

Student Learning Outcomes Committee
Department/Program Assessment Results Report

Department/Program: Management

Degree B.S.

Date Submitted: November 3, 2006

The purpose of this report is to communicate the assessment activities that have taken place during the last academic year, as well as how the results are being used to improve student learning at the **program level**. The report should be kept as brief as possible, while answering the following questions:

I. Drawing upon the goals and objectives contained in the department/program student learning assessment plan, what was the focus of the department's student learning assessment for the past academic year?

Two goals were assessed this year. They are as follows:

1. Demonstrate basic teamwork skills.
2. Demonstrate basic interpersonal skills.

In addition, we spent a great deal of time in our 6-person assessment committee revamping all of the goals and objectives for each of the programs that are offered by the management department. Please see the attached list of department goals for the B.S. in Management degree.

II. What information was collected, how much, and by whom?

Both objectives were assessed through the Interpersonal Processes course (MGT454). They were collected for both Fall 05 and Spring 06 by course instructor Jeff Glazer. The pass rates for each goal and the corresponding objectives are listed below:

- 1) Demonstrate basic teamwork skills: (Please note that at the time this goal was assessed, we were still working on revamping our goals/objectives for the department so this goal was a general one without specific objectives).
 - Fall 05: 93% of the students scored at a passing rate of 75% or higher on the peer evaluation
 - Spring 06: 86% of the students scored at a passing rate of 75% or higher on the peer evaluation.
- 2) Demonstrate basic interpersonal skills:
 - Objective 1: Show evidence of effective supportive communication skills
 - Fall 05: 91% scored at a passing rate of 70% or better on an essay exam question

- Spring 06: 87% scored at a passing rate of 70% or better on an essay exam question
- Objective 2: Show evidence of effective negotiation skills
 - Fall 05: 81% scored at a passing rate of 70% or better on an essay exam question
 - Spring 06: 85% scored at a passing rate of 70% or better on an essay exam question

III. What conclusions were drawn on the basis of the information collected?

Based on the information presented in the previous section, we found that for teamwork skills, on average about 90% of the students are passing at the 75% rate and about 99% of the students are passing at the 70% (C-) rate. Therefore, we believe that we are doing well on reaching our teamwork goal.

Regarding the interpersonal skills goal, on average across the two semesters about 89% of our students had a pass rate of 70% or better on the communication objective. Similarly, on average, about 83% of our students had a pass rate of 70% or better on the negotiation objective.

We believe that these are all acceptable passing percentages. However, we also believe that continuous improvement is an important goal to keep in mind. Therefore, we discussed these passing rates at a recent department meeting. We decided that we will not make specific changes at this time since as a department, we will be making significant curriculum changes that will impact these two goals in particular.

IV. How will the information be used to inform decision-making, planning, and improvement?

Over the course of the last year, we have spent a considerable amount of time working on improving our assessment plan and coming up with assessment techniques for each of our goals and objectives. We hope to make assessment a customary part of our departmental activities and ensuing culture.

Report completed by Beth Chung-Herrera Date 11/3/06

**COMPLETE GOALS & OBJECTIVES FOR MANAGEMENT DEPT -
UNDERGRADUATE (REV. 9/29/06)**

I. Demonstrate an understanding of HR policies and practices in terms of strategy, legality, and effectiveness.

- **Summary:** This goal is assessed via 4 objectives that are linked to exam questions, assignments & class exercises. Relevant course: MGT352.

Objective 1: Understand the link between business strategy, the environment and human resource strategy and practice.

- Assessed via 7 multiple choice questions and 1 essay question on Exam 1
- Assessed via assignment *Environmental Issues Impacting HR Exercise*.

Objective 2: Evaluate human resource practices in terms of their effectiveness and efficiency.

- Assessed via 2 essay questions on Exam 1, 2 essay questions on Exam 2, and 2 essay questions on Exam 3.

Assessed via assignment *Recruitment Function Evaluation Exercise*.

- Assessed via *Selection Evaluation Exercise*.

Objective 3 - Understand how law impacts human resource management policy and practice.

- Assessed via 17 multiple choice questions and 2 essay questions on Exam 1
- Assessed via *Equal Employment Opportunity Exercise*.

Assessed via *Selection Practice Legality Assessment*.

