



Improving the Oral Communication Center

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What is the OCC?

- Oral Communication Center
 - Resource for students and faculty at UW to improve public speaking skills
- Most often used for Public Speaking courses
 - Public Speaking instructors and interns conduct appointments
- Part of the COJO department

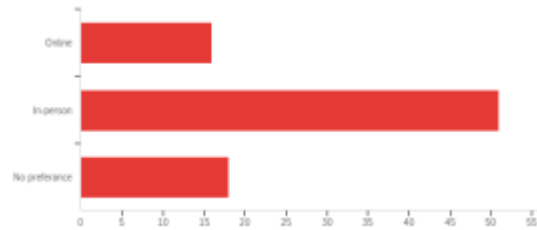
The OCC Today

- Appointments are offered both in-person and online
- Visitors are mostly Public Speaking students
 - While this is the focus, notoriety around campus has dropped off
- Repeat visitors are less common than pre-COVID

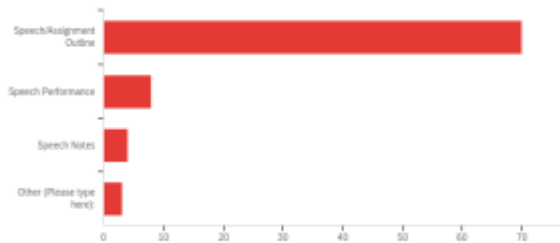
My Project

- Goal
 - Bring the OCC back to its former glory
 - Highlight what the OCC does/does not do well
- Survey
 - Administered to students in Public Speaking (extra credit)
 - Confidential from all instructors
 - Asked about their OCC experience(s)

Findings



- Meeting Preference Takeaway
 - Most people prefer in-person meetings
 - A large enough minority prefer online
 - Online should stay an available option



- Area of Speech Takeaway
 - Vast majority seek help on outline
 - Students believe this is where the most points can be saved
 - Most outline fixes are quick

Satisfaction from OCC Meeting

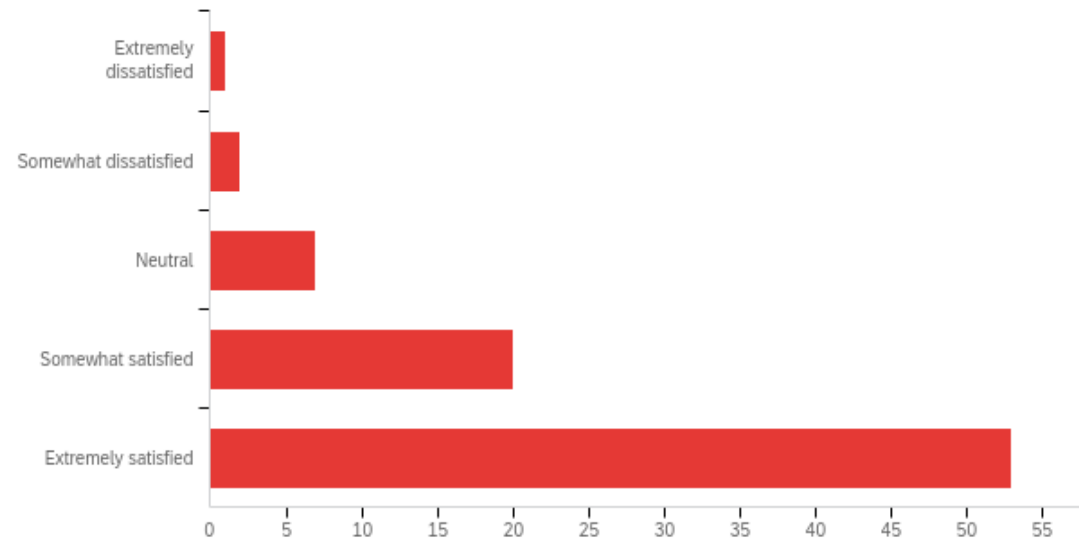
- Takeaways

- Positives

- Quick fixes to outlines
 - Clarification
 - Friendliness & flexibility with meeting

