



Public Disclosure of Student Learning

Institution	Hodges University
Academic Business Unit	Johnson School of Business
Academic Year	2016 - 2017

Report of Student Learning and Achievement
Hodges University
Johnson School of Business

For Academic Year: 2016 - 2017

Mission of the Johnson School of Business

The mission of the Johnson School of Business is to provide programs that will deliver the best possible educational experience for students, and to facilitate their development of business and management skills, thereby enabling them to contribute, lead and succeed in private and public sector organizations.

Student Learning Assessment for Associate in Science in Accounting (ASA)

Program Intended Student Learning Outcomes (Program ISLOs)

1. Students will be able to demonstrate knowledge of the core business and accounting concepts.
2. Students will be able to communicate information to a variety of audiences.
3. Students will be able to recognize diversity in the workplace.
4. Students will be able to prepare and interpret financial statements.
5. Students will be able to prepare individual tax returns.

**Assessment Instruments for Intended Student Learning Outcomes—
Direct Measures of Student Learning:**

Performance Objectives (Targets/Criteria) for Direct Measures:

1. End-of-Program Comprehensive Exam
Program ISLOs Assessed by this Measure: 1, 3

At least 75% of all graduating students will score 70% or higher on each subset of examination questions related to each of the program ISLOs assessed by this measure.

2. End-of-Program Project
Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5

On the rating scale in the project evaluation rubric (with “accomplished” being the highest rating), at least 75% of all graduating ASA students will achieve a performance rating of “competent” or “accomplished” on each evaluation criterion associated with the program ISLOs assessed by this measure.

Assessment Instruments for Intended Student Learning Outcomes— Indirect Measures of Student Learning:	Performance Objectives (Targets/Criteria) for Indirect Measures:																
1. ASA Student Exit Survey Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5	On the exit survey instrument, at least 75% of all graduating ASA students will indicate that they were “proficient” or “advanced” in achieving each of the program ISLOs.																
2. ASA End-of-Program Course Evaluation Survey Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5	On the rating scale (with “advanced” being the highest rating”) in the evaluation of the graduating course in the ASA program, at least 75% of the students will indicate that their course learning provided a “proficient” or “advanced” contribution to achieving each of the program ISLOs assessed by this measure.																
Assessment Results: Associate in Science in Accounting (ASA)																	
Summary of Results from Implementing Direct Measures of Student Learning:																	
<p>1. End-of-Program Comprehensive Exam:</p> <p><u>Number of students achieving a subscore of 70% or higher on each of the program-ISLO-related set of examination questions:</u></p> <table border="0" style="width: 100%;"> <tbody> <tr> <td style="padding-left: 20px;">• Analyzing and recording transactions via journal entries (Program ISLO 1):</td> <td style="text-align: right;">5 (83% of total)</td> </tr> <tr> <td style="padding-left: 20px;">• Posting journal entries to ledger accounts (Program ISLO 1):</td> <td style="text-align: right;">5 (83% of total)</td> </tr> <tr> <td style="padding-left: 20px;">• Preparing unadjusted trial balance (Program ISLO 1):</td> <td style="text-align: right;">6 (100% of total)</td> </tr> <tr> <td style="padding-left: 20px;">• Preparing adjusting entries at the end of the period (Program ISLO 1):</td> <td style="text-align: right;">3 (50% of total)</td> </tr> <tr> <td style="padding-left: 20px;">• Preparing adjusted trial balance (Program ISLO 1):</td> <td style="text-align: right;">3 (50% of total)</td> </tr> <tr> <td style="padding-left: 20px;">• Preparing financial statements (Program ISLO 1):</td> <td style="text-align: right;">5 (83% of total)</td> </tr> <tr> <td style="padding-left: 20px;">• Closing temporary accounts via closing entries (Program ISLO 1):</td> <td style="text-align: right;">4 (67% of total)</td> </tr> <tr> <td style="padding-left: 20px;">• Preparing post-closing trial balance (Program ISLO 1):</td> <td style="text-align: right;">6 (100% of total)</td> </tr> </tbody> </table> <p>(Total number of students: 6)</p>		• Analyzing and recording transactions via journal entries (Program ISLO 1):	5 (83% of total)	• Posting journal entries to ledger accounts (Program ISLO 1):	5 (83% of total)	• Preparing unadjusted trial balance (Program ISLO 1):	6 (100% of total)	• Preparing adjusting entries at the end of the period (Program ISLO 1):	3 (50% of total)	• Preparing adjusted trial balance (Program ISLO 1):	3 (50% of total)	• Preparing financial statements (Program ISLO 1):	5 (83% of total)	• Closing temporary accounts via closing entries (Program ISLO 1):	4 (67% of total)	• Preparing post-closing trial balance (Program ISLO 1):	6 (100% of total)
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- Program ISLO 3: Recognize diversity in the workplace: 6 (100% of total)
- Program ISLO 4: Prepare and interpret financial statements: 6 (100% of total)
- Program ISLO 5: Prepare individual tax returns: 6 (100% of total)

(Total number of students: 6)

Summary of Results from Implementing Indirect Measures of Student Learning:

1. ASA Student Exit Survey:

Number of students indicating they were “proficient” or “advanced” in achieving each of the program-ISLO-related criteria:

- Program ISLO 1: Demonstrate knowledge of the core business and accounting concepts: 6 (100% of total)
- Program ISLO 2: Communicate information to a variety of audiences: 5 (83% of total)
- Program ISLO 3: Recognize diversity in the workplace: 6 (100% of total)
- Program ISLO 4: Prepare and interpret financial statements: 6 (100% of total)
- Program ISLO 5: Prepare individual tax returns: 6 (100% of total)

(Total number of students: 6)

2. ASA End-of-Program Course Evaluation Survey:

Number of students rating the contribution of course learning as “proficient” or “advanced” in achieving each of the program ISLOs:

- Program ISLO 1: Demonstrate knowledge of the core business and accounting concepts: 6 (100% of total)
- Program ISLO 2: Communicate information to a variety of audiences: 5 (83% of total)
- Program ISLO 3: Recognize diversity in the workplace: 6 (100% of total)
- Program ISLO 4: Prepare and interpret financial statements: 6 (100% of total)
- Program ISLO 5: Prepare individual tax returns: 6 (100% of total)

(Total number of students: 6)

Summary of Achievement of Intended Student Learning Outcomes:

Intended Student Learning Outcomes	Learning Assessment Measures							
Program ISLOs	End-of-Program Comprehensive Exam	End-of-Program Project	<i>Direct Measure 3</i>	<i>Direct Measure 4</i>	ASA Student Exit Survey	ASA End-of-Program	<i>Indirect Measure 3</i>	<i>Indirect Measure 4</i>

						Course Evaluation Survey		
1. Students will be able to demonstrate knowledge of the core business and accounting concepts.	Not Met	Met			Met	Met		
2. Students will be able to communicate information to a variety of audiences.	NA	Met			Met	Met		
3. Students will be able to recognize diversity in the workplace.	NA	Met			Met	Met		
4. Students will be able to prepare and interpret financial statements.	NA	Met			Met	Met		
5. Students will be able to prepare individual tax returns.	NA	Met			Met	Met		

Proposed Courses of Action for Improvement in Learning Outcomes for which Performance Targets Were Not Met:

1. **Program ISLO 1:** The performance target for this program ISLO dealing with demonstrating knowledge of the core business and accounting concepts was not met on the end-of-program comprehensive exam. The major area of concern in the ASA comprehensive exam is the preparation of adjusting entries. This step is a fundamental component in the preparation of financial statements because it converts a company's accounting records to the accrual basis of accounting.

To improve students' knowledge of the core business and accounting concepts, the following alternatives will be evaluated:

- Deliver the course(s) in a 15 week format (ACG2001, ACG2021, ACG3100)
- Allow the students to take the comprehensive exam at any time
- Introduce comprehensive exams in the following courses (ACG2001, ACG2021, ACG3100)
- Mandatory boot camp for accounting students
- Review the exam questions to ensure student learning outcomes are met.
- Improve the faculty training (full time and adjunct) who teach in the 2000 level courses.

2. **Program ISLO 3:** The performance target for this program ISLO dealing with recognizing diversity in the workplace was not assessed on the end-of-program comprehensive exam. This question was not included on the end-of-program comprehensive exam due to an error; therefore to improve, the Program Chair will instruct all accounting faculty members to verify that the question is included in future exams, in order to assess that students are able to recognize diversity in the workplace.

Student Learning Assessment for Associate in Science in Business Administration (ASBA)

Program Intended Student Learning Outcomes (Program ISLOs)

1. Students will be able to demonstrate knowledge of the core business concepts.
2. Students will be able to communicate information to a variety of audiences.
3. Students will be able to recognize diversity in the workplace.
4. Students will be able to identify the information needed to analyze business situations.
5. Students will be able to describe the business environment and its internal and external components.

**Assessment Instruments for Intended Student Learning Outcomes—
Direct Measures of Student Learning:**

Performance Objectives (Targets/Criteria) for Direct Measures:

1. End-of-Program Comprehensive Exam
Program ISLOs Assessed by this Measure: 1, 3

At least 75% of all graduating students will score 70% or higher on each subset of examination questions related to each of the program ISLOs assessed by this measure.

