



## Annual Assessment Report 2023-2024

### BS Business Administration – Management & Human Resources

#### Department of 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-and-human-resources/curriculum/assessment.shtml>
- Course Syllabi

#### ASSESSMENT ACTIVITIES IN 2023-2024

This section provides the opportunity for programs to share and discuss assessment activities conducted in **AY 2023-2024**. 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 2023-2024?**

- My program assessed SLOs in AY 2023-2024 (e.g., artifact collection, scoring, closing the loop, etc.).

**Please list the SLOs examined**

- SLO #1: SLO #1a: Oral communication -- 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 #1a: Oral communication -- 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/Analyzed/Developed/Modified/Discussed assessment tools</li> </ul>	<ul style="list-style-type: none"> <li>Oral performance (e.g., presentation, defense, conference presentation, etc.) (Direct)</li> </ul>	<ul style="list-style-type: none"> <li>Used rubric or scoring guide</li> </ul>

Findings			
N of Artifacts	Criterion Used	Goal Met	Eye-opening Result
36	average score, comparison with the results of a similar measurement in Fall 2020	Yes, dominant majority of the sampled students demonstrated Accomplished or Mastery level skill in Content (92%), Delivery (72%) and Supporting Material (98%)	Tenure-track MHR faculty discussed these findings early Spring 2024. Both the average scores(between Accomplished and Mastery) and the distribution of the scores (most frequently Accomplished and Mastery) seem appropriate for students approaching graduation. The deteriorating scores in Delivery and Supporting Material were discussed. To enhance student performance in the areas of Delivery and Supporting Materials, the MHR Department has outlined several actions for closing the loop. First, additional workshops focused on delivery techniques, such as vocal expressiveness and body language, will be integrated into the MHR 4040 course. These workshops will utilize recorded presentations to provide students with personalized feedback. In addition, updated guidelines will be provided to ensure that students create professional-quality supporting materials that meet visual appeal, content relevance, and grammar standards. Faculty will also introduce peer feedback sessions where students can critique each other's delivery and visual aids. This will allow for immediate application of feedback and enhance collaborative learning. The department will reassess these interventions in future assessment cycles to ensure continuous improvement.

**Student Learning Outcome (SLO): 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/Analyzed/Developed/Modified/Discussed assessment tools</li> </ul>	<ul style="list-style-type: none"> <li>Student survey/interview/focus group with self-reports of SLO achievement (Inirect)</li> </ul>	<ul style="list-style-type: none"> <li>Used rubric or scoring guide</li> </ul>

Findings			
N of Artifacts	Criterion Used	Goal Met	Eye-opening Result
90	average score, comparison with the results of a similar measurement in Spring 2021	The average scores and the distribution of the scores seem appropriate for MHR students.	In-person teamwork may have posed new challenges compared to the fully online environment during the pandemic, where lower engagement was more tolerated. Now, there are higher expectations for contributions. To support these improvements, LinkedIn Learning workshops will be recommended, with a focus on leadership, communication, and collaboration in hybrid team environments. Additionally, faculty will encourage peer feedback to promote continuous improvement throughout team projects. These actionable steps aim to foster a more engaged, cooperative team culture, better equipping students to meet the demands of both in-person and online settings. The impact of these initiatives will be reviewed in future assessments to ensure their effectiveness.

## IMPROVING THROUGH ASSESSMENT

**Ideas to improve student learning can come from different constituents. With whom did the program discuss assessment planning and/or share results during AY 2023-2024? 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 2023-2024 so that others may learn from your experiences.**

One key insight was the impact of transitioning from fully online learning during the pandemic to a hybrid format. In the assessment of teamwork skills, student performance slightly declined compared to the prior cycle conducted during the pandemic when tasks were completed fully online. This highlights the need for stronger support structures in face-to-face collaboration, where contributions and engagement are now held to higher expectations. Additionally, it was discovered that students need clearer guidance on effective contributions in team settings. In response, the department will implement actionable interventions such as LinkedIn Learning workshops focused on leadership and collaboration, and more structured feedback mechanisms like peer evaluations to foster improvement. Another notable achievement is the overall high performance of students in both oral communication and teamwork, with the majority achieving Accomplished or Mastery levels. These findings will continue to shape future assessments and instructional strategies, ensuring continuous improvement in both online and in-person learning environments.

**Please share how the program triangulates various data sources to determine student success. Consider assessment findings, [CPP's GI2025 markers](#), [CSU Dashboard](#), [CPP's Student Success Dashboard on Tableau](#), [CPP's Graduating Senior Survey on Tableau](#), course evaluations, etc.**

We have collected demographic data to assess student performance on each criterion based on whether or not students belong to one of the potentially underserved groups according to the GI 2025 metrics. These groups include underrepresented minorities (URM), Pell- eligible, first-generation, and transfer students. Collecting demographic data allowed us to get a better understanding of the learning outcomes and identify potential equity gaps.

**Does the program offer a certificate or credential (e.g., teaching credential)?**

- No

**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