



## Annual Assessment Report 2020-2021

### BS in Business Administration: Management & Human Resources

### Management & Human Resources

### College of Business

#### CONTACT

**Name of Program Assessment Lead** Denis Iurchenko

**Name of Person Completing Report** Denis Iurchenko

**DISCIPLINARY ACCREDITATION** Yes

#### DEVELOPMENT AND DOCUMENTATION OF STUDENT LEARNING OUTCOMES

**How were the program's SLOs developed? (select all that apply)**

- Our disciplinary accrediting agency has recommended learning outcomes, so we used and/or modified them.

**Other than the CPP Catalog and the Office of Assessment and Program Review website, where else are your SLOs published? Select all that apply.**

- Department Website - provide URL: <https://www.cpp.edu/cba/management-andhumanresources/documents/objectives.docx>

#### ASSESSMENT ACTIVITIES IN 2020-2021

This section provides the opportunity for programs to share and discuss assessment activities conducted in **AY 2020-2021**. This includes data collection, rubric development, data analysis, discussion of findings, development or implementation of closing the loop improvement strategies, update of your assessment plan and/or curriculum matrix, etc.

**How many total SLOs does your program assess according to your assessment plan?**

- 2

**How many SLOs did your program assess this past year in 2020-2021?**

- My program assessed SLOs in AY 2020-2021

**Please list the SLOs examined**

- SLO #1: SLO #1a: MHR students will demonstrate effective oral communication skills.
- SLO #2: SLO #5: MHR students will demonstrate collaboration, contribution, and timeliness while working in a team.

**Student Learning Outcome (SLO): SLO 1: SLO #1a: MHR students will demonstrate effective oral communication skills.**

Assessment Activities	Evidence Used	Evaluation and Interpretation of Evidence
<ul style="list-style-type: none"> <li>Collected direct evidence (e.g., student work, exam items, etc.)</li> <li>Scored direct evidence of student learning</li> </ul>	<ul style="list-style-type: none"> <li>Assignment/exam/paper completed as part of regular coursework</li> <li>Oral performance (e.g., presentation, defense, conference presentation, etc)</li> </ul>	<ul style="list-style-type: none"> <li>Used rubric or scoring guide</li> </ul>
<ul style="list-style-type: none"> <li>Discussed assessment results to make program decisions to improve SLO achievement (e.g., design new course, modify assignments, etc.)</li> </ul>		
<ul style="list-style-type: none"> <li>Implemented closing the loop improvement strategies to improve SLO achievement</li> </ul>		

Findings			
N of Artifacts	Criterion Used	Goal Met	Eye-opening Result
30	Average score	Yes	The MHR department had a discussion on these findings. Overall, the scores were deemed appropriate for an upper division course. The following actions were agreed upon to close the loop and consider for the upcoming assessment cycles: measuring 'SLO 1a: Oral communication' (1) in lower division MHR classes and (2) via in-person, in class presentations, which allow for a better observation of SLO criteria.

**Student Learning Outcome (SLO): SLO 2: SLO #5: MHR students will demonstrate collaboration, contribution, and timeliness while working in a team.**

Assessment Activities	Evidence Used	Evaluation and Interpretation of Evidence
<ul style="list-style-type: none"> <li>Collected indirect evidence of student learning (e.g., surveys, interviews, focus groups, etc.)</li> <li>Scored and/or analyzed indirect evidence of student learning</li> </ul>	<ul style="list-style-type: none"> <li>Student survey/interview/focus group with self-reports of SLO achievement</li> </ul>	
<ul style="list-style-type: none"> <li>Discussed assessment results to make program decisions to improve SLO achievement (e.g., design new course, modify assignments, etc.)</li> </ul>		

Findings			
N of Artifacts	Criterion Used	Goal Met	Eye-opening Result
135	Average score	Yes	The results show that, on average, over 90% of the sampled MHR students performed within or above the mastery level (with means ranging between 3.67 and 3.73 in teamwork skills (refer to Table 2 and Figure 1). On average, only 1% of students were at the introductory level which is very encouraging. No students were at the developing level and about 6 % of the students were at the accomplished level (6 % in collaboration, 8 % in contribution, and 6 % in timeliness). Approximately 93% of the students were at the mastery level (93 % in collaboration, 91 % in contribution, and 93 % in timeliness).

## IMPROVING THROUGH ASSESSMENT

**Overall, what best describes how the program used the results in 2020-2021? Select all that apply.**

- Course-level changes (e.g., syllabus, content, pedagogy)

**Ideas to improve student learning can come from different constituents. With whom did the program discuss assessment planning and/or share results during AY 2020-2021? Select all that apply.**

- Program/department faculty as whole
- Program/department assessment committee
- College assessment committee

**The past academic year posed both challenges and opportunities. Please share any assessment discoveries (e.g., insights about assessment procedures, great achievements, etc.) regarding program assessment in 2020-2021 so that others may learn from your experiences.**

The online mode of instruction allowed us to evaluate the results of SLO1a (Oral communication) more reliably. Since all students' presentations were recorded and posted online, several faculty members were able to watch the recordings and evaluate these videos thoroughly. With regard to SLO 5 (teamwork skills), we have measured online-only student collaboration, which is significantly different from traditional classroom teamwork. As such, students needed to be better organized and motivated to engage in productive collaboration online.

Now more than ever it is vital for professionals to effectively communicate and work in teams online. Accordingly, we were pleased with our results, given that the majority of students scored at either master or accomplished level for both SLOs

**CPP's GI2025 goals focus on eliminating equity gaps. What plans do you already implement, or would implement to support the campus' diversity, equity, and inclusion (DEI) efforts? (e.g., planned or current disaggregation of assessment data by race/ethnicity, etc.)**

Based on our most recent analysis, MHR students' graduation rates are either equal to or exceed the GI2025 goals. To start with, the MHR Department exceeds the 4-year graduation goal by 24%, with 62% of all MHR freshmen graduating in four years or less. Furthermore, our results indicate no difference between the freshman graduation rates of MHR URM students and MHR Non-URM students. They both graduate at a 62% rate. Furthermore, our 2-year graduation rates for transfer students have all been at the 29% target or have far exceeded it. Specifically, for the Fall 2016 cohort, 55% graduated in two years or less. For the Fall 2017 cohort, 39% graduated in two years or less, and for the Fall 2018 cohort, 30% graduated in two years or less. When focusing on URM and Non-URM students, both groups exceeded the target for Fall 2016 and 2017 cohorts. However, for the Fall 2018 cohort, URM students outperformed Non-URM students. While these results indicate significant progress in promoting diversity, equity, and inclusion across the campus, it is important to make continuous progress in advancing the GI2025 goals further. To that end, the MHR department assessment committee has prepared a proposal for the MHR department to disaggregate the SLOs' evaluation results based on students' race, gender, and socioeconomic background. Within the previous 2 years, we assessed each SLO for the general MHR student population. Moving forward, we begin to look into differences and potential equity gaps based on student demographics.

The most current assessment plan and curriculum matrix we have on file for your program may be found [here](#). To ensure we have the most updated assessment plan and curriculum matrix for your program, and for posting on our website, please upload the following documents:

Assessment Plan Yes

Curriculum Matrix Yes

If you would like us to review other assessment documents such as your evidence (e.g., assignment, survey, interview questions etc.) or scoring rubric, please upload/provide them. (Select all that apply)

- Other: MHR graduation rates data