



Annual Assessment Report 2023-2024

BS Business Administration – Technology & Operations Management Department of Technology & Operations Management College

CONTACT

Name of Program Assessment Lead Candice Huynh

Name of Person Completing Report Candice Huynh

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.
- ☐ We developed them as a program/department using our own knowledge and expertise of the field.

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/technology-and-operations-management/tom-curriculum/learning-goals.shtml>

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?

- 1

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.).
- My program engaged in other assessment activity not specific to any SLO (e.g., modified curriculum matrix or assessment plan, received all data for program review, etc.)

Please share the assessment activities the program engaged in that were not specific to any SLOs.

Reviewed writing communication assessment scores. Collected and reviewed indirect measures of graduating seniors on jobs and skills sets they obtained.

Please list the SLOs examined

- SLO #1: TOM graduates will communicate effectively

Student Learning Outcome (SLO): TOM graduates will communicate effectively

Assessment Activities	Evidence Used	Evaluation and Interpretation of Evidence
<ul style="list-style-type: none"> Collected/Analyzed/Developed/Modified/Discussed assessment tools 	<ul style="list-style-type: none"> Assignment/exam/paper completed as part of regular coursework (Direct) 	<ul style="list-style-type: none"> External organization/person analyzed data (e.g., external organization administered and scored the NCLEX)
<ul style="list-style-type: none"> Closing the loop (e.g., investigated other pressing issues related to SLO achievement, change course sequence, etc.). Please explain: Department discussion on how to improve TOM graduates' written communication 		

Findings			
N of Artifacts	Criterion Used	Goal Met	Eye-opening Result
35	Average score	Partially	identifying developmental opportunities

IMPROVING THROUGH ASSESSMENT

Overall, what best describes how the program used the results in 2023-2024? Select all that apply.

- Assessment procedure changes (SLOs, curriculum matrix, rubrics, evidence collected, sampling, communications with faculty, etc.)

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

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.

Improving faculty participation in assessment and providing artifacts for written assessments efforts.

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.

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