2. End-of-Program Business Plan Project
Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5

On the rating scale in the business plan evaluation rubric (with “accomplished” being the highest rating), at least 75% of all graduating ASBA students will achieve a performance rating of “competent” or “accomplished” on each evaluation criterion associated with the program ISLOs assessed by this measure.

**Assessment Instruments for Intended Student Learning Outcomes—
Indirect Measures of Student Learning:**

Performance Objectives (Targets/Criteria) for Indirect Measures:

1. ASBA Student Exit Survey
Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5

On the exit survey instrument, at least 75% of all graduating ASBA students will indicate that they were “proficient” or “advanced” in achieving each of the program ISLOs.

2. ASBA End-of-Program Course Evaluation Survey
Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5

On the rating scale (with advanced being the highest rating”) in the evaluation of the graduating course in the ASBA program, at least 75% of

the students will indicate that their course learning provided a “proficient” or “advanced” contribution to achieving each of the program ISLOs assessed by this measure.

Assessment Results: Associate in Science in Business Administration (ASBA)

Summary of Results from Implementing Direct Measures of Student Learning:

1. End-of-Program Comprehensive Exam:

Number of students achieving a subscore of 70% or higher on each of the program-ISLO-related set of examination questions:

- Business Law (Program ISLO 1): 17 (77% of total)
- General Business (Program ISLO 1): 10 (45% of total)
- Management (Program ISLO 1): 8 (36% of total)
- Marketing (Program ISLO 1): 15 (68% of total)
- Economics (Program ISLO 1): 18 (82% of total)
- Accounting (Program ISLO 1): 19 (86% of total)
- Essay Question (Program ISLO 3): 14 (64% of total)

(Total number of students: 22)

2. End-of-Program Business Plan Project:

Number of students receiving a project evaluation rating of “competent” or “accomplished” on each of the program-ISLO-related criteria:

- Program ISLO 1: Demonstrate knowledge of the core business concepts: 34 (87% of total)
- Program ISLO 2: Communicate information to a variety of audiences: 34 (87% of total)
- Program ISLO 3: Recognize diversity in the workplace: 24 (62% of total)
- Program ISLO 4: Identify the information needed to analyze business situations: 31 (79% of total)
- Program ISLO 5: Describe the business environment and its internal and external components: 33 (85% of total)

(Total number of students: 39)

Summary of Results from Implementing Indirect Measures of Student Learning:

1. ASBA Student Exit Survey:

Number of students indicating they were “proficient” or “advanced” in achieving each of the program-ISLO-related criteria:

- Program ISLO 1: Demonstrate knowledge of the core business concepts: 16 (73% of total)
- Program ISLO 2: Communicate information to a variety of audiences: 19 (86% of total)
- Program ISLO 3: Recognize diversity in the workplace: 18 (82% of total)
- Program ISLO 4: Identify the information needed to analyze business situations: 17 (77% of total)
- Program ISLO 5: Describe the business environment and its internal and external components: 20 (91% of total)

(Total number of students: 22)

2. ASBA End-of-Program Course Evaluation Survey:

Number of students rating the contribution of course learning as “proficient” or “advanced” in achieving each of the program ISLOs:

- Program ISLO 1: Demonstrate knowledge of the core business concepts: 27 (96% of total)
- Program ISLO 2: Communicate information to a variety of audiences: 26 (93% of total)
- Program ISLO 3: Recognize diversity in the workplace: 24 (86% of total)
- Program ISLO 4: Identify the information needed to analyze business situations: 25 (89% of total)
- Program ISLO 5: Describe the business environment and its internal and external components: 24 (86% of total)

(Total number of students: 28)

Summary of Achievement of Intended Student Learning Outcomes:

Intended Student Learning Outcomes	Learning Assessment Measures							
	End-of-Program Comprehensive Exam	End-of-Program Business Plan Project	Direct Measure 3	Direct Measure 4	ASBA Student Exit Survey	ASBA End-of-Program Course Evaluation Survey	Indirect Measure 3	Indirect Measure 4
1. Students will be able to demonstrate knowledge of the core business concepts.	Not Met	Met			Not Met	Met		

2. Students will be able to communicate information to a variety of audiences.	NA	Met			Met	Met		
3. Students will be able to recognize diversity in the workplace.	Not Met	Not Met			Met	Met		
4. Students will be able to identify the information needed to analyze business situations.	NA	Met			Met	Met		
5. Students will be able to describe the business environment and its internal and external components.	NA	Met			Met	Met		

Proposed Courses of Action for Improvement in Learning Outcomes for which Performance Targets Were Not Met:

- Program ISLO 1:** The performance target for this program ISLO dealing with demonstrating knowledge of the core business concepts was not met on the end-of-program comprehensive exam and the student exit survey. To improve student perception on own knowledge of core business concepts, additional knowledge review opportunities, such as knowledge checks, practice quizzes, and other enrichment materials will be included in core courses during course redevelopment. Also, additional information pertaining to demonstrating knowledge of the core business concepts will be incorporated in GEB1012 and GEB3800.
- Program ISLO 3:** The performance target for this program ISLO dealing with recognizing diversity in the workplace was not met on the end-of-program comprehensive exam and the end-of-program business plan project. To improve student knowledge in regards to diversity in the workplace additional information pertaining to this topic will be incorporated in GEB1012 and GEB3800.

Student Learning Assessment for Bachelor of Science in Accounting (BSA)

Program Intended Student Learning Outcomes (Program ISLOs)

- Students will be able to demonstrate knowledge of the core business and accounting concepts.
- Students will be able to communicate information to a variety of audiences.
- Students will be able to develop a plan to leverage stakeholder diversity.
- Students will be able to analyze a business/financial situation to recommend solutions.
- Students will be able to prepare, interpret, and analyze financial statements.

6. Students will be able to prepare individual corporate and partnership income tax returns.	
7. Students will be able to analyze and interpret financial statement audits.	
Assessment Instruments for Intended Student Learning Outcomes— Direct Measures of Student Learning:	Performance Objectives (Targets/Criteria) for Direct Measures:
1. End-of-Program Comprehensive Exam Program ISLOs Assessed by this Measure: 1, 3	At least 75% of all graduating students will score 70% or higher on each subset of examination questions related to each of the program ISLOs assessed by this measure.
2. End-of-Program Project Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7	On the rating scale in the project evaluation rubric (with “accomplished” being the highest rating), at least 75% of all graduating BSA students will achieve a performance rating of “competent” or “accomplished” on each evaluation criterion associated with the program ISLOs assessed by this measure.
Assessment Instruments for Intended Student Learning Outcomes— Indirect Measures of Student Learning:	Performance Objectives (Targets/Criteria) for Indirect Measures:
1. BSA Student Exit Survey Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7	On the exit survey instrument, at least 75% of all graduating BSA students will indicate that they were “proficient” or “advanced” in achieving each of the program ISLOs.
2. BSA End-of-Program Course Evaluation Survey Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7	On the rating scale (with advanced being the highest rating”) in the evaluation of the graduating course in the BSA program, at least 75% of the students will indicate that their course learning provided a “proficient” or “advanced” contribution to achieving each of the program ISLOs assessed by this measure.
Assessment Results: Bachelor of Science in Accounting (BSA)	
Summary of Results from Implementing Direct Measures of Student Learning:	
1. End-of-Program Comprehensive Exam:	
<u>Number of students achieving a subscore of 70% or higher on each of the program-ISLO-related set of examination questions:</u>	
<ul style="list-style-type: none"> • Financial Accounting and Reporting (Program ISLO 1): • Cost Accounting (Program ISLO 1): 	<p>11 (85% of total)</p> <p>10 (77% of total)</p>

- Federal Taxation (Program ISLO 1): 9 (69% of total)
- Auditing (Program ISLO 1): 5 (38% of total)

(Total number of students: 13)

2. End-of-Program Project:

Number of students receiving a project evaluation rating of “competent” or “accomplished” on each of the program-ISLO-related criteria:

- Program ISLO 1: Demonstrate knowledge of the core business and accounting concepts: 13 (100% of total)
- Program ISLO 2: Communicate information to a variety of audiences: 13 (100% of total)
- Program ISLO 3: Develop a plan to leverage stakeholder diversity: 13 (100% of total)
- Program ISLO 4: Analyze a business/financial situation to recommend solutions: 8 (62% of total)
- Program ISLO 5: Prepare, interpret, and analyze financial statements: 9 (69% of total)
- Program ISLO 6: Prepare individual corporate and partnership income tax returns: 10 (77% of total)
- Program ISLO 7: Analyze and interpret financial statement audits: 6 (46% of total)

(Total number of students: 13)

Summary of Results from Implementing Indirect Measures of Student Learning:

1. BSA Student Exit Survey:

Number of students indicating they were “proficient” or “advanced” in achieving each of the program-ISLO-related criteria:

- Program ISLO 1: Demonstrate knowledge of the core business and accounting concepts: 12 (100% of total)
- Program ISLO 2: Communicate information to a variety of audiences: 12 (100% of total)
- Program ISLO 3: Develop a plan to leverage stakeholder diversity: 10 (83% of total)
- Program ISLO 4: Analyze a business/financial situation to recommend solutions: 12 (100% of total)
- Program ISLO 5: Prepare, interpret, and analyze financial statements: 12 (100% of total)
- Program ISLO 6: Prepare individual corporate and partnership income tax returns: 12 (100% of total)
- Program ISLO 7: Analyze and interpret financial statement audits: 12 (100% of total)

