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| `jscc logo | **Assessment Record** |

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| **Program:**  | **Office Management and Supervision** |  **Assessment period:** | **2016-2017** |

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| **Program or Department Mission:**  |
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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%)
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| **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 SurveyOf the three students returning the survey, all (100%) reported satisfaction with the educational preparation provided by the Business Management Program. 100% of students returning the survey accomplished their goal at Jefferson State Community College. | Although the criteria for success was met, the number of students and graduates returning the career survey needs to increase. Institutional Effectiveness will continue to email students career surveys to gather the needed data. Career surveys are no longer distributed in traditional classroom classes. Consideration should be given to circulating copies of the career survey to traditional classroom courses to capture as many responses as possible. |
| 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 majorProgram 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 | The requirement for success was not met. 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 will continue working on advising techniques, informative literature and projects to increase the graduation rate. |
| 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 three graduates returning surveys, 67% (2 out of 3) are employed in field or are currently enrolled in a four-year degree program | Based on the number of surveys returned, the criteria for success was not met. The third graduate is currently enrolled at Jefferson State Community College in another degree program. The number of students and graduates returning the survey needs to increase. Institutional Effectiveness will continue to email students to gather the needed data. Career surveys are no longer distributed in traditional classes. Consideration should be given to circulating copies of the career survey to traditional classroom courses to capture as many responses as possible. 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.  |
| **Plan submission date: October 2017** | **Submitted by: Barrett Cummings** |

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| jscc logo | **Assessment Record** |

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| **Program:** | **Office Management and Supervision** |  **Assessment period:** | **2016-2017** |

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| **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.
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| **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: Prepare a personal statement of cash flowsBUS 263: Students will demonstrate an understanding of the basics of employment and employment discrimination lawsBUS 285: Develop a working knowledge of the terminology of marketing to prepare students for the advanced study in the field of marketingMST 111: Identify the four basic purposes of meetings, differentiate between the leader-controlled approach 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 | 70% of students will successfully complete the worksheet that involves recording income and cash outflows to determine net cash flow70% of students will choose the correct concept or terminology when answering the embedded exam questions70% of students will choose the correct concept or terminology when answering the embedded exam questions70% of students will complete an essay and/or research paper naming the four basic purposes of meetings, 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 | 58 of the 65 students (89%) attempting the assessment achieved success140 of the 165 students (85%) attempting the assessment achieved success58 of the 62 students (94%) attempting the assessment achieved success41 of the 44 students (93%) attempting the assessment achieved success | The benchmarks for all course outcomes were met. Although the criteria for success was met for this outcome, program assistants need to be more diligent in ensuring part-time instructors are collecting needed data and reporting the results of the data. Faculty will continue to monitor student success and make any necessary adjustments to improve student learning. |
| Demonstrate an understanding of management and supervision within an American business | BUS 285: Develop an understanding of marketing communication, media strategy and message strategyMST 111: Define management an 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 markets70% of students will complete an essay and/or research paper identifying and explaining the five functions every manager must perform  | 51 of the 59 students (86%) attempting the assessment achieved success38 of the 43 students (88%) attempting the assessment achieves success | The prescribed learning outcomes were attained. 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 planBUS 146: Prepare a personal statement of cash flowsBUS 241: Complete the accounting cycle through closing entriesBUS 241: Prepare an Income Statement, Statement of Owner’s Equity and Balance Sheet  | 70% of students will successfully complete the worksheet that involves recording income and cash outflows to determine net cash flow70% of students will successfully complete the worksheet that involves recording income and cash outflows to determine net cash flows70% of student will successfully complete journal entries to complete the accounting cycle through closing entries70% of students will successfully complete an exercise or problem requiring the completion of the Income Statement, Statement of Owner’s Equity and Balance Sheet | 58 of the 65 students (89%) attempting the assessment achieved success56 of the 65 students (86%) attempting the assessment achieved success244 of the 299 students (82%) attempting the assessment achieved success231 of the 306 students (76%) attempting the assessment achieved success | Course results were satisfactory for BUS 146. Faculty will continue to track student success rates and make any needed adjustments.Criteria for BUS 241, outcomes one and two, were met. Faculty will continue to monitor student success and make any necessary adjustments to improve student learning based on the results of outcome data. |
| **Plan submission date: October 2017** | **Submitted by: Barrett Cummings** |

