

## Degree/Certificate Program

### Applied Communication Skills Certificate

#### Program Student Learning Outcomes (pSLOs)

To evaluate the program student learning outcomes (pSLOs), students were asked: “With respect to all of the classes you have taken at FLC toward an Applied Communication Skills Certificate how well have the classes prepared you to...(each pSLO was listed).” Responses ranged from 5 “excellent preparation” to 1 “inadequate preparation”. Below is a summary of the student responses by the semester the student petitioned to graduate.

PSLOs	Total				18-19	17-18	16-17	Spring 16
	Mean	Std. Dev.	Min.	Max.	Mean	Mean		
Design and relate messages clearly for effective and appropriate oral communication.	4.25	0.46	4	5	4.20	4.00	5.00	
Apply effective listening skills to comprehend spoken messages, analyze information critically, and consider multiple perspectives.	4.75	0.46	4	5	4.80	4.50	5.00	
Compose ideas clearly in effective, appropriate, and well-organized written messages.	4.50	0.53	4	5	4.40	4.50	5.00	
Demonstrate effective communication appropriate to diverse contexts and people.	4.63	0.52	4	5	4.60	4.50	5.00	
Demonstrate and apply effective group communication strategies.	4.38	0.52	4	5	4.40	4.00	5.00	
Demonstrate effective problem solving and conflict resolution skills.	4.25	1.04	2	5	4.20	4.00	5.00	
<b>Number of responses</b>	8				5	2	1	

#### Additional Feedback

Students were given the opportunity to provide additional comments about their experience in the program and more broadly at FLC. Below are the questions students were asked, along with the comments provided by the students:

**Please provide any additional comments about your experiences taking classes toward an Applied Communication Skills Certificate that might help FLC improve the program.**

#### 2016-2017

My teachers were awesome

#### 2017-2018

Need more persuasive communication classes(Comm 315). The professor I took didn't satisfy my learning experience. She was the only available professor this semester so I had to take her.

**2018-2019**

Excellent program and experienced professors.

I don't know how prepared I am. I've never used these skills in a work environment. Although my personal communication skills have benefited from the classes, I quite honestly, don't know if I know everything one should know.

I think there should be more consistency when it comes to the counseling department. I was hearing one thing from one counselor and another from someone else.

**Is there anything else you would like share about your experience as an FLC student?**

**2018-2019**

It was a very great college with great online class options.

Meh. It's cool that you can talk to instuctors like people.

No thank you

**Were there any services or supports offered by the college that were a significant support to the achievement of your academic goals?**

**2018-2019**

Helped me in reaching my goals

It was DSPS

My financial aid.

The writting center. Improved the quality of my writting.

**Did you experience any significant barriers to achieving your academic goals?**

**2017-2018**

Car issues, getting to Folsom Lake College was difficult and tedious for me due it to being really far from my home.

**2018-2019**

Money.

Overcoming family issues as well as a busy college life with ROTC and my future career.