(Total number of students: 12)

2. BSA End-of-Program Course Evaluation Survey:

Number of students rating the contribution of course learning as “proficient” or “advanced” in achieving each of the program ISLOs:

- Program ISLO 1: Demonstrate knowledge of the core business and accounting concepts: 11 (92% of total)
- Program ISLO 2: Communicate information to a variety of audiences: 10 (83% of total)
- Program ISLO 3: Develop a plan to leverage stakeholder diversity: 10 (83% of total)
- Program ISLO 4: Analyze a business/financial situation to recommend solutions: 12 (100% of total)
- Program ISLO 5: Prepare, interpret, and analyze financial statements: 12 (100% of total)
- Program ISLO 6: Prepare individual corporate and partnership income tax returns: 12 (100% of total)
- Program ISLO 7: Analyze and interpret financial statement audits: 12 (100% of total)

(Total number of students: 12)

Summary of Achievement of Intended Student Learning Outcomes:

Intended Student Learning Outcomes	Learning Assessment Measures							
Program ISLOs	End-of-Program Comprehensive Exam	End-of-Program Project	<i>Direct Measure 3</i>	<i>Direct Measure 4</i>	BSA Student Exit Survey	BSA End-of-Program Course Evaluation Survey	<i>Indirect Measure 3</i>	<i>Indirect Measure 4</i>
1. Students will be able to demonstrate knowledge of the core business and accounting concepts.	Not Met	Met			Met	Met		
2. Students will be able to communicate information to a variety of audiences.	NA	Met			Met	Met		
3. Students will be able to develop a plan to leverage stakeholder diversity.	NA	Met			Met	Met		

4. Students will be able to analyze a business/financial situation to recommend solutions.	NA	Not Met			Met	Met		
5. Students will be able to prepare, interpret, and analyze financial statements.	NA	Not Met			Met	Met		
6. Students will be able to prepare individual corporate and partnership income tax returns.	NA	Met			Met	Met		
7. Students will be able to analyze and interpret financial statement audits.	NA	Not Met			Met	Met		

Proposed Courses of Action for Improvement in Learning Outcomes for which Performance Targets Were Not Met:

1. **Program ISLO 1:** The performance target for this program ISLO dealing with demonstrating knowledge of the core business and accounting concepts was not met on the end-of-program comprehensive exam. To improve students' knowledge of the core business and accounting concepts, the following alternatives will be evaluated:

- Re-evaluate the assessment and delivery techniques in the 2000 level accounting courses.
- Include a theory concept exam in addition to the current quantitative assessments exam in ACG2001, ACG2021, and ACG3101
- Mandatory boot camp prior to the Comp Exam
- Reevaluate the LMS systems for each one of the books and Include additional resources as needed

2. **Program ISLO 3:** The performance target for this program ISLO dealing with developing a plan to leverage stakeholder diversity was not assessed on the end-of-program comprehensive exam. This question was not included on the end-of-program comprehensive exam due to an error; therefore to improve, the Program Chair will instruct all accounting faculty members to verify that the question is included in future exams, in order assess that students are able to develop a plan to leverage stakeholder diversity.

3. **Program ISLO 4:** The performance target for this program ISLO dealing with analyzing a business/financial situation to recommend solutions was not met on the end-of-program project. The area of concern in the "end-of-program project" was the implementation of accurate procedures to establish an adequate financial statement audits.

To improve students' ability to analyze a business/financial situation to recommend solutions, the following alternatives will be evaluated:

- Redesign of the “end-of-program project” to improve certain areas of student learning
- Add additional resources in some complementary courses (ACG3101, ACG3121 and ACG4100) that will help students to be more prepared for ACG4632.
- Mandatory boot camp for accounting students
- Create a series of seminars for accounting students
- Deliver the auditing course in a 15 week format

4. **Program ISLO 5:** The performance target for this program ISLO dealing with preparing, interpreting, and analyzing financial statements was not met on the end-of-program project. The area of major concern in the “end-of-program project” was the implementation of accurate procedures to establish an adequate financial statement audits.

To improve students’ ability to prepare, interpret, and analyze financial statements, the following alternatives will be evaluated:

- Redesign of the “end-of-program project”
- Add additional resources in some complementary courses (ACG3101, ACG3121 and ACG4100) that will help students to be more prepared for ACG4632.
- Mandatory boot camp for accounting students
- Create a series of seminars for accounting students
- Deliver the auditing course in a 15 week format

5. **Program ISLO 7:** The performance target for this program ISLO dealing with analyzing and interpreting financial statement audits was not met on the end-of-program project. The area of major concern in the “end-of-program project” was the implementation of accurate procedures to establish an adequate financial statement audits. Students will be able to analyze and interpret financial statement audits.

To improve students’ ability to analyze and interpret financial statement audits, the following alternatives will be evaluated:

- Redesign of the “end-of-program project”
- Add additional resources in some complementary courses (ACG3101, ACG3121 and ACG4100) that will help students to be more prepared for ACG4632.
- Mandatory boot camp for accounting students
- Create a series of seminars for accounting students
- Deliver the auditing course in a 15 week format

Program Intended Student Learning Outcomes (Program ISLOs)	
1. Students will be able to demonstrate knowledge of the core business concepts.	
2. Students will be able to communicate information to a variety of audiences.	
3. Students will be able to develop a plan to leverage stakeholder diversity.	
4. Students will be able to analyze a business situation to recommend solutions.	
5. Students will be able to analyze the business environment and its internal and external components.	
6. Students will be able to utilize quantitative business measures and interpret results.	
7. Students will be able to classify ethical and legal environment of business.	
Assessment Instruments for Intended Student Learning Outcomes— Direct Measures of Student Learning:	Performance Objectives (Targets/Criteria) for Direct Measures:
1. End-of-Program Comprehensive Case Study Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7	On the rating scale in the case study evaluation rubric (with “accomplished” being the highest rating), at least 75% of all graduating BSBA students will achieve a performance rating of “competent” or “accomplished” on each evaluation criterion associated with the program ISLOs assessed by this measure.
2. End-of-Program Comprehensive Exam Program ISLOs Assessed by this Measure: 1, 3	At least 75% of all graduating students will score 70% or higher on each subset of examination questions related to each of the program ISLOs assessed by this measure.
Assessment Instruments for Intended Student Learning Outcomes— Indirect Measures of Student Learning:	Performance Objectives (Targets/Criteria) for Indirect Measures:
1. BSBA Student Exit Survey Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7	On the exit survey instrument, at least 75% of all graduating BSBA students will indicate that they were “proficient” or “advanced” in achieving each of the program ISLOs.
2. BSBA End-of-Program Course Evaluation Survey Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7	On the rating scale (with advanced being the highest rating”) in the evaluation of the graduating course in the BSBA program, at least 75% of the students will indicate that their course learning provided a “proficient” or “advanced” contribution to achieving each of the program ISLOs assessed by this measure.

Assessment Results: Bachelor of Science in Business Administration (BSBA)

Summary of Results from Implementing Direct Measures of Student Learning:

1. End-of-Program Comprehensive Case Study

Number of students receiving a project evaluation rating of “competent” or “accomplished” on each of the program-ISLO-related criteria:

- | | |
|--|--------------------|
| • Program ISLO 1: Demonstrate knowledge of the core business concepts: | 14 (100% of total) |
| • Program ISLO 2: Communicate information to a variety of audiences: | 14 (100% of total) |
| • Program ISLO 3: Develop a plan to leverage stakeholder diversity: | 14 (100% of total) |
| • Program ISLO 4: Analyze a business situation to recommend solutions: | 14 (100% of total) |
| • Program ISLO 5: Analyze the business environment and its internal and external components: | 14 (100% of total) |
| • Program ISLO 6: Utilize quantitative business measures and interpret results: | 14 (100% of total) |
| • Program ISLO 7: Classify ethical and legal environment of business: | 14 (100% of total) |

(Total number of students: 14)

2. End-of-Program Comprehensive Exam

Number of students achieving a subscore of 70% or higher on each of the program-ISLO-related set of examination questions:

- | | |
|--|-------------------|
| • General Business (Program ISLO 1): | 12 (92% of total) |
| • Management (Program ISLO 1): | 10 (77% of total) |
| • Marketing (Program ISLO 1): | 7 (54% of total) |
| • Economics (Program ISLO 1): | 9 (69% of total) |
| • Legal Environment (Program ISLO 1): | 9 (69% of total) |
| • International Business (Program ISLO 1): | 8 (62% of total) |
| • Information Management Systems (Program ISLO 1): | 10 (77% of total) |
| • Finance (Program ISLO 1): | 10 (77% of total) |
| • Accounting (Program ISLO 1): | 11 (85% of total) |
| • Essay Question (Program ISLO 3): | 11 (85% of total) |

(Total number of students: 13)

Summary of Results from Implementing Indirect Measures of Student Learning:

1. BSBA Student Exit Survey

Number of students indicating they were “proficient” or “advanced” in achieving each of the program-ISLO-related criteria:

- Program ISLO 1: Demonstrate knowledge of the core business concepts: 12 (92% of total)
- Program ISLO 2: Communicate information to a variety of audiences: 12 (92% of total)
- Program ISLO 3: Develop a plan to leverage stakeholder diversity: 9 (69% of total)
- Program ISLO 4: Analyze a business situation to recommend solutions: 12 (92% of total)
- Program ISLO 5: Analyze the business environment and its internal and external components: 12 (92% of total)
- Program ISLO 6: Utilize quantitative business measures and interpret results: 11 (85% of total)
- Program ISLO 7: Classify ethical and legal environment of business: 13 (100% of total)