- Negatives

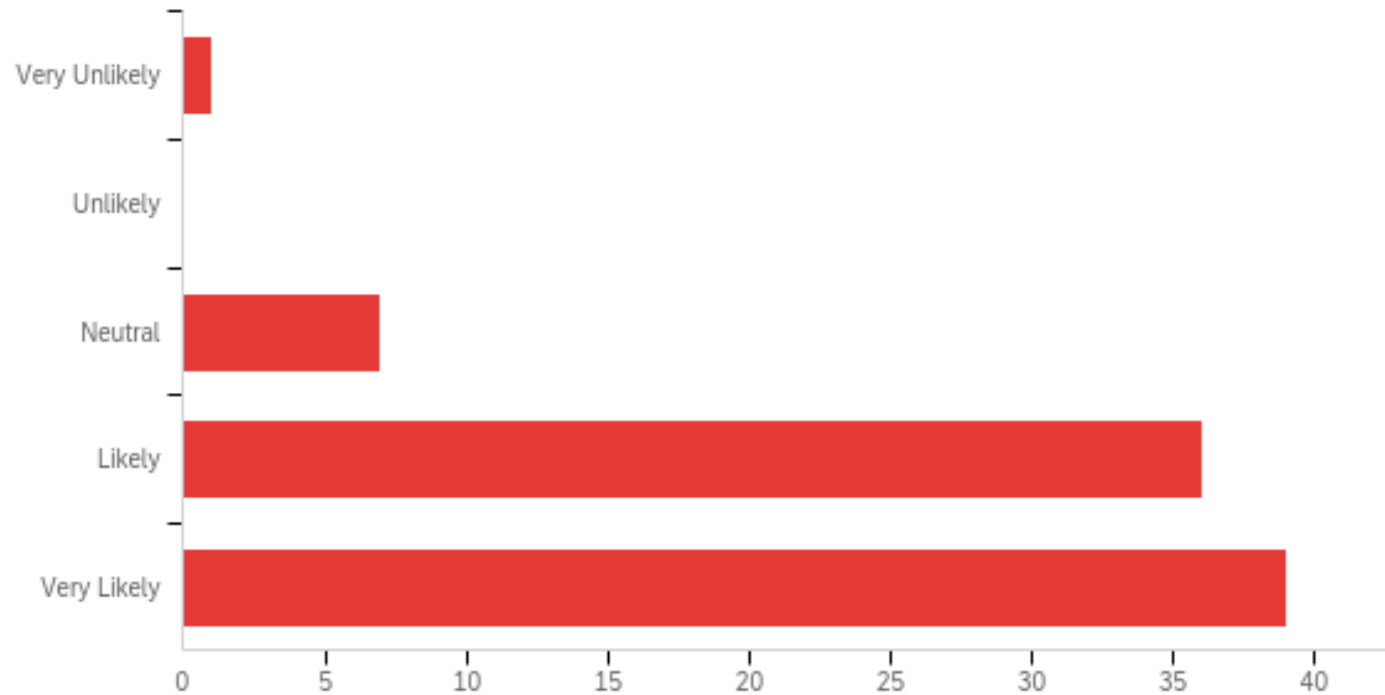
- Sometimes vague help
 - Suggestions led to negative grade
 - Refusal to help without outline



Suggestions from Students

- Longer meeting times
- Make sure every instructor is on the same page in grading outlines
- Help students no matter what they have come prepared with

Likelihood of Revisit



Conclusions

- The OCC has been helpful to a vast majority of students
 - 88% of students indicated they were either “somewhat satisfied” or “extremely satisfied”
- Online visits are still preferred by some students
 - Roughly 19% of students prefer online, and 21% have no preference
- Instructors are not always on the same page in terms of grading
 - Students lost points after being told their material was good in the OCC

Going Forward

- Communication between Public Speaking Instructors and Interns needs to improve
 - Ex. Interns visiting classes and having open dialogue with instructors
- Longer meeting times should be implemented when possible
 - Certain days should offer 30-min meetings
- Online visits should remain available
 - Provide less available online meetings due to lower demand
- OCC Instructors/Interns and their suggestions need to be more concise