Assessment Record

Program: Office Management and Supervision   **Assessment period:** 2020-2021

Program or Department Mission:

The Department of Business and Information Systems includes the areas of Accounting, Business, Computer Science, and Office Administration. The department provides all students access to quality educational opportunities and experiences that will meet the needs of an ever-changing and increasingly demanding technological society. In addition, the department provides outstanding educational instruction which prepares students for transfer to a college or university.

The Management and Supervision Program Outcomes are:

- Students and graduates returning surveys will report satisfaction with the Business Management Degree – Business Management Option.
- Business management students will graduate at a 50% completion rate.
- Graduates returning surveys indicate employment in the field or current enrollment in a four- year degree program. (70%)

September 2021

Instructional Program Outcomes & Assessment Plan

Intended Outcomes	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
Students and graduates returning surveys will report satisfaction with the educational preparation provided in the program	Career/Technical Employment Status Survey	70% of students and graduates report satisfaction with the educational preparation provided in the Business Management Program	Seven students returned the Career/Technical Employment Status Survey. Of the seven students returning the survey, five (72%) reported satisfaction with the educational preparation provided by the Business Management Program. 71% of students returning the survey accomplished their goal at Jefferson State Community College.	Changes made based on data from 2019-2020: Data presented in the current year report is based on information provided by Institutional Effectiveness for summer 2018 – spring 2019. Due to the pandemic, the College did not send out a survey for the current reporting period. Graduate Placement Rates Changes made based on data from the current year: Although the criteria for success was met, the number of students and graduates returning the career survey needs to increase. Efforts were made to increase the number of responses from prior year (2017-2018). Institutional Effectiveness

September 2021

				will continue to distribute student career surveys electronically to gather the needed data.
Business Management students will graduate at a 50% completion rate	Graduation rate	Business Management students will graduate at a 50% completion rate within four years of declaring a major

Program assistants discussed various percentage completion rates based on students enrolled in the office management and supervision degree program. Please see the use of results section for a description of students enrolled in the program. Based on the composition of the student population for the office management and supervision program, program assistants decided a completion rate of 50% within four years of declaring a major is reasonable. | 39% of students declaring Business Management as their major graduated within four years | Changes made based on data from 2019-2020:

The requirement for success was not met. However, the completion rate remains stable. Factors contributing to the low graduation rate include: pandemic, students declaring business management as their major with no intention of completing the program and registering for only the courses needed to successfully meet their goal, students exploring major options and choosing another field of study but never completing a change of major form, and students lacking one or two classes, which are never completed due to conflicts with class offerings or other factors. Faculty advisors continue to provide information sessions for Business Management |

September 2021

| | | | | majors each term to discuss all aspects of the program.

Award Summary by Program Code

2020-2021 Graduates

Orientation Schedule - Fall

Orientation Schedule - Spring

Changes made based on data from the current year:

Due to the pandemic, all courses required to earn a business management degree were available online. The online course availability increased the graduation rate by 7% from prior year. This flexibility increased enrollment in the program and, in turn, increased graduates from the program. Faculty will continue working on techniques, literature, and projects to increase the program graduation rate. All Business Management majors will receive a program brochure that provides general |

				information about the program, degree/certificate curriculum, faculty advisors contact information, etc. Online Course Listing - Fall Online Course Listing - Spring Program Brochure
Graduates returning surveys indicate employment in field or current enrollment in a four-year degree program	Graduate survey; Career/Technical Employment Status Survey	Within six months of graduation, 70% of graduates will be employed in field or currently enrolled in a four-year degree program	Of the seven graduates returning surveys, half is employed in field. Five of the seven graduates accomplished his/her goal. No data was collected indicating if graduates were enrolled in a four-year degree program. However, one graduate will continue enrollment at Jefferson State Community College.	Changes made based on data from 2019-2020: Data presented in the current year report is based on information provided by Institutional Effectiveness for summer 2018 – spring 2019. Due to the pandemic, the College did not send out a survey for the current reporting period. Graduate Placement Rates Changes made based on data from the current year: Based on the number of surveys returned, the criteria for success was not met. The number of graduates returning the