(Total number of students: 13)

2. BSBA End-of-Program Course Evaluation Survey

Number of students rating the contribution of course learning as “proficient” or “advanced” in achieving each of the program ISLOs:

- Program ISLO 1: Demonstrate knowledge of the core business concepts: 14 (100% of total)
- Program ISLO 2: Communicate information to a variety of audiences: 13 (93% of total)
- Program ISLO 3: Develop a plan to leverage stakeholder diversity: 10 (71% of total)
- Program ISLO 4: Analyze a business situation to recommend solutions: 13 (93% of total)
- Program ISLO 5: Analyze the business environment and its internal and external components: 12 (86% of total)
- Program ISLO 6: Utilize quantitative business measures and interpret results: 14 (100% of total)
- Program ISLO 7: Classify ethical and legal environment of business: 13 (93% of total)

(Total number of students: 14)

Summary of Achievement of Intended Student Learning Outcomes:

Intended Student Learning Outcomes	Learning Assessment Measures							
Program ISLOs	End-of-Program Comprehensive Case Study	End-of-Program Comprehensive Exam	<i>Direct Measure 3</i>	<i>Direct Measure 4</i>	BSBA Student Exit Survey	BSBA End-of-Program Course	<i>Indirect Measure 3</i>	<i>Indirect Measure 4</i>

						Evaluation Survey		
1. Students will be able to demonstrate knowledge of the core business concepts.	Met	Not Met			Met	Met		
2. Students will be able to communicate information to a variety of audiences.	Met	NA			Met	Met		
3. Students will be able to develop a plan to leverage stakeholder diversity.	Met	Met			Not Met	Not Met		
4. Students will be able to analyze a business situation to recommend solutions.	Met	NA			Met	Met		
5. Students will be able to analyze the business environment and its internal and external components.	Met	NA			Met	Met		
6. Students will be able to utilize quantitative business measures and interpret results.	Met	NA			Met	Met		
7. Students will be able to classify ethical and legal environment of business.	Met	NA			Met	Met		
Proposed Courses of Action for Improvement in Learning Outcomes for which Performance Targets Were Not Met:								
1. Program ISLO 1: The performance target for this program ISLO dealing with demonstrating knowledge of the core business concepts was not met on the end-of-program comprehensive exam. To improve student knowledge in regards to core business concepts, additional review material will be embedded in core business courses, GEB4995, and GEB4999.								
2. Program ISLO 3: The performance target for this program ISLO dealing with developing a plan to leverage stakeholder diversity was not met on the student exit survey and the end-of-program course evaluation survey. To improve student knowledge and self-perception in regards to leveraging stakeholder additional information pertaining to this topic will be incorporated in GEB4420 and GEB4995.								

Student Learning Assessment for Bachelor of Science in Management (BSM)

Program Intended Student Learning Outcomes (Program ISLOs)

1. Students will be able to demonstrate knowledge of the core business and management concepts.
2. Students will be able to communicate information to a variety of audiences through various modes in the field of management.
3. Students will be able to develop a plan to leverage stakeholder diversity in the workplace to gain a competitive advantage.
4. Students will be able to analyze a management situation and recommend a solution.
5. Students will be able to apply behavioral knowledge in the workplace.
6. Students will be able to demonstrate the role of Human Resource Management in a contemporary organization.
7. Students will be able to evaluate a performance analysis and use it to make informed decisions about the financial position of a company.
8. Students will be able to identify management-related problems, consider alternatives, and reach a conclusion.

**Assessment Instruments for Intended Student Learning Outcomes—
Direct Measures of Student Learning:**

Performance Objectives (Targets/Criteria) for Direct Measures:

1. End-of-Program Comprehensive Exam
Program ISLOs Assessed by this Measure: 1, 3

At least 75% of all graduating students will score 70% or higher on each subset of examination questions related to each of the program ISLOs assessed by this measure.

2. End-of-Program Case Study Analysis (HBR)
Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7, 8

On the rating scale in the case study evaluation rubric (with “accomplished” being the highest rating), at least 75% of all graduating BSM students will achieve a performance rating of “competent” or “accomplished” on each evaluation criterion associated with the program ISLOs assessed by this measure.

**Assessment Instruments for Intended Student Learning Outcomes—
Indirect Measures of Student Learning:**

Performance Objectives (Targets/Criteria) for Indirect Measures:

1. BSM Student Exit Survey
Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7, 8

On the exit survey instrument, at least 75% of all graduating BSM students will indicate that they were “proficient” or “advanced” in achieving each of the program ISLOs.

2. BSM End-of-Program Course Evaluation Survey
Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7, 8

On the rating scale (with advanced being the highest rating”) in the graduating course in the BSM program, at least 75% of the students will

indicate that their course learning provided a “proficient” or “advanced” contribution to achieving each of the program ISLOs assessed by this measure.

Assessment Results: Bachelor of Science in Management (BSM)

Summary of Results from Implementing Direct Measures of Student Learning:

1. End-of-Program Comprehensive Exam:

Number of students achieving a subscore of 70% or higher on each of the program-ISLO-related set of examination questions:

- | | |
|---|--------------------|
| • Human Resources (Program ISLO 1): | 17 (100% of total) |
| • Leadership (Program ISLO 1): | 13 (76% of total) |
| • Management (Program ISLO 1): | 12 (71% of total) |
| • Organizational Behavior (Program ISLO 1): | 10 (59% of total) |
| • Marketing (Program ISLO 1): | 14 (82% of total) |
| • Strategic Planning (Program ISLO 1): | 17 (100% of total) |
| • Economics for Managers (Program ISLO 1): | 10 (59% of total) |
| • Diversity (Program ISLO 3): | 9 (53% of total) |
| • Performance Analysis (Program ISLO 1): | 9 (53% of total) |
| • APA writing/formatting (Program ISLO 1): | 11 (65% of total) |

(Total number of students: 17)

2. End-of-Program Case Study Analysis (HBR):

Number of students receiving an evaluation rating of “competent” or “accomplished” on each of the program-ISLO-related criteria:

- | | |
|--|--------------------|
| • Program ISLO 1: Demonstrate knowledge of the core business and management concepts: | 17 (100% of total) |
| • Program ISLO 2: Communicate information to a variety of audiences: | 17 (100% of total) |
| • Program ISLO 3: Develop a plan to leverage stakeholder diversity: | 0 (0% of total) |
| • Program ISLO 4: Analyze a management situation and recommend a solution: | 17 (100% of total) |
| • Program ISLO 5: Apply behavioral knowledge in the workplace: | 17 (100% of total) |
| • Program ISLO 6: Demonstrate the role of Human Resource Management: | 0 (0% of total) |
| • Program ISLO 7: Evaluate a performance analysis and use it to make informed decisions: | 0 (0% of total) |

- Program ISLO 8: Identify management-related problems, consider alternatives, and reach a conclusion: 17 (100% of total)

(Total number of students: 17)

Summary of Results from Implementing Indirect Measures of Student Learning:

1. BSM Student Exit Survey:

Number of students indicating they were “proficient” or “advanced” in achieving each of the program-ISLO-related criteria:

- Program ISLO 1: Demonstrate knowledge of the core business and management concepts: 17 (100% of total)
- Program ISLO 2: Communicate information to a variety of audiences: 17 (100% of total)
- Program ISLO 3: Develop a plan to leverage stakeholder diversity: 17 (100% of total)
- Program ISLO 4: Analyze a management situation and recommend a solution: 17 (100% of total)
- Program ISLO 5: Apply behavioral knowledge in the workplace: 17 (100% of total)
- Program ISLO 6: Demonstrate the role of Human Resource Management: 17 (100% of total)
- Program ISLO 7: Evaluate a performance analysis and use it to make informed decisions: 17 (100% of total)
- Program ISLO 8: Identify management-related problems, consider alternatives, and reach a conclusion: 17 (100% of total)

(Total number of students: 17)

2. BSM End-of-Program Course Evaluation Survey:

Number of students rating the contribution of course learning as “proficient” or “advanced” in achieving each of the program ISLOs:

- Program ISLO 1: Demonstrate knowledge of the core business and management concepts: 17 (100% of total)
- Program ISLO 2: Communicate information to a variety of audiences: 17 (100% of total)
- Program ISLO 3: Develop a plan to leverage stakeholder diversity: 17 (100% of total)
- Program ISLO 4: Analyze a management situation and recommend a solution: 17 (100% of total)
- Program ISLO 5: Apply behavioral knowledge in the workplace: 17 (100% of total)
- Program ISLO 6: Demonstrate the role of Human Resource Management: 17 (100% of total)
- Program ISLO 7: Evaluate a performance analysis and use it to make informed decisions: 17 (100% of total)
- Program ISLO 8: Identify management-related problems, consider alternatives, and reach a conclusion: 17 (100% of total)

(Total number of students: 17)