Objective 4 - Demonstrate knowledge of the basic human resource functional areas including: equal employment opportunity law, job analysis, HR planning, recruitment, selection, performance appraisal, compensation, benefits, and labor relations.

- Assessed via 17 multiple choice questions and 2 essay questions on Employment Law covered on Exam 1
- Assessed via 10 multiple choice questions and 1 essay question on Job Analysis covered on Exam 1

- Assessed via 6 multiple choice questions on HR Planning covered on Exam 1
- Assessed via 10 multiple choice questions and 1 essay question on HR Recruitment covered on Exam 2
- Assessed via 19 multiple choice questions and 2 essay questions on Selection covered on Exam 2
- Assessed via Assessed via 11 multiple choice questions and 1 essay question on Performance Appraisal on Exam 2
- Assessed via 14 multiple choice questions and 1 essay question on Compensation covered on Exam 3
- Assessed via 9 multiple choice questions and 1 essay question on Benefits covered on Exam 3
- Assessed via 17 multiple choice questions and 2 essay questions on Labor Relations covered on Exam 3

II. Demonstrate an understanding of the international nature of management.

- **Summary:** This goal is assessed via 2 objectives that are linked to exam questions that cover international issues. Relevant courses: MGT350 & MGT405

Objective 1: Understand the cultural dimensions that distinguish different countries on work-related attitudes.

- Assessment: 2 exam questions in MGT 350

Objective 2: Understand how different countries require different strategies

- Assessment: Exam questions in MGT405

III. Demonstrate basic teamwork skills.

- **Summary:** This goal is assessed via 3 objectives that are linked to peer evaluations. Relevant courses: MGT454, MGT405 & MGT450.

Objective 1: Show evidence of quality contributions to a team

- Assessment: Peer evaluation question re: overall value to group

Objective 2: Show evidence of listening to others and disagreeing in a constructive manner

- Assessment: Peer evaluation questions re: listening and assertiveness

Objective 3: Show evidence of effective follow through on work for the team

- Assessment: Peer evaluation question re: preparation

IV. Demonstrate an understanding of analysis, formulation and implementation of strategy at the corporate or entrepreneurial level.

- **Summary:** This goal is assessed via 2 objectives that are linked to exam questions and case analysis. Relevant courses: MGT405 & MGT450

Objective 1: To develop the ability to analyze, formulate, and implement strategies for an organization in a global context.

- Assessment: Exam questions in MGT405. Questions will be averaged to provide overall pass rate.

Objective 2: Describe and analyze strategic business problems from a general management perspective, integrating functional areas.

- Assessment: Exam questions in MGT405. Questions will be averaged to provide overall pass rate.

V. Demonstrate basic interpersonal skills (e.g., active listening, supportive communication, etc.)

- **Summary:** This goal is assessed via 2 objectives that are linked to essay exam questions and exercises. Relevant course: MGT454

Objective 1: Show evidence of effective supportive communication skills

- Assessment: Essay exam question

Objective 2: Show evidence of effective negotiation skills

- Assessment: Essay exam question

VI. Demonstrate an understanding of the core elements of organizational design and their appropriate use.

- **Summary:** This goal is assessed via 3 objectives that are linked to exam questions. Relevant course: MGT451

Objective 1: Distinguish among the design choices underlying an organic or mechanistic organizational structure.

- Assessment: 2 Exam questions

Objective 2: Understand a matrix organization and when it is effective to use a matrix organizational structure

- Assessment: 2 Exam questions

Objective 3: Describe the issues involved in designing a hierarchy to coordinate and motivate organizational behavior effectively.

- Assessment: 3 Exam questions

VII. Demonstrate an understanding of ethical frameworks and theories and how to apply them in business situations.

- **Summary:** This goal is assessed via 3 objectives that are linked to exam questions and a discussion exercise. Relevant course: MGT356

Objective 1: Be able to explain 4-6 ethical theories commonly used in Business Ethics

- Assessment: Essay exam questions & classroom discussion.

Objective 2: Be able to apply 4-6 ethical theories to current business situations

- Assessment: Essay exam questions, classroom discussion, or case analysis.

Objective 3: Be able to discern ethical content in current business news for discussion.

- Assessment: Provide pertinent news item for discussion.