| | | | | survey needs to increase. Institutional Effectiveness will continue to distribute student career survey electronically to gather the needed data. Faculty will continue to work with and follow up with students pursuing employment and/or enrolling in a four-year degree program. Faculty will also continue to work with businesses within the community to maintain or increase the number of Business Management Program graduates employed in field. Due to the pandemic, employers were not hiring students during the reporting period. |
| **Plan submission date: September 2021** | | | **Submitted by: Barrett Cummings** | |

September 2021

Program: Office Management and Supervision   **Assessment period:** 2020-2021

Program or Department Mission:

The Department of Business and Information Systems includes the areas of Accounting, Business, Computer Science, and Office Administration. The department provides all students access to quality educational opportunities and experiences that will meet the needs of an ever-changing and increasingly demanding technological society. In addition, the department provides outstanding educational instruction which prepares students for transfer to a college or university.

The Office Management and Supervision Program Student Learning Outcomes are:

- Demonstrate an understanding of the operation of American businesses as a dynamic process in a global setting.
- Demonstrate an understanding of management and supervision within an American business.
- Demonstrate an understanding of accounting and finance within an American business.

September 2021

Instructional Program Student Learning Outcomes & Assessment Plan – Business Management Program Core Courses

Intended Outcomes	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
Demonstrate an understanding of the operation of American businesses as a dynamic process in a global setting	BUS 146: Understand what is meant by a progressive income tax structure.	70% of students will choose the correct concept or terminology when answering the embedded exam questions	22 of the 31 students (71%) attempting the assessment achieved success	The benchmarks for all course outcomes were met. Changes made based on data from 2019-2020: Instructors of BUS 263 focused on improving the understanding of employment and employment discrimination laws by adding writing assignments, chapter quizzes and multiple short exams. See below for an example: BUS 263 Writing Assignment Example Changes made based on data from the current year: To further increase student understanding of employment and employment discrimination laws and increase student engagement, instructors added audio PowerPoint lectures with highlighting, vocabulary-based exercises, case analysis exercises and new YouTube video clips. See below: BUS 263 Additions
	BUS 263: Demonstrate an understanding of the basics of employment and employment discrimination laws	70% of students will choose the correct concept or terminology when answering the embedded exam questions	119 of the 129 students (92%) attempting the assessment achieved success	
	BUS 285: Develop a working knowledge of the terminology of marketing to prepare students for the advanced study in the field of marketing	70% of students will choose the correct concept or terminology when answering the embedded exam questions	50 of the 56 students (89%) attempting the assessment achieved success	
	MST 111: Identify the four basic purposes of meetings, differentiate between the leader-controlled approach	70% of students will complete an essay and/or research paper naming the four basic purposes of meetings,	75 of the 80 students (94%) attempting the assessment achieved success	

	and the group-centered approach used in meetings and describe the actions that a supervisor can take before, during and after the meeting to make it effective	identifying the purpose requiring the most skill, differentiating between the leader-controlled approach and the group-centered approach and describing the actions that a supervisor can take before, during and after a meeting to make it effective		These additions increased student performance by 15% from the prior year. All other SLOs will be evaluated, and changed, if necessary.
Demonstrate an understanding of management and supervision within an American business	BUS 285: Develop an understanding of marketing communication, media strategy and message strategy MST 111: Define management and describe in detail the five functions of management	70% of students will answer a discussion question identifying and describing the four bases of segmenting consumer markets 70% of students will complete an essay and/or research paper identifying and explaining the five functions every manager must perform	45 of the 56 students (80%) attempting the assessment achieved success 75 of the 80 students (94%) attempting the assessment achieves success	The prescribed program learning outcome was attained. Changes made based on data from 2019-2020: Faculty added additional exercises and quizzes to enhance student learning success. MST 111 Exercises and Quiz Questions Example Changes made based on data from the current year: Student engagement is key to student learning. Instructors sought a higher percentage of student engagement by adding the use of the discussion board. Discussion posts will force students to think critically and identify connections between concepts covered in the course and real-world situations. Discussion Information and Example