Summary of Achievement of Intended Student Learning Outcomes:								
Intended Student Learning Outcomes	Learning Assessment Measures							
Program ISLOs	End-of-Program Comprehensive Exam	End-of-Program Case Study Analysis (HBR)	Direct Measure 3	Direct Measure 4	BSM Student Exit Survey	BSM End-of-Program Course Evaluation Survey	Indirect Measure 3	Indirect Measure 4
1. Students will be able to demonstrate knowledge of the core business and management concepts.	Not Met	Met			Met	Met		
2. Students will be able to communicate information to a variety of audiences through various modes in the field of management.	NA	Met			Met	Met		
3. Students will be able to develop a plan to leverage stakeholder diversity in the workplace to gain a competitive advantage.	Not Met	Not Met			Met	Met		
4. Students will be able to analyze a management situation and recommend a solution.	NA	Met			Met	Met		
5. Students will be able to apply behavioral knowledge in the workplace.	NA	Met			Met	Met		
6. Students will be able to demonstrate the role of Human Resource Management in a contemporary organization.	NA	Not Met			Met	Met		

7. Students will be able to evaluate a performance analysis and use it to make informed decisions about the financial position of a company.	NA	Not Met			Met	Met		
8. Students will be able to identify management-related problems, consider alternatives, and reach a conclusion.	NA	Met			Met	Met		

Proposed Courses of Action for Improvement in Learning Outcomes for which Performance Targets Were Not Met:

1. **Program ISLO 1:** The performance target for this program ISLO dealing with demonstrating knowledge in the core business and management concepts was not met on the end-of-program comprehensive exam. To improve, the faculty in the Management Department will be reviewing the core curriculum of the management core components to make sure topics are delivered in a more consistent way. Discussion will also be made regarding the use of simulations to help students gain a deeper understanding, and more realistic representation of core management components in the workplace.

It would also be helpful to map the comprehensive examination questions to individual course learning, for better assurance of content delivery. The faculty will meet to complete this task as a group.

2. **Program ISLO 3:** The performance target for this program ISLO dealing with developing a plan to leverage stakeholder diversity in the workplace was not met on the end-of-program comprehensive exam and the end-of-program case study (HBR). To improve, the faculty in the Management Department will be reviewing the core curriculum to present stakeholder diversity in a more consistent way and in a specifically targeted course. Discussion will also be made regarding the use of simulations to help students get a deeper understanding and more realistic representation of the workplace.

3. **Program ISLO 6:** The performance target for this program ISLO dealing with demonstrating the role of Human Resource Management was not met on the end-of-program case study (HBR). To improve, the Management Department will be reviewing the possibility of utilizing consistent role playing and a virtual medium so that students will be able to perform actions in order to improve this particular outcome through experience, not just reading, discussion, and lecturing.

4. **Program ISLO 7:** The performance target for this program ISLO dealing with evaluating a performance analysis and it to make informed decisions was not met on the end-of-program case study (HBR). To improve, the faculty in the Management Department will be reviewing the possibility of obtaining a different case study (HBR) to analyze. One that will clearly and specifically test the learning for this outcome. Again, the use of simulations might be most helpful to improve student learning in performance analysis for financial decision making.

Student Learning Assessment for Master of Accountancy (MAcc)

Program Intended Student Learning Outcomes (Program ISLOs)

1. Students will be able to demonstrate knowledge of the core business and accounting concepts.	
2. Students will be able to communicate information to a variety of audiences.	
3. Students will be able to compare and contrast plans to leverage stakeholder diversity.	
4. Students will be able to synthesize information to recommend solutions to complex and ambiguous situations.	
5. Students will be able to review, analyze, and interpret internal audits.	
6. Students will be able to summarize and synthesize financial data to form business judgment.	
7. Students will be able to summarize and synthesize tax related data to form business judgment.	
Assessment Instruments for Intended Student Learning Outcomes— Direct Measures of Student Learning:	Performance Objectives (Targets/Criteria) for Direct Measures:
1. Professional Certifications Ratio Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7	At least 50% of all graduating students will sit for any of the professional certifications in accounting or finance within a term after the students graduate.
2. End-of-Program Comprehensive Exam Program ISLOs Assessed by this Measure: 1	At least 80% of all graduating students will score 80% or higher on each subset of examination questions related to each of the program ISLOs assessed by this measure.
Assessment Instruments for Intended Student Learning Outcomes— Indirect Measures of Student Learning:	Performance Objectives (Targets/Criteria) for Indirect Measures:
1. MAcc Student Exit Survey Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7	On the exit survey instrument, at least 80% of all graduating MAcc students will indicate that they were “proficient” or “advanced” in achieving each of the program ISLOs.
2. MAcc End-of-Program Course Evaluation Survey Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7	On the rating scale (with advanced being the highest rating”) in the graduating course in the MAcc program, at least 80% of the students will indicate that their course learning provided a “proficient” or” advanced” contribution to achieving each of the program ISLOs assessed by this measure.
Assessment Results: Master of Accountancy (MAcc)	
Summary of Results from Implementing Direct Measures of Student Learning:	

1. Professional Certifications Ratio:

Number of students who sat for a professional certifications exam in accounting or finance and met each of the program-ISLO-related criteria:

- Program ISLO 1: Knowledge of the core business and accounting concepts: 2 (67% of total)
- Program ISLO 2: Communicate to a variety of audiences: 2 (67% of total)
- Program ISLO 3: Compare and contrast plans to leverage stakeholder diversity: 2 (67% of total)
- Program ISLO 4: Synthesize information to recommend solutions to complex and ambiguous situations: 2 (67% of total)
- Program ISLO 5: Review, analyze, and interpret internal audits: 2 (67% of total)
- Program ISLO 6: Summarize and synthesize financial data to form business decisions: 2 (67% of total)
- Program ISLO 7: Summarize and synthesize tax related data to form business judgment: 2 (67% of total)

(Total number of students: 3)

Please note that two of the three MAcc graduated students sat for at least one main accounting designation exam; however, any attainable information on one of the students related to the professional certifications ratio cannot be found.

2. End-of-Program Comprehensive Exam:

Number of students achieving a subscore of 80% or higher on each of the program-ISLO-related set of examination questions:

- Forensic Accounting (Program ISLO 1): 0 (0% of total)
- Internal Auditing (Program ISLO 1): 0 (0% of total)
- Governmental Accounting Reporting (Program ISLO 1): 0 (0% of total)
- GAAP-Financial Reporting (Program ISLO 1): 0 (0% of total)
- International Accounting (Program ISLO 1): 0 (0% of total)
- Cost Management (Program ISLO 1): 0 (0% of total)
- Taxation (Program ISLO 1): 0 (0% of total)
- Accounting Ethics (Program ISLO 1): 0 (0% of total)

(Total number of students: 3)

Summary of Results from Implementing Indirect Measures of Student Learning:

1. MAcc Student Exit Survey:

Number of students indicating they were “proficient” or “advanced” in achieving each of the program-ISLO-related criteria:

- Program ISLO 1: Knowledge of the core business and accounting concepts: 0 (0% of total)
- Program ISLO 2: Communicate to a variety of audiences: 0 (0% of total)
- Program ISLO 3: Compare and contrast plans to leverage stakeholder diversity: 0 (0% of total)
- Program ISLO 4: Synthesize information to recommend solutions to complex and ambiguous situations: 0 (0% of total)
- Program ISLO 5: Review, analyze, and interpret internal audits: 0 (0% of total)
- Program ISLO 6: Summarize and synthesize financial data to form business decisions: 0 (0% of total)
- Program ISLO 7: Summarize and synthesize tax related data to form business judgment: 0 (0% of total)

(Total number of students: 3)

2. MAcc End-of-Program Course Evaluation Survey:

Number of students rating the contribution of course learning as “proficient” or “advanced” in achieving each of the program ISLOs:

- Program ISLO 1: Knowledge of the core business and accounting concepts: 0 (0% of total)
- Program ISLO 2: Communicate to a variety of audiences: 0 (0% of total)
- Program ISLO 3: Compare and contrast plans to leverage stakeholder diversity: 0 (0% of total)
- Program ISLO 4: Synthesize information to recommend solutions to complex and ambiguous situations: 0 (0% of total)
- Program ISLO 5: Review, analyze, and interpret internal audits: 0 (0% of total)
- Program ISLO 6: Summarize and synthesize financial data to form business decisions: 0 (0% of total)
- Program ISLO 7: Summarize and synthesize tax related data to form business judgment: 0 (0% of total)

(Total number of students: 3)

Summary of Achievement of Intended Student Learning Outcomes:

Intended Student Learning Outcomes	Learning Assessment Measures							
Program ISLOs	Professional Certifications Ratio	End-of-Program Comprehensive Exam	<i>Direct Measure 3</i>	<i>Direct Measure 4</i>	MAcc Student Exit Survey	MAcc End-of-Program Course Evaluation Survey	<i>Indirect Measure 3</i>	<i>Indirect Measure 4</i>

1. Students will be able to demonstrate knowledge of the core business and accounting concepts.	Met	NA			NA	NA		
2. Students will be able to communicate information to a variety of audiences.	Met	NA			NA	NA		
3. Students will be able to compare and contrast plans to leverage stakeholder diversity.	Met	NA			NA	NA		
4. Students will be able to synthesize information to recommend solutions to complex and ambiguous situations.	Met	NA			NA	NA		
5. Students will be able to review, analyze, and interpret internal audits.	Met	NA			NA	NA		
6. Students will be able to summarize and synthesize financial data to form business judgment.	Met	NA			NA	NA		
7. Students will be able to summarize and synthesize tax related data to form business judgment.	Met	NA			NA	NA		

Proposed Courses of Action for Improvement in Learning Outcomes for which Performance Targets Were Not Met:

- Program ISLO 1:** The performance target for this program ISLO dealing with demonstrating knowledge of the core business and accounting concepts was not assessed on the end-of-program comprehensive exam, the student exit survey, and the end-of-program course evaluation survey. All JSOB assessments are articulated and measured in the courses designed as X999 and all graduating students are registered for these courses automatically in their last term. Due to an error in the catalog, this designated assessment course was omitted and therefore, students did not take the end of program comprehensive exam, student exit survey, and program course evaluation survey.

