/tables. I used an open-ended question to elicit skills learned from the workshop.

2. State the Type(s) of Evidence Gathered

End-of-workshop questionnaire.

3. State How the Evidence was Interpreted, Evaluated, or Analyzed

I used descriptive statistics to summarize closed-ended questions, and a close reading of open-ended questions to summarize themes.

4. State How Many Pieces of Evidence Were Collected

Four out of 13 workshop attendees completed and submitted the end-of-workshop online questionnaire (30.7% response rate.)

5. Summarize the Actual Results

- 3 out of 4 attendees named three skills that they have learned in the workshop. One left the open-ended question blank.
- 3 out of 4 attendees said the workshop was “Very Useful” and 1 attendee said “Useful.”
- 3 out of 4 attendees said the workshop was “Very Effective” and 1 attendee said “Effective.”
- All 4 respondents wrote at least one most valuable aspect of the workshop. Two stated the least valuable aspect being “entering data”. One of them said that he/she already knew how to do it.

6. In addition to the actual results, were there additional conclusions or discoveries?

The end-of-workshop online questionnaire was sent out four days after the workshop. The fact that the questionnaire was not administered immediately after the workshop is likely the cause for low
response rate. For future workshops, I will try to have the survey sent out within one or two days of the workshop. I will also send out at least two reminders.

7. Briefly Describe the Distribution and Discussion of Results
   The results will be posted on the Assessment Office website. The open-ended results showed that the participants enjoyed the hands-on practice format. However, the part in which participants needed to enter the data into Excel was not well perceived.

8. Use of Results/Program Modifications:
   • There were 20 people registered for the workshop and 13 people attended the workshop. It shows an interest in using Excel to handle assessment data. I will offer more workshops related to using Excel to analyze and organize assessment data in Spring 2013.
   • I will continue to emphasize the hands-on component of the workshop, which participants seemed to appreciate.
   • I will eliminate the part in which participants have to enter the data themselves, and just present the tips for data entry.

9. Reflect on the Assessment Process
   The assessment process is very helpful in directing me to the areas for improvement.

10. Other Important Information
    Monica Stitt-Bergh assisted with the hands-on practice, which was very helpful when there were many participants in the workshop, and they progressed at different pace. It seems that fewer than 20 participants is optimal for learning in a hands-on workshop.

   -- Yao Zhang Hill, Assessment Office
Appendix A. Responses to Open- and Closed-Ended Questions

1. Please list three Excel techniques that can be used to analyze data that were covered in the workshop:
   - Coding, sorting, formulas
   - Sum, percentage, and count.
   - Enter data into Excel, check for data-entry errors and summarize data using simple formulas and charts/tables

2) Please rate the overall usefulness of this workshop.

<table>
<thead>
<tr>
<th>Response Item</th>
<th>Number of Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Useful</td>
<td>4</td>
</tr>
<tr>
<td>Useful</td>
<td>1</td>
</tr>
<tr>
<td>Of Little Use</td>
<td>0</td>
</tr>
<tr>
<td>Not Useful At All</td>
<td>0</td>
</tr>
<tr>
<td>No Opinion</td>
<td>0</td>
</tr>
</tbody>
</table>

3) To what extent was this workshop effective in increasing your understanding of the topic?

<table>
<thead>
<tr>
<th>Response Item</th>
<th>Number of Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Effective</td>
<td>4</td>
</tr>
<tr>
<td>Effective</td>
<td>1</td>
</tr>
<tr>
<td>Somewhat Effective</td>
<td>0</td>
</tr>
<tr>
<td>Not Very Effective</td>
<td>0</td>
</tr>
<tr>
<td>Not Sure</td>
<td>0</td>
</tr>
</tbody>
</table>

4) What was the most valuable aspect of the workshop? Why?
   - Practice with the various steps.
   - Reverse coding & anchoring. I didn't know about reverse coding and I had forgotten about anchoring
   - Actual processing of data.
   - Converting Data into Charts and Tables. This is useful in presenting reports.

5) What was the least valuable aspect of the workshop? Why?
   - Entering data into Excel. I already knew how to do this.
   - Entering Data

6) Other constructive comments
   - Good hands-on format. This allows everyone to figure out what they do and don't understand how to do. Thanks!
   - Loved it! Thank you! :) 
   - Everything is excellent. Thanks so much