September 2021

				Student success will be continually monitored by faculty. Instructional staff will make any adjustments needed to improve student learning.
Demonstrate an understanding of accounting and finance within an American business	BUS 146: Prepare a personal financial plan	70% of students will successfully complete the worksheet that involves recording income and cash outflows to determine net cash flow	25 of the 32 students (78%) attempting the assessment achieved success	Faculty will continue to monitor student success and make any necessary adjustments to improve student learning based on the results of outcome data. Changes made based on data from 2019-2020: Lecture notes were added to BUS 241 – Principles of Accounting I to enhance student learning. The lecture notes were used as a study aid for students. Examples contained within the lecture notes follow the examples given in the textbook. Short, detailed videos were posted on course sites to explain concepts covered in each set of lecture notes. BUS 241 Chapter 1 Lecture Notes Changes made based on data from the current year: Since all courses were online for the reporting period, additional resources were added to course sites to improve student learning. These recourses include PowerPoint audio lectures with highlighting and embedded quizzes, vocabulary exercises, adaptive study plans, online lectures and algorithmic numbers-based questions. See below for examples:
	BUS 146: Understand what is meant by a progressive income tax structure.	70% of students will choose the correct concept or terminology when answering the embedded exam questions	22 of the 31 students (71%) attempting the assessment achieved success	
	BUS 241: Complete the accounting cycle through closing entries	70% of student will successfully complete journal entries to complete the accounting cycle through closing entries	152 of the 176 students (86%) attempting the assessment achieved success	
	BUS 241: Prepare an Income Statement, Statement of Owner's Equity and Balance Sheet	70% of students will successfully complete an exercise or problem requiring the completion of the Income Statement,	153 of the 180 students (85%) attempting the assessment achieved success	

		Statement of Owner's Equity and Balance Sheet		BUS 241 Additional Resources
Plan submission date: September 2021			**Submitted by: Barrett Cummings**	

September 2021

Program: Office Management and Supervision

Assessment period: 2020-2021

Program or Department Mission:

The Department of Business and Information Systems includes the areas of Accounting, Business, Computer Science, and Office Administration. The department provides all students access to quality educational opportunities and experiences that will meet the needs of an ever-changing and increasingly demanding technological society. In addition, the department provides outstanding educational instruction which prepares students for transfer to a college or university.

The Office Management and Supervision Program Outcomes are:

- Students and graduates returning surveys will report satisfaction with the Business Management Degree – Business Management Option.
- Business management students will graduate at a 50% completion rate.
- Graduates returning surveys indicate employment in the field or current enrollment in a four- year degree program. (70%)

The Office Management and Supervision Program Student Learning Outcomes are:

- Demonstrate an understanding of the operation of American businesses as a dynamic process in a global setting.
- Demonstrate an understanding of management and supervision within an American business.
- Demonstrate an understanding of accounting and finance within an American business.

September 2021

Instructional Program Student Learning Outcomes & Assessment Plan – Business Management Option

Intended Outcomes	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
Demonstrate an understanding of the operation of American businesses as a dynamic process in a global setting	BUS 100: Demonstrate knowledge of global economics factors	70% of students will choose the correct concept or terminology when answering the embedded exam questions	150 of the 194 students (77%) attempting the assessment achieved success	The benchmarks for all course outcomes exceeded the criteria for success. Changes made based on data from 2019-2020:
	BUS 275: Demonstrate knowledge and understanding of the diverse managerial styles and methodologies used in decision making in management	70% of students will choose the correct concept or terminology when answering the embedded exam questions	51 of the 55 students (93%) attempting the assessment achieved success	MST 201 students were required to take two tests and a final exam. Additionally, each student was required to download a job interview and create 10 questions that would be appropriate to ask applicants for the job. The
	MST 201: Demonstrate an understanding of employee selection procedures	70% of students will complete a group project that includes concepts related to job analysis, job descriptions and job qualifications	71 of the 83 students (86%) attempting the assessment achieved success	purpose was to prepare students for actual job interviews of which they were the job applicants. Finally, students were asked to prepare a teaching outline of Chapters 11-16
	MST 215: Demonstrate knowledge of entrepreneurship principles	70% of students will complete a group project and/or discussion questions that create a business and determine if exclusive legal right to	78 of the 80 students (98%) attempting the assessment achieved success	The submissions were impressive but lacked practical implications. MST 201 Syllabus