2. **Program ISLO 2:** The performance target for this program ISLO dealing with communicating information to a variety of audiences was not assessed for the student exit survey and the end-of-program course evaluation survey. All JSOB assessments are articulated and measured in the courses designed as X999 and all graduating students are registered for these courses automatically in their last term. Due to an error in the catalog, this designated assessment course was omitted and therefore, students did not take the end of program comprehensive exam, student exit survey, and program course evaluation survey.
3. **Program ISLO 3:** The performance target for this program ISLO dealing with comparing and contrasting plans to leverage stakeholder diversity was not assessed for the student exit survey and the end-of-program course evaluation survey. All JSOB assessments are articulated and measured in the courses designed as X999 and all graduating students are registered for these courses automatically in their last term. Due to an error in the catalog, this designated assessment course was omitted and therefore, students did not take the end of program comprehensive exam, student exit survey, and program course evaluation survey.
4. **Program ISLO 4:** The performance target for this program ISLO dealing with synthesizing information to recommend solutions to complex and ambiguous situations was not assessed for the student exit survey and the end-of-program course evaluation survey. All JSOB assessments are articulated and measured in the courses designed as X999 and all graduating students are registered for these courses automatically in their last term. Due to an error in the catalog, this designated assessment course was omitted and therefore, students did not take the end of program comprehensive exam, student exit survey, and program course evaluation survey.
5. **Program ISLO 5:** The performance target for this program ISLO dealing with reviewing, analyzing, and interpreting internal audits was not assessed for the student exit survey and the end-of-program course evaluation survey. All JSOB assessments are articulated and measured in the courses designed as X999 and all graduating students are registered for these courses automatically in their last term. Due to an error in the catalog, this designated assessment course was omitted and therefore, students did not take the end of program comprehensive exam, student exit survey, and program course evaluation survey.
6. **Program ISLO 6:** The performance target for this program ISLO dealing with summarizing and synthesizing financial data to form business judgment was not assessed for the student exit survey and the end-of-program course evaluation survey. All JSOB assessments are articulated and measured in the courses designed as X999 and all graduating students are registered for these courses automatically in their last term. Due to an error in the catalog, this designated assessment course was omitted and therefore, students did not take the end of program comprehensive exam, student exit survey, and program course evaluation survey.
7. **Program ISLO 7:** The performance target for this program ISLO dealing with summarizing and synthesizing tax related data to form business judgment was not assessed for the student exit survey and the end-of-program course evaluation survey. All JSOB assessments are articulated and measured in the courses designed as X999 and all graduating students are registered for these courses automatically in their last term. Due to an error in the catalog, this designated assessment course was omitted and therefore, students did not take the end of program comprehensive exam, student exit survey, and program course evaluation survey.

Student Learning Assessment for Master of Business Administration (MBA)

Program Intended Student Learning Outcomes (Program ISLOs)	
1. Students will be able to demonstrate knowledge of the core business concepts.	
2. Students will be able to communicate information to a variety of audiences.	
3. Students will be able to compare and contrast plans to leverage stakeholder diversity.	
4. Students will be able to synthesize information to recommend solutions to complex and ambiguous situations.	
5. Students will be able to evaluate the business environment and its internal and external components.	
6. Students will be able to formulate strategies based on quantitative business measures.	
7. Students will be able to critique ethical and legal environment of business.	
Assessment Instruments for Intended Student Learning Outcomes— Direct Measures of Student Learning:	Performance Objectives (Targets/Criteria) for Direct Measures:
1. End-of-Program Capstone Case Study Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7	On the rating scale in the case study evaluation rubric (with “accomplished” being the highest rating), at least 80% of all graduating MBA students will achieve a performance rating of “competent” or “accomplished” on each evaluation criterion associated with the program ISLOs assessed by this measure.
2. End-of-Program Comprehensive Exam Program ISLOs Assessed by this Measure: 1	At least 80% of all graduating students will score 80% or higher on each subset of examination questions related to each of the program ISLOs assessed by this measure.
Assessment Instruments for Intended Student Learning Outcomes— Indirect Measures of Student Learning:	Performance Objectives (Targets/Criteria) for Indirect Measures:
1. MBA Student Exit Survey Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7	On the exit survey instrument, at least 80% of all graduating MBA students will indicate that they were “proficient” or “advanced” in achieving each of the program ISLOs.
2. MBA End-of-Program Course Evaluation Survey Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7	On the rating scale (with advanced being the highest rating”) in the graduating course in the MBA program, at least 80% of the students will indicate that their course learning provided a “proficient” or “advanced” contribution to achieving each of the program ISLOs assessed by this measure.

Assessment Results: Master of Business Administration (MBA)

Summary of Results from Implementing Direct Measures of Student Learning:

1. End-of-Program Capstone Case Study

Number of students receiving an evaluation rating of “competent” or “accomplished” on each of the program-ISLO-related criteria:

- | | |
|--|--------------------|
| • Program ISLO 1: Demonstrate knowledge of the core business concepts: | 25 (100% of total) |
| • Program ISLO 2: Communicate information to a variety of audiences: | 25 (100% of total) |
| • Program ISLO 3: Compare and contrast plans to leverage stakeholder diversity: | 25 (100% of total) |
| • Program ISLO 4: Synthesize information to recommend solutions to complex and ambiguous situations: | 25 (100% of total) |
| • Program ISLO 5: Evaluate the business environment and its internal and external components: | 25 (100% of total) |
| • Program ISLO 6: Formulate strategies based on quantitative business measures: | 25 (100% of total) |
| • Program ISLO 7: Critique ethical and legal environment of business: | 25 (100% of total) |

(Total number of students: 25)

2. End-of-Program Comprehensive Exam

Number of students achieving a subscore of 80% or higher on each of the program-ISLO-related set of examination questions:

- | | |
|--|-------------------|
| • Strategy (Program ISLO 1): | 7 (37% of total) |
| • Leadership (Program ISLO 1): | 2 (11% of total) |
| • Finance (Program ISLO 1): | 3 (16% of total) |
| • Marketing (Program ISLO 1): | 1 (5% of total) |
| • Economics (Program ISLO 1): | 7 (37% of total) |
| • Legal Environment (Program ISLO 1): | 13 (68% of total) |
| • Accounting (Program ISLO 1): | 4 (21% of total) |
| • Ethics (Program ISLO 1): | 5 (26% of total) |
| • International Business (Program ISLO 1): | 7 (37% of total) |
| • Information Management Systems (Program ISLO 1): | 6 (32% of total) |

(Total number of students: 19)

During the winter 2017 semester, the new standardized MBA comprehensive exam by Peregrine was implemented. Below are the results:

- Accounting (Program ISLO 1): 4 (67% of total)
- Business Ethics (Program ISLO 1): 3 (50% of total)
- Business Finance (Program ISLO 1): 3 (50% of total)
- Business Integration and Strategic Management (Program ISLO 1): 4 (67% of total)
- Business Leadership (Program ISLO 1): 2 (33% of total)
- Economics (Program ISLO 1): 3 (50% of total)
- Economics Macroeconomics (Program ISLO 1): 4 (67% of total)
- Economics Microeconomics (Program ISLO 1): 2 (33% of total)
- Global Dimensions of Business (Program ISLO 1): 3 (50% of total)
- Information Management (Program ISLO 1): 1 (17% of total)
- Legal Environment of Business (Program ISLO 1): 2 (33% of total)
- Marketing (Program ISLO 1): 4 (67% of total)

(Total number of students: 6)

Summary of Results from Implementing Indirect Measures of Student Learning:

1. MBA Student Exit Survey

Number of students indicating they were “proficient” or “advanced” in achieving each of the program-ISLO-related criteria:

- Program ISLO 1: Demonstrate knowledge of the core business concepts: 20 (77% of total)
- Program ISLO 2: Communicate information to a variety of audiences: 19 (73% of total)
- Program ISLO 3: Compare and contrast plans to leverage stakeholder diversity: 18 (69% of total)
- Program ISLO 4: Synthesize information to recommend solutions to complex and ambiguous situations: 20 (77% of total)
- Program ISLO 5: Evaluate the business environment and its internal and external components: 21 (81% of total)
- Program ISLO 6: Formulate strategies based on quantitative business measures: 20 (77% of total)
- Program ISLO 7: Critique ethical and legal environment of business: 20 (77% of total)

(Total number of students: 26)

2. MBA End-of-Program Course Evaluation Survey

Number of students rating the contribution of course learning as “proficient” or “advanced” in achieving each of the program ISLOs:

- Program ISLO 1: Demonstrate knowledge of the core business concepts: 18 (86% of total)
- Program ISLO 2: Communicate information to a variety of audiences: 16 (76% of total)
- Program ISLO 3: Compare and contrast plans to leverage stakeholder diversity: 16 (76% of total)
- Program ISLO 4: Synthesize information to recommend solutions to complex and ambiguous situations: 17 (81% of total)
- Program ISLO 5: Evaluate the business environment and its internal and external components: 19 (90% of total)
- Program ISLO 6: Formulate strategies based on quantitative business measures: 17 (81% of total)
- Program ISLO 7: Critique ethical and legal environment of business: 18 (86% of total)

(Total number of students: 21)

Summary of Achievement of Intended Student Learning Outcomes:

Intended Student Learning Outcomes	Learning Assessment Measures							
Program ISLOs	End-of-Program Capstone Case Study	End-of-Program Comprehensive Exam	<i>Direct Measure 3</i>	<i>Direct Measure 4</i>	MBA Student Exit Survey	MBA End-of-Program Course Evaluation Survey	<i>Indirect Measure 3</i>	<i>Indirect Measure 4</i>
1. Students will be able to demonstrate knowledge of the core business concepts.	Met	Not Met			Not Met	Met		
2. Students will be able to communicate information to a variety of audiences.	Met	NA			Not Met	Not Met		
3. Students will be able to compare and contrast plans to leverage stakeholder diversity.	Met	NA			Not Met	Not Met		
4. Students will be able to synthesize information to recommend solutions to complex and ambiguous situations.	Met	NA			Not Met	Met		

5. Students will be able to evaluate the business environment and its internal and external components.	Met	NA			Met	Met		
6. Students will be able to formulate strategies based on quantitative business measures.	Met	NA			Not Met	Met		
7. Students will be able to critique ethical and legal environment of business.	Met	NA			Not Met	Met		

Proposed Courses of Action for Improvement in Learning Outcomes for which Performance Targets Were Not Met:

- Program ISLO 1:** The performance target for this program ISLO dealing with demonstrating knowledge of the core business concepts was not met on the end-of-program comprehensive exam and the student exit survey. To improve student knowledge in regards to core business concepts additional review material will be embedded in core business courses, GEB6895, and GEB6999, as well as reviewing material and knowledge checks will be embedded in MBA courses.
- Program ISLO 2:** The performance target for this program ISLO dealing with communicating information to a variety of audiences was not met for the student exit survey and the end-of-program course evaluation survey. To improve student knowledge and self-perception in regards to communicating information to a variety of audiences, additional presentation opportunities will be embedded in MBA courses.
- Program ISLO 3:** The performance target for this program ISLO dealing with comparing and contrasting plans to leverage stakeholder diversity was not met for the student exit survey and the end-of-program course evaluation survey. To improve student knowledge and self-perception in regards to comparing and contrasting plans to leverage stakeholder diversity, additional information pertaining to this topic will be incorporated in all managerial MBA courses and GEB6895. In addition, the MBA core courses were changed effective fall 2017 the program will now adopted two management courses that include subjects on stakeholder diversity.
- Program ISLO 4:** The performance target for this program ISLO dealing with synthesizing information to recommend solutions to complex and ambiguous situations was not met for the student exit survey. To improve student knowledge and self-perception in regards to recommending solutions to complex and ambiguous situations, additional information pertaining to this topic will be incorporated in GEB6895.
- Program ISLO 6:** The performance target for this program ISLO dealing with formulating strategies based on quantitative business measures was not met for the student exit survey. To improve student knowledge and self-perception in regards to formulating strategies based on quantitative business measures, additional information pertaining to this topic will be incorporated in GEB5200, ECO6705, GEB5226, and GEB6895.

6. **Program ISLO 7:** The performance target for this program ISLO dealing with critiquing ethical and legal environment of business was not met for the student exit survey. To improve student knowledge and self-perception in regards to critiquing ethical and legal environment of business, additional information pertaining to this topic will be incorporated in all Business core courses and the business law course will be redeveloped.

Student Learning Assessment for Master of Public Administration (MPA)

Program Intended Student Learning Outcomes (Program ISLOs)

1. Students will be able to demonstrate knowledge of the core public administration concepts.
2. Students will be able to communicate information to a variety of audiences.
3. Students will be able to compare and contrast plans to leverage stakeholder diversity.
4. Students will be able to synthesize information to recommend solutions to complex and ambiguous public administration situations.
5. Students will be able to evaluate public administration environment and its internal and external components.
6. Students will be able to formulate budgets based on quantitative public data and measures.
7. Students will be able to critique ethical and legal environment.

**Assessment Instruments for Intended Student Learning Outcomes—
Direct Measures of Student Learning:**

Performance Objectives (Targets/Criteria) for Direct Measures:

1. End-of-Program Capstone Case Study
Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7

On the rating scale in the case study evaluation rubric (with “accomplished” being the highest rating), at least 80% of all graduating MPA students will achieve a performance rating of “competent” or “accomplished” on each evaluation criterion associated with the program ISLOs assessed by this measure.

2. End-of-Program Comprehensive Exam
Program ISLOs Assessed by this Measure: 1

At least 80% of all graduating students will score 80% or higher on each subset of examination questions related to each of the program ISLOs assessed by this measure.

**Assessment Instruments for Intended Student Learning Outcomes—
Indirect Measures of Student Learning:**

Performance Objectives (Targets/Criteria) for Indirect Measures:

1. MPA Student Exit Survey
Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7

On the exit survey instrument, at least 80% of all graduating MPA students will indicate that they were “proficient” or “advanced” in achieving each of the program ISLOs.

<p>2. MPA End-of-Program Course Evaluation Survey</p> <p>Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7</p>	<p>On the rating scale (with advanced being the highest rating”) in the graduating capstone course in the MPA program, at least 80% of the students will indicate that their course learning provided a “proficient” or “advanced” contribution to achieving each of the program ISLOs assessed by this measure.</p>
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Assessment Results: Master of Public Administration (MPA)

Summary of Results from Implementing Direct Measures of Student Learning:

1. End-of-Program Capstone Case Study

Number of students receiving an evaluation rating of “competent” or “accomplished” on each of the program-ISLO-related criteria:

- Program ISLO 1: Demonstrate knowledge of the core public administration concepts: 3 (100% of total)
- Program ISLO 2: Communicate information to a variety of audiences: 3 (100% of total)
- Program ISLO 3: Compare and contrast plans to leverage stakeholder diversity: 3 (100% of total)
- Program ISLO 4: Synthesize information to recommend solutions to complex and ambiguous situations: 3 (100% of total)
- Program ISLO 5: Evaluate public administration environment and its internal and external components: 3 (100% of total)
- Program ISLO 6: Formulate budgets based on quantitative public data and measures: 3 (100% of total)
- Program ISLO 7: Critique ethical and legal environment: 3 (100% of total)

(Total number of students: 3)

2. End-of-Program Comprehensive Exam

Number of students achieving a subscore of 80% or higher on each of the program-ISLO-related set of examination questions:

- Public Administration (Program ISLO 1): 3 (100% of total)
- Management of American, State, & Local Government (Program ISLO 1): 3 (100% of total)
- Executive Leadership & Decision Making (Program ISLO 1): 3 (100% of total)
- Administrative Law and Regulatory Processes (Program ISLO 1): 3 (100% of total)
- Labor Relations, Negotiation, and Contract Issues in Human Resources (Program ISLO 1): 3 (100% of total)
- Professional Ethics, Social Responsibility and Diversity (Program ISLO 1): 3 (100% of total)
- Governmental Budgeting and Finance (Program ISLO 1): 3 (100% of total)
- Public Infrastructure Management (Program ISLO 1): 3 (100% of total)

- Economic Development (Program ISLO 1): 3 (100% of total)
- Public Policy Analysis (Program ISLO 1): 3 (100% of total)

(Total number of students: 3)

Summary of Results from Implementing Indirect Measures of Student Learning:

1. MPA Student Exit Survey

Number of students indicating they were “proficient” or “advanced” in achieving each of the program-ISLO-related criteria:

- Program ISLO 1: Demonstrate knowledge of the core public administration concepts: 3 (100% of total)
- Program ISLO 2: Communicate information to a variety of audiences: 3 (100% of total)
- Program ISLO 3: Compare and contrast plans to leverage stakeholder diversity: 3 (100% of total)
- Program ISLO 4: Synthesize information to recommend solutions to complex and ambiguous situations: 3 (100% of total)
- Program ISLO 5: Evaluate public administration environment and its internal and external components: 3 (100% of total)
- Program ISLO 6: Formulate budgets based on quantitative public data and measures: 3 (100% of total)
- Program ISLO 7: Critique ethical and legal environment: 3 (100% of total)

(Total number of students: 3)

2. MPA End-of-Program Course Evaluation Survey

Number of students rating the contribution of course learning as “proficient” or “advanced” in achieving each of the program ISLOs:

- Program ISLO 1: Demonstrate knowledge of the core public administration concepts: 3 (100% of total)
- Program ISLO 2: Communicate information to a variety of audiences: 3 (100% of total)
- Program ISLO 3: Compare and contrast plans to leverage stakeholder diversity: 3 (100% of total)
- Program ISLO 4: Synthesize information to recommend solutions to complex and ambiguous situations: 3 (100% of total)
- Program ISLO 5: Evaluate public administration environment and its internal and external components: 3 (100% of total)
- Program ISLO 6: Formulate budgets based on quantitative public data and measures: 2 (67% of total)
- Program ISLO 7: Critique ethical and legal environment: 3 (100% of total)

