



Assessment Record

Program: Office Management and Supervision

Assessment period: 2021-2022

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 2022

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	Three students returned the Career/Technical Employment Status Survey Of the three students returning the survey, 100% indicated satisfaction with the educational preparation provided by the Business Management Program. Of the three students returning the survey, one (33.3%) has accomplished his/her goal, one (33.3%) goal is in progress, and one (33.3%) student will continue to enroll at Jefferson State Community College.	<p>Changes made based on data from 2020-2021:</p> <p>Data presented in the current year report is based on information provided by Institutional Effectiveness for summer 2021 – spring 2022.</p> <p>Graduate Placement Rates</p> <p>Changes made based on data from the current year:</p> <p>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. Institutional Effectiveness will continue to distribute student career surveys electronically to gather the needed data.</p>

Business Management students will graduate at a 50% completion rate	Graduation rate	<p>Business Management students will graduate at a 50% completion rate within four years of declaring a major</p> <p>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.</p>	32% of students declaring Business Management as their major graduated within four years	<p>Changes made based on data from 2020-2021:</p> <p>The requirement for success was not met. However, the completion rate remains stable. Factors contributing to the low graduation rate include: 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 majors each term to discuss all aspects of the program.</p> <p>Award Summary by Program Code</p> <p>Fall Facts</p>
---	-----------------	--	--	--

				Orientation Schedules Changes made based on data from the current year: Course offerings moved back to a traditional classroom beginning in the fall. Online options for most courses required to earn a business management degree remained available online. The graduation rate decreased by 7% from prior year but remains stable. 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. Class Schedules Program Brochure

<p>Graduates returning surveys indicate employment in field or current enrollment in a four-year degree program</p>	<p>Graduate survey; Career/Technical Employment Status Survey</p>	<p>Within six months of graduation, 70% of graduates will be employed in field or currently enrolled in a four-year degree program</p>	<p>Of the three graduates returning surveys, 67% employed in field. All three 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.</p>	<p>Changes made based on data from 2020-2021:</p> <p>Data presented in the current year report is based on information provided by Institutional Effectiveness for summer 2021 – spring 2022.</p> <p>Graduate Placement Rates</p> <p>Changes made based on data from the current year:</p> <p>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</p>
---	---	--	--	--

				Management Program graduates employed in field.
Plan submission date: September 2022				Submitted by: Barrett Cummings

September 2022



Assessment Record

Program: Office Management and Supervision

Assessment period: 2021-2022

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 2022

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	44 of the 61 students (72%) attempting the assessment achieved success	<p>The benchmarks for all course outcomes were met.</p> <p>Changes made based on data from 2020-2021:</p> <p>During the reporting period, BUS 146 courses moved from an online format due to the pandemic to a traditional classroom format with an online option in the summer term only. Instructors changed exercises relating to progressive income tax structure from an in-class group format to individual assignments in Connect, a publisher provided software. To help students master the material, SmartBook readings were assigned. The readings enforce learning by presenting short answer questions.</p> <p>SmartBook Reading Example</p> <p>Question Example</p> <p>Changes made based on data from the current year:</p> <p>Due to the addition of the above-mentioned learning tools, student questions have increased and often lead to deeper discussion of financial matters than originally anticipated.</p>
	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	162 of the 167 students (97%) 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	34 of the 42 students (81%) 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,	72 of the 73 students (99%) attempting the assessment achieved success	

September 2022

	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		<p>Student interaction and engagement has improved. Instructors have decided to add publisher provided videos and numerous other learning tools available in Connect to increase student learning and master student learning objectives. See below for a video example:</p> <p>BUS 146 – Video Example</p> <p>All other SLOs will be evaluated, and changed, if necessary.</p>
Demonstrate an understanding of management and supervision within an American business	<p>BUS 285: Develop an understanding of marketing communication, media strategy and message strategy</p> <p>MST 111: Define management and describe in detail the five functions of management</p>	<p>70% of students will answer a discussion question identifying and describing the four bases of segmenting consumer markets</p> <p>70% of students will complete an essay and/or research paper identifying and explaining the five functions every manager must perform</p>	<p>36 of the 51 students (71%) attempting the assessment achieved success</p> <p>71 of the 73 students (97%) attempting the assessment achieves success</p>	<p>The prescribed program learning outcome was attained.</p> <p>Changes made based on data from 2020-2021:</p> <p>The group project was eliminated from BUS 285. The decision to drop the group project was strongly influenced by the COVID-19 pandemic. The students' health was top priority. The format of the class also changed from in-person to online. Consequently, assessments revealed a significant decline in meeting course objectives.</p> <p>Changes made based on data from the current year:</p> <p>The group project will be added back to the course. Student learning outcome data has proved the project helps students meet course objectives relating to marketing</p>