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| jscc logo | **Assessment Record** |

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| **Program:** | **Office Management and Supervision** |  **Assessment period:** | **2016-2017** |

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| **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 factorsBUS 275: Demonstrate knowledge and understanding of the diverse managerial styles and methodologies used in decision making in managementMST 201: Demonstrate an understanding of employee selection proceduresMST 215: Demonstrate knowledge of entrepreneurship principles | 70% of students will choose the correct concept or terminology when answering the embedded exam questions70% of students will choose the correct concept or terminology when answering the embedded exam questions70% of students will complete a group project that includes concepts related to job analysis, job descriptions and job qualifications70% 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 | 201 of the 242 students (83%) attempting the assessment achieved success58 of the 75 students (82%) attempting the assessment achieved success24 of the 28 students (86%) attempting the assessment achieved success38 of the 38 students (100%) attempting the assessment achieved success | The benchmarks for all course outcomes exceeded the criteria for success. 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 factorsBUS 275: Demonstrate a knowledge and understanding of the fundamental of management in utilizing the application of managementMST 201: Demonstrate an understanding of applicable laws that affect human recourse managersMST 215: Demonstrate knowledge of entrepreneurship principles | 70% of students will choose the correct concept or terminology when answering the embedded exam questions70% of students will choose the correct concept or terminology when answering the embedded exam questions70% of students will choose the correct concept or terminology when answering the embedded exam questions70% 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 | 201 of the 242 (83%) of the students attempting the assessment achieved success67 of the 75 students (89%) attempting the assessment achieved success25 of the 28 students (89%) attempting the assessment achieved success38 of the 38 students (100%) attempting the assessment achieved success | The benchmarks for all course outcomes surpassed the criterion set for achieving success. 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 conceptsBUS 275: Demonstrate knowledge and understanding of the diverse managerial styles and methodologies used in decision making in managementMST 215: Demonstrate knowledge of the preparation of a business plan | 70% of students will choose the correct concept or terminology when answering the embedded exam questions70% of students will choose the correct concept or terminology when answering the embedded exam questions70% 0f students will complete a project correctly developing a mission statement, marketing plan, SWOT analysis and financial plan | 180 of the 218 (83%) of the students attempting the assessment achieved success58 of the 75 students (77%) attempting the assessment achieved success35 of the 37 students (95%) attempting the assessment achieved success | The results for all course outcomes were adequate. Faculty will continue to track student success using outcome results and make any necessary adjustments to improve student learning. |
| **Plan submission date: October 2017** | **Submitted by: Barrett Cummings** |

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| **Program:** | **Office Management and Supervision** |  **Assessment period:** | **2016-2017** |

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| **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.
 |
| **Course Student Learning Outcomes & Assessment Plan – BUS 100** |
| **Intended Outcomes** | **Means of Assessment** | **Criteria for Success** | **Summary & Analysis of Assessment Evidence** | **Use of Results** |
| Demonstrate knowledge of global economic factors | Embedded Exam Questions | 70% of students will choose the correct concept or terminology |

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|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | 26 | 21 | NA |
| Completed | 19 | 20 | NA |
| Percentage | 73% | 95% | NA |
| **Shelby** |  |  |  |
| Attempted | 72 | 91 | 32 |
| Completed | 59 | 72 | 31 |
| Percentage | 82% | 79% | 97% |
| **Average** | 78% | 87% | 97% |

 | Students successfully completed the questions measuring the intended outcome. Faculty will continue to monitor student success.  |
| Demonstrate knowledge of general marketing , finance and accounting concepts | Embedded Exam Questions | 70% of students will choose the correct concept or terminology |

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| --- | --- | --- | --- |
|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | 26 | 21 | NA |
| Completed | 22 | 16 | NA |
| Percentage | 85% | 76% | NA |
| **Shelby** |  |  |  |
| Attempted | 61 | 76 | 34 |
| Completed | 49 | 65 | 28 |
| Percentage | 80% | 86% | 82% |
| **Average** | 83% | 81% | 82% |

 | Students successfully chose the correct concept or terminology, demonstrating knowledge of basic marketing, finance and accounting concepts. Faculty will continue to monitor student success.  |
| **Plan submission date: October 2017** | **Submitted by: Barrett Cummings** |