September 2021

		the business name exist, determine a business concept, describe entrepreneurial opportunity and identify and describe the business' competitive advantage		Changes made based on data from the current year:

During the reporting period additional exams were added to MST 201 to help students move past just reading the text to engaging the text. This change was a result of all courses moving to an online platform.

MST 201 Revised Syllabus

Faculty will continue to monitor outcome results and make any necessary adjustments. |
| Demonstrate an understanding of management and supervision within an American business | BUS 100: Demonstrate knowledge of global economic factors

BUS 275: Demonstrate a knowledge and understanding of the fundamental of management in utilizing the application of management terminology | 70% of students will choose the correct concept or terminology when answering the embedded exam questions

70% of students will choose the correct concept or terminology when answering the embedded exam questions | 150 of the 194 (77%) of the students attempting the assessment achieved success

46 of the 55 students (84%) attempting the assessment achieved success | The benchmarks for all course outcomes surpassed the criterion set for achieving success.

Changes made based on data from 2019-2020:

Faculty focused on student engagement by using discussion posts. Faculty would reply to student comments challenging them to think critically and apply the concept |

September 2021

				discussed to real-world situations.
	MST 201: Demonstrate an understanding of applicable laws that affect human recourse managers	70% of students will choose the correct concept or terminology when answering the embedded exam questions	70 of the 82 students (85%) attempting the assessment achieved success	Global Economics Factors Discussion Changes made based on data from the current year:
	MST 215: Demonstrate knowledge of entrepreneurship principles	70% of students will complete a group project and/or discussion questions that create a business and determine if exclusive legal right to the business name exist, determine a business concept, describe entrepreneurial opportunity and identify and describe the business' competitive advantage	78 of the 80 students (98%) attempting the assessment achieved success	Due to the complexity of the global economics factors concept, additional embedded exam questions were added to the course to enhance student learning success. Global Economics Questions Student success will be continually monitored by faculty.
Demonstrate an understanding of accounting and finance within an American business	BUS 100: Demonstrate knowledge of general marketing, finance and accounting concepts	70% of students will choose the correct concept or terminology when answering the embedded exam questions	169 of the 182 (93%) of the students attempting the assessment achieved success	The results for all course outcomes were adequate. Changes made based on data from 2019-2020:
	BUS 275: Demonstrate knowledge and understanding of the diverse managerial styles and	70% of students will choose the correct concept or terminology when answering the	51 of the 55 students (93%) attempting the assessment achieved success	The video review of leading business leaders was included as part of the learning experience to evaluate students' ability to critically listen to and

| | methodologies used in decision making in management | embedded exam questions | | understand the context of managerial styles used in decision making and discussed by the presenter and for students to recognize the correlation to content presented in the course. |
| | MST 215: Demonstrate knowledge of the preparation of a business plan | 70% 0f students will complete a project correctly developing a mission statement, marketing plan, SWOT analysis and financial plan | 78 of the 80 students (98%) attempting the assessment achieved success | Video and Writing Assignment

Changes made based on data from the current year:

The following exam discussion questions were added as part of the student assessment to evaluate students' understanding of managerial styles in decision making and explain a particular managerial style that was presented in the course. These questions should enhance student learning success.

Discussion Questions |
| **Plan submission date: September 2021** | | | **Submitted by: Barrett Cummings** | |

September 2021

September 2021