MyITLab

School Name  Delgado Community College, New Orleans, LA
Course Name  Business Computer Applications
Course Formats  Lecture, online

Key Results  MyITLab’s real-world simulations enabled students to practice more frequently. As a result, more students successfully completed the course and the number of students achieving a course grade of A or B increased by 18 percentage points.

Submitted by  Bob Warren, Instructor

Course materials  
Exploring Microsoft Office 2013, Grauer

Challenges  
Delgado Community College, with campuses throughout the New Orleans metropolitan area, serves approximately 19,000 students each semester and is one of the largest community colleges in Louisiana. Business Computer Applications is taken primarily by business majors; students learn how to use spreadsheet and database applications to make data-driven decisions.

Since computer skills are best learned via hands-on training, Bob Warren, instructor, sought online courseware that would enable students to practice and train using real-world simulations. MyITLab provides that training; in addition, it enables them to practice their skills more—both in class and on their own time.

Implementation  
Warren implemented MyITLab in fall 2011. “Thanks to MyITLab’s free, 14-day trial option,” says Warren, “students have no excuse for not immediately registering it and doing the initial training exercises.”

Students are assigned MyITLab Training Simulations for homework (approximately two per chapter), and are allowed three attempts at each. Lectures are conducted in a lab setting, and comprise (1) a review of topics that majority of students have found challenging, and (2) work on Grader Projects, which are completed in lab and on which students are allowed three attempts. Lab time is also where students may ask for help on specific homework problems.

In addition, Warren uses the MyITLab calendar to capture details about each assignment, including its content, deadline, and value.

Assessments  
60 percent  MyITLab homework
10 percent  MyITLab midterm
30 percent  MyITLab final exam
Results and Data

A comparison of final course grades before and after MyITLab implementation indicates that final course grades in both lecture and online sections dramatically improved (figure 1):

- The percentage of students earning an A doubled—from 12 percent to 24 percent.
- The percentage of students earning As and Bs increased by 18 percentage points—from 33 percent to 51 percent.
- The percentage of students earning a C, D, or F decreased by 22 percentage points—from 51 percent to 29 percent.

The Student Experience

Warren reports that his students are thriving with MyITLab. End-of-semester student survey results indicate that his students agree:

- 75% strongly agreed or agreed that their understanding of the course material increased due to the use of MyITLab.
- 69% strongly agreed or agreed that the use of MyITLab positively impacted their exam scores.

According to Warren, students find the practice option invaluable. It both shows step-by-step solutions when they are struggling and encourages them to figure out more on their own. Student feedback includes “MyITLab is easy-to-use,” and “MyITLab acts as an organizational tool for managing assignments, due dates, and coursework in general.”

Conclusion

Warren is convinced he does a better job teaching his course with MyITLab. “I’m able to assign students more time on the keyboard, which is critical to their success in the course,” he says. Before implementing MyITLab, students completed fewer exercises, and did all hands-on exercises in class. Today, they also work with the material outside of class, thereby gaining more practice. As a result, passing, success, and retention rates have improved.

For spring 2014, Warren plans to move to Office 2013 and anticipates that his students will get on task quicker, and that he’ll have in fewer withdrawals and an increase in retention.