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| **Course Student Learning Outcomes & Assessment Plan – BUS 146** |
| **Intended Outcomes** | **Means of Assessment** | **Criteria for Success** | **Summary & Analysis of Assessment Evidence** | **Use of Results** |
| Prepare a personal financial plan | Worksheet | 70% of students will successfully complete the worksheet showing goals that are realistic, measurable, time sensitive and actionable |

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|  | Fall | Spring | Summer**\*** |
| **Jefferson** |  |  |  |
| Attempted | 20 | 12 |  |
| Completed | 17 | 10 |  |
| Percentage | 85% | 83% |  |
| **Shelby** |  |  |  |
| Attempted | 21 | 12 |  |
| Completed | 20 | 11 |  |
| Percentage | 95% | 92% |  |
| **Average** | 90% | 88% |  |

\* Course is not offered during the summer term | Students effectively created a personal financial plan and showed understanding of realistic financial goals. Faculty will continue to monitor student success.  |
| Prepare a personal statement of cash flows | Worksheet | 70% of students will successfully complete the worksheet that involves recording income and cash outflows to determine net cash flow |

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|  | Fall | Spring | Summer**\*** |
| **Jefferson** |  |  |  |
| Attempted | 20 | 12 |  |
| Completed | 17 | 10 |  |
| Percentage | 85% | 92% |  |
| **Shelby** |  |  |  |
| Attempted | 21 | 12 |  |
| Completed | 20 | 9 |  |
| Percentage | 95% | 75% |  |
| **Average** | 90% | 84% |  |

\* Course is not offered during the summer term | Students demonstrated an understanding of personal cash flows. Faculty will continue to monitor outcome results and make any necessary adjustments. |
| **Plan submission date: October 2017**  | **Submitted by: Barrett Cummings** |

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| **Course Student Learning Outcomes & Assessment Plan – BUS 215** |
| **Intended Outcomes** | **Means of Assessment** | **Criteria for Success** | **Summary & Analysis of Assessment Evidence** | **Use of Results** |
| Demonstrate knowledge of business communication principles for successful communications | Individual Project and Exercises | 70% of students will successfully complete a respective project and exercises |

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|  | Fall | Spring | Summer**\*** |
| **Jefferson** |  |  |  |
| Attempted | NA | NA |  |
| Completed | NA | NA |  |
| Percentage | NA | NA |  |
| **Shelby** |  |  |  |
| Attempted | 14 | 19 |  |
| Completed | 14 | 16 |  |
| Percentage | 100% | 84% |  |
| **Average** | 100% | 84% |  |

\* Course is not offered during the summer term | Class is taught by part-time instructors at Jefferson and Shelby. Program assistants need to be more diligent in ensuring part-time instructors are collecting needed data and reporting the results of the data. The importance of student learning outcomes needs to be clearly communicated to part-time instructors by program assistants. From the data collected, students successfully completed the project/exercises measuring the intended outcome.  |
| Demonstrate effective communication skills via a presentation | Presentation  | 70% of students will successfully complete a presentation |

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|  | Fall | Spring | Summer**\*** |
| **Jefferson** |  |  |  |
| Attempted | NA | NA |  |
| Completed | NA | NA |  |
| Percentage | NA | NA |  |
| **Shelby** |  |  |  |
| Attempted | 14 | 19 |  |
| Completed | 14 | 16 |  |
| Percentage | 100% | 84% |  |
| **Average** | 100% | 84% |  |

\* Course is not offered during the summer term | Class is taught by part-time instructors at Jefferson and Shelby. Program assistants need to be more diligent in ensuring part-time instructors are collecting needed data and reporting the results of the data. The importance of student learning outcomes needs to be clearly communicated to part-time instructors by program assistants. Data collected indicates students have effective communication skills. Faculty will continue to monitor student success. |
| **Plan submission date: October 2017** | **Submitted by: Barrett Cummings** |

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| **Course Student Learning Outcomes & Assessment Plan – BUS 241** |
| **Intended Outcomes** | **Means of Assessment** | **Criteria for Success** | **Summary & Analysis of Assessment Evidence** | **Use of Results** |
| Complete the accounting cycle through closing entries | Exercises/Problems | 70% of students will successfully complete journal entries to complete the accounting cycle through closing entries |