				<p>communication, media strategy, and message strategy.</p> <p>BUS 285 – Marketing Project</p> <p>Student success will be continually monitored by faculty. Instructional staff will make any adjustments needed to improve student learning.</p>
Demonstrate an understanding of accounting and finance within an American business	<p>BUS 146: Prepare a personal financial plan</p> <p>BUS 146: Understand what is meant by a progressive income tax structure.</p> <p>BUS 241: Complete the accounting cycle through closing entries</p> <p>BUS 241: Prepare an Income Statement,</p>	<p>70% of students will successfully complete the worksheet that involves recording income and cash outflows to determine net cash flow</p> <p>70% of students will choose the correct concept or terminology when answering the embedded exam questions</p> <p>70% of student will successfully complete journal entries to complete the accounting cycle through closing entries</p> <p>70% of students will successfully complete</p>	<p>48 of the 65 students (74%) attempting the assessment achieved success</p> <p>44 of the 61 students (72%) attempting the assessment achieved success</p> <p>196 of the 241 students (81%) attempting the assessment achieved success</p> <p>193 of the 240 students (80%) attempting the</p>	<p>The benchmarks for all course outcomes were met.</p> <p>Changes made based on data from 2020-2021:</p> <p>Completed lecture notes were added to BUS 241 – Principles of Accounting I to enhance student learning. Although the examples in the lecture notes follow the examples given in the textbook, students had difficulty comprehending the flow of information. Faculty decided completed lecture notes would enhance student learning success.</p> <p>BUS 241 – Completed Lecture Notes Example</p> <p>Changes made based on data from the current year:</p> <p>During the reporting period, classes moved back into a traditional classroom setting. Online courses were still available to those students who needed or wanted an online option. Live lectures were recorded and added to BUS 241 course shells in Blackboard. This allows traditional classroom students to review</p>

September 2022

	Statement of Owner's Equity and Balance Sheet	an exercise or problem requiring the completion of the Income Statement, Statement of Owner's Equity and Balance Sheet	assessment achieved success	<p>information as needed and online students to have an additional resource to enhance learning. Positive feedback has been received from students about the addition of the live lecture videos. See below for an example:</p> <p>BUS 241 – Live Lecture Example</p> <p>Faculty will continue to monitor student success and make any necessary adjustments to improve student learning based on the results of outcome data.</p>
Plan submission date: September 2022			Submitted by: Barrett Cummings	

September 2022



Office Management and Supervision

Assessment period: 2021-2022

Program: _____

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.

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	183 of the 217 students (84%) attempting the assessment achieved success	The benchmarks for all course outcomes exceeded the criteria for success. Changes made based on data from 2020-2021:
	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	57 of the 72 students (79%) 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. There seems to be a positive statistical correlation between the increased efforts toward student engagement on this topic and the assessment results from questions about this topic.
	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	47 of the 52 students (90%) attempting the assessment achieved success	
	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	58 of the 60 students (97%) attempting the assessment achieved success	BUS 100 - Global Economics Exam Questions Changes made based on data from the current year:

		the business name exist, determine a business concept, describe entrepreneurial opportunity, and identify and describe the business' competitive advantage		<p>Although there is a positive statistical correlation between student engagement and assessment results relating to global economics, instructors added news articles to force students to identify connections between concepts covered in the course and real-world situations.</p> <p>BUS 100 – News Article</p> <p>Faculty will continue to monitor outcome results and make any necessary adjustments.</p>
Demonstrate an understanding of management and supervision within an American business	<p>BUS 100: Demonstrate knowledge of global economic factors</p> <p>BUS 275: Demonstrate a knowledge and understanding of the fundamental of management in utilizing the application of management terminology</p>	<p>70% of students will choose the correct concept or terminology when answering the embedded exam questions</p> <p>70% of students will choose the correct concept or terminology when answering the embedded exam questions</p>	<p>183 of the 217 (84%) of the students attempting the assessment achieved success</p> <p>61 of the 72 students (81%) attempting the assessment achieved success</p>	<p>The benchmarks for all course outcomes surpassed the criterion set for achieving success.</p> <p>Changes made based on data from 2020-2021:</p> <p>Due to the complexity of the global economics factors concept, additional embedded exam questions were added to the course to enhance student learning success. There</p>

	<p>MST 201: Demonstrate an understanding of applicable laws that affect human recourse managers</p> <p>MST 215: Demonstrate knowledge of entrepreneurship principles</p>	<p>70% of students will choose the correct concept or terminology when answering the embedded exam questions</p> <p>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</p>	<p>51 of the 54 students (94%) attempting the assessment achieved success</p> <p>58 of the 60 students (97%) attempting the assessment achieved success</p>	<p>seems to be a positive statistical correlation between the increased efforts toward students engagement on this topic and the assessment results from questions about this topic.</p> <p>BUS 100 - Global Economics Exam Questions</p> <p>Changes made based on data from the current year:</p> <p>Although there is a positive statistical correlation between student engagement and assessment results relating to global economics, instructors added news articles to force students to identify connections between concepts covered in the course and real-world situations.</p> <p>BUS 100 – News Article</p> <p>Student success will be continually monitored by faculty.</p>

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	204 of the 212 (96%) of the students attempting the assessment achieved success	<p>The results for all course outcomes were adequate.</p> <p>Changes made based on data from 2020-2021:</p> <p>Although students grasp the understanding of accounting and finance within an American business, instructors added additional student resources to increase student engagement, questions, and discussions.</p> <p>Additional Student Resource Example</p> <p>Changes made based on data from the current year:</p> <p>Instructors decided to add videos provided by faculty teaching accounting and finance courses or by associates who work in the accounting and finance fields. The videos allow students to hear from professionals in each subject area while focusing on their ability to critically listen to and understand the context of the importance of accounting</p>
	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	57 of the 72 students (79%) attempting the assessment achieved success	
	MST 215: Demonstrate knowledge of the preparation of a business plan	70% Of students will complete a project correctly developing a mission statement, marketing plan, SWOT analysis and financial plan	58 of the 60 students (97%) attempting the assessment achieved success	

				<p>and finance within an American business. The videos also allow students to recognize the correlation of the information presented in the videos to content presented in the course. Students are encouraged to send the presenter and instructor questions. The questions then facilitate class discussions.</p> <p>Video Example</p>
Plan submission date: September 2022			Submitted by: Barrett Cummings	