(Total number of students 3)

Summary of Achievement of Intended Student Learning Outcomes:

Intended Student Learning Outcomes	Learning Assessment Measures							
Program ISLOs	End-of-Program Capstone Case Study	End-of-Program Comprehensive Exam	<i>Direct Measure 3</i>	<i>Direct Measure 4</i>	MPA Student Exit Survey	MPA End-of-Program Course Evaluation Survey	<i>Indirect Measure 3</i>	<i>Indirect Measure 4</i>
1. Students will be able to demonstrate knowledge of the core public administration concepts.	Met	Met			Met	Met		
2. Students will be able to communicate information to a variety of audiences.	Met	NA			Met	Met		
3. Students will be able to compare and contrast plans to leverage stakeholder diversity.	Met	NA			Met	Met		
4. Students will be able to synthesize information to recommend solutions to complex and ambiguous public administration situations.	Met	NA			Met	Met		
5. Students will be able to evaluate public administration environment and its internal and external components.	Met	NA			Met	Met		
6. Students will be able to formulate budgets based on quantitative public data and measures.	Met	NA			Met	Not Met		
7. Students will be able to critique ethical and legal environment.	Met	NA			Met	Met		

Proposed Courses of Action for Improvement in Learning Outcomes for which Performance Targets Were Not Met:

1. **Program ISLO 6:** The performance target for this ISLO dealing formulating budgets based on quantitative public data and measures was not met on the end-of-program course evaluation survey. To improve student knowledge in regards to formulating budgets based on public data and measures, additional review material will be embedded in core business courses, PAD6406, PAD6895, and PAD6999.

Student Learning Assessment for Master of Science in Management (MSM)

Program Intended Student Learning Outcomes (Program ISLOs)

1. Students will be able to demonstrate knowledge of the core business and management concepts.
2. Students will be able to communicate information to a variety of audiences in the field of management.
3. Students will be able to compare and contrast plans to leverage stakeholder diversity to gain a competitive advantage.
4. Students will be able to interpret financial data and use it to make informed decisions about the operating performance and financial position of a company.
5. Students will be able to critique behavioral knowledge in a workplace environment.
6. Students will be able to critique the role of Human Resource Management in a contemporary organization setting.
7. Students will be able to synthesize information to recommend solutions to ambiguous situations.

**Assessment Instruments for Intended Student Learning Outcomes—
Direct Measures of Student Learning:**

1. End-of-Program Capstone Research Paper
Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7

2. End-of-Program Comprehensive Exam
Program ISLOs Assessed by this Measure: 1

Performance Objectives (Targets/Criteria) for Direct Measures:

On the rating scale in the research paper evaluation rubric (with “accomplished” being the highest rating), at least 80% of all graduating MSM students will achieve a performance rating of “competent” or “accomplished” on each evaluation criterion associated with the program ISLOs assessed by this measure.

At least 80% of all graduating students will score 80% or higher on each subset of examination questions related to each of the program ISLOs assessed by this measure.

**Assessment Instruments for Intended Student Learning Outcomes—
Indirect Measures of Student Learning:**

Performance Objectives (Targets/Criteria) for Indirect Measures:

<p>1. MSM Student Exit Survey Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7</p>	<p>On the exit survey instrument, at least 80% of all graduating MSM students will indicate that they were “proficient” or “advanced” in achieving each of the program ISLOs.</p>
<p>2. MSM End-of-Program Course Evaluation Survey Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7</p>	<p>On the rating scale (with advanced being the highest rating”) in the graduating course in the MSM program, at least 80% of the students will indicate that their course learning provided a “proficient” or “advanced” contribution to achieving each of the program ISLOs assessed by this measure.</p>

Assessment Results: Master of Science in Management (MSM)

Summary of Results from Implementing Direct Measures of Student Learning:

1. End-of-Program Capstone Research Paper:

Number of students receiving an evaluation rating of “competent” or “accomplished” on each of the program-ISLO-related criteria:

- | | |
|---|-------------------|
| • Program ISLO 1: Demonstrate knowledge of core business and management concepts: | 6 (100% of total) |
| • Program ISLO 2: Communicate information to a variety of audiences: | 6 (100% of total) |
| • Program ISLO 3: Compare and contrast plans to leverage stakeholder diversity: | 6 (100% of total) |
| • Program ISLO 4: Interpret financial data and use it to make informed decisions: | 6 (100% of total) |
| • Program ISLO 5: Critique behavioral knowledge in a workplace environment: | 6 (100% of total) |
| • Program ISLO 6: Critique the role of Human Resource Management: | 6 (100% of total) |
| • Program ISLO 7: Synthesize information to recommend solutions: | 6 (100% of total) |

(Total number of students: 6)

2. End-of-Program Comprehensive Exam:

Number of students achieving a subscore of 80% or higher on each of the program-ISLO-related set of examination questions:

- | | |
|---|------------------|
| • Organizational Behavior (Program ISLO 1): | 3 (50% of total) |
| • Leadership (Program ISLO 1): | 2 (33% of total) |
| • Performance Analysis (Program ISLO 1): | 0 (0% of total) |
| • Human Resources (Program ISLO 1): | 3 (50% of total) |
| • Research (Program ISLO 1): | 1 (16% of total) |

- Change Management (Program ISLO 1): 3 (50% of total)
- Recruiting (Program ISLO 1): 2 (33% of total)
- Diversity (Program ISLO 1): 1 (16% of total)
- Ethics (Program ISLO 1): 1 (16% of total)
- Employee Relations (Program ISLO 1): 3 (50% of total)

(Total number of students: 6)

Summary of Results from Implementing Indirect Measures of Student Learning:

1. MSM Student Exit Survey:

Number of students indicating they were “proficient” or “advanced” in achieving each of the program-ISLO related criteria:

- Program ISLO 1: Demonstrate knowledge of core business and management concepts: 6 (100% of total)
- Program ISLO 2: Communicate information to a variety of audiences: 6 (100% of total)
- Program ISLO 3: Compare and contrast plans to leverage stakeholder diversity: 6 (100% of total)
- Program ISLO 4: Interpret financial data and use it to make informed decisions: 6 (100% of total)
- Program ISLO 5: Critique behavioral knowledge in a workplace environment: 6 (100% of total)
- Program ISLO 6: Critique the role of Human Resource Management: 6 (100% of total)
- Program ISLO 7: Synthesize information to recommend solutions: 6 (100% of total)

(Total number of students: 6)

2. MSM End-of-Program Course Evaluation Survey:

Number of students rating the contribution of course learning as “proficient” or “advanced” in achieving each of the program ISLOs:

- Program ISLO 1: Demonstrate knowledge of core business and management concepts: 6 (100% of total)
- Program ISLO 2: Communicate information to a variety of audiences: 6 (100% of total)
- Program ISLO 3: Compare and contrast plans to leverage stakeholder diversity: 6 (100% of total)
- Program ISLO 4: Interpret financial data and use it to make informed decisions: 6 (100% of total)
- Program ISLO 5: Critique behavioral knowledge in a workplace environment: 6 (100% of total)
- Program ISLO 6: Critique the role of Human Resource Management: 6 (100% of total)
- Program ISLO 7: Synthesize information to recommend solutions: 6 (100% of total)

(Total number of students: 6)

Summary of Achievement of Intended Student Learning Outcomes:

Intended Student Learning Outcomes	Learning Assessment Measures							
Program ISLOs	End-of-Program Capstone Research Paper	End-of-Program Comprehensive Exam	<i>Direct Measure 3</i>	<i>Direct Measure 4</i>	MSM Student Exit Survey	MSM End-of-Program Course Evaluation Survey	<i>Indirect Measure 3</i>	<i>Indirect Measure 4</i>
1. Students will be able to demonstrate knowledge of the core business and management concepts.	Met	Not Met			Met	Met		
2. Students will be able to communicate information to a variety of audiences in the field of management.	Met	NA			Met	Met		
3. Students will be able to compare and contrast plans to leverage stakeholder diversity to gain a competitive advantage.	Met	NA			Met	Met		
4. Students will be able to interpret financial data and use it to make informed decisions about the operating performance and financial position of a company.	Met	NA			Met	Met		
5. Students will be able to critique behavioral knowledge in a workplace environment.	Met	NA			Met	Met		
6. Students will be able to critique the role of Human Resource	Met	NA			Met	Met		

Management in a contemporary organization setting.								
7. Students will be able to synthesize information to recommend solutions to ambiguous situations.	Met	NA			Met	Met		

Proposed Courses of Action for Improvement in Learning Outcomes for which Performance Targets Were Not Met:

1. **Program ISLO 1:** The performance target for this ISLO dealing with demonstrating knowledge in the core business and management concepts was not met on the end-of-program comprehensive exam. The Comprehensive Examination scores for MSM graduating students are quite concerning. The range of scores for 80% of the students achieving 80% or more for each subset of the examination went from 0% to a high of 50%. To improve, the faculty in the Management Department will be reviewing the validity of this survey instrument. Some other considerations for improvement are to review and redevelop course syllabi to present the content of the core curriculum in a more consistent manner, ultimately developing a Master Course Template (syllabus) for each core course. The Management faculty will also review the possibility of utilizing The Major Field Test for management graduates, if the content of the exam fits the content of the Management program. This exam would ensure high content validity.