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|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | 28 | 43 | 14 |
| Completed | 23 | 30 | 11 |
| Percentage | 82% | 70% | 79% |
| **Shelby** |  |  |  |
| Attempted | 78 | 89 | 47 |
| Completed | 70 | 73 | 37 |
| Percentage | 90% | 82% | 79% |
| **Pell City** |  |  |  |
| Attempted | NA | \* | \* |
| Completed | NA |  |  |
| Percentage | NA |  |  |
| **Clanton** |  |  |  |
| Attempted | \* | \* | \* |
| Completed |  |  |  |
| Percentage |  |  |  |
| **Average** | 86% | 76% | 79% |

\* Course is not offered at the Pell City Campus during spring or summer terms or at the Clanton Campus during the fall, spring and summer terms | Students successfully met the criteria for success. Faculty re-evaluated outcomes in Fall 2016 and determined that journal entries are a foundational concept in accounting and should be used to assess the course. Faculty will continue to monitor the results of the intended outcome and make any necessary adjustments. |
| Prepare the Income Statement, Statement of Owner’s Equity and Balance Sheet | Exercises/Problems | 70% of students will successfully complete the Income Statement, Statement of Owner’s Equity and Balance Sheet |

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|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | 28 | 29 | 15 |
| Completed | 24 | 15 | 10 |
| Percentage | 86% | 52% | 67% |
| **Shelby** |  |  |  |
| Attempted | 78 | 90 | 48 |
| Completed | 59 | 70 | 38 |
| Percentage | 76% | 78% | 79% |
| **Pell City** |  |  |  |
| Attempted | NA | \* | \* |
| Completed | NA |  |  |
| Percentage | NA |  |  |
| **Clanton** |  |  |  |
| Attempted | \* | \* | \* |
| Completed |  |  |  |
| Percentage |  |  |  |
| **Average** | 81% | 65% | 73% |

\* Course is not offered at the Pell City Campus during spring or summer terms or at the Clanton Campus during the fall, spring and summer terms | Students did not successfully complete the intended outcome in spring and summer terms at Jefferson. Students successfully met the criteria for success at Shelby. Student learning will be improved by using more lecture examples and test questions in word problem format. The majority of online students only complete a portion of each student learning outcome, lowering the average percentage. Faculty will encourage online students to complete all portions of the exercises/problems relating to the outcome. Faculty may present the exercises/problems in different ways to gather the needed outcome data. Different presentation of the means of assessment will possibly yield variations in outcome results. |
| **Plan submission date: October 2017** | **Submitted by: Barrett Cummings** |

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| **Course Student Learning Outcomes & Assessment Plan – BUS 242** |
| **Intended Outcomes** | **Means of Assessment** | **Criteria for Success** | **Summary & Analysis of Assessment Evidence** | **Use of Results** |
| Know the three sections of the Statement of Cash Flows and items included in each section | Embedded Exam Questions | 70% of students will choose the correct concept or terminology |

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|  | Fall | Spring | Summer\* |
| **Jefferson** |  |  |  |
| Attempted | 8 | 11 |  |
| Completed | 3 | 4 |  |
| Percentage | 38% | 36% |  |
| **Shelby** |  |  |  |
| Attempted | 51 | 71 | 40 |
| Completed | 46 | 58 | 32 |
| Percentage | 90% | 82% | 80% |
| **Average** | 64% | 59% | 80% |

\* Course did not make at the Jefferson Campus for summer term | Students did not successfully complete the outcome during fall and spring terms at Jefferson. Students seemed ill-prepared for the rigors of the course, not devoting enough time to the difficult topics covered in the course. Other factors affecting outcome results include large time gaps between the taking of Principles of Accounting I and Principles of Accounting II, taking both accounting courses simultaneously, students only completing a portion of the question measuring the outcome, and students not buying a textbook or using the incorrect edition of the textbook. Faculty will continue to monitor student success and make the necessary adjustments to improve student learning.  |
| Know basic managerial accounting terminology and perform basic managerial calculations | Embedded Exam Questions | 70% of students will choose the correct calculation, concept or terminology |

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| --- | --- | --- | --- |
|  | Fall | Spring | Summer\* |
| **Jefferson** |  |  |  |
| Attempted | 8 | 12 |  |
| Completed | 3 | 5 |  |
| Percentage | 38% | 42% |  |
| **Shelby** |  |  |  |
| Attempted | 51 | 71 | 39 |
| Completed | 42 | 54 | 31 |
| Percentage | 82% | 76% | 80% |
| **Average** | 60% | 59% | 80% |

\* Course did not make at the Jefferson Campus for summer term | Students did not successfully complete the outcome during fall and spring terms at Jefferson. Students seemed ill-prepared for the rigors of the course, not devoting enough time to the difficult topics covered in the course. Other factors affecting outcome results include large time gaps between the taking of Principles of Accounting I and Principles of Accounting II, taking both accounting courses simultaneously, students only completing a portion of the question measuring the outcome, and students not buying a textbook or using the incorrect edition of the textbook. During the summer term, Jefferson State Community College receives many transient students. The transient students seem better prepared to meet course requirements; thus, increasing the outcome results. Faculty will re-evaluate the outcome, continue to monitor student success and make the necessary adjustments to improve student learning.  |
| **Plan submission date: October 2017** | **Submitted by: Barrett Cummings** |

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| **Course Student Learning Outcomes & Assessment Plan – BUS 248** |
|  **Intended Outcomes** | **Means of Assessment** | **Criteria for Success** | **Summary & Analysis of Assessment Evidence** | **Use of Results** |
| Students will be able to classify costs and determine cost behavior | Exercises/Problems | 70% of students will successfully classify costs and determine cost behavior |

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| --- | --- | --- | --- |
|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | 13 | NA | NA |
| Completed | 13 | NA | NA |
| Percentage | 100% | NA | NA |
| **Shelby** |  |  |  |
| Attempted | NA | NA | 6 |
| Completed | NA | NA | 5 |
| Percentage | NA | NA | 83% |
| **Average** | 100% | NA | 83% |

 | The course is offered twice per year – Jefferson in the fall and Shelby in the summer. Students successfully completed the exercises/problems measuring the intended outcome. Faculty will continue to monitor student success. |
| Students will be able to make business decisions using cost behavior | Exercises/Problems | 70% of students will successfully make business decisions using cost behavior |

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|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | 13 | NA | NA |
| Completed | 13 | NA | NA |
| Percentage | 100% | NA | NA |
| **Shelby** |  |  |  |
| Attempted | NA | NA | 6 |
| Completed | NA | NA | 5 |
| Percentage | NA | NA | 83% |
| **Average** | 100% | NA | 83% |

 | The course is offered twice per year – Jefferson in the fall and Shelby in the summer. Students effectively completed the exercises/problems using cost behavior to make business decisions. Faculty will continue to monitor outcome results and make any necessary adjustment. |
| **Plan submission date: October 2017** | **Submitted by: Barrett Cummings** |
| **Course Student Learning Outcomes & Assessment Plan – BUS 263** |
| **Intended Outcomes** | **Means of Assessment** | **Criteria for Success** | **Summary & Analysis of Assessment Evidence** | **Use of Results** |
| Students will demonstrate an understanding of the government’s constitutional authority to regulate American businesses | Embedded Exam Questions | 70% of students will choose the correct concept or terminology |

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| --- | --- | --- | --- |
|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | 20 | 21 | 44 |
| Completed | 9 | 18 | 34 |
| Percentage | 45% | 86% | 77% |
| **Shelby** |  |  |  |
| Attempted | 36 | 35 | 13 |
| Completed | 36 | 35 | 10 |
| Percentage | 100% | 100% | 77% |
| **Clanton** |  |  |  |
| Attempted |  | NA |  |
| Completed |  | NA |  |
| Percentage |  | NA |  |
| **Average** | 73% | 92% | 77% |

 | Students did not demonstrate an understanding of the intended outcome during fall term at Jefferson. Data was not available for all the part-time instructors of BUS 263 at the Jefferson Campus or the Clanton Campus, resulting in a lowering of the percentage results. Program assistants need to be more diligent in ensuring part-time instructors are collecting needed data and reporting the results of the data as well as communicating the importance of outcomes to all part-time instructors. Faculty will continue to monitor student success and make any necessary adjustments to improve student learning.  |
| Students will demonstrate an understanding of the many differences between tort actions and criminal actions | Embedded Exam Questions | 70% of students will choose the correct concept or terminology |

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| --- | --- | --- | --- |
|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | 19 | 21 | 44 |
| Completed | 10 | 17 | 38 |
| Percentage | 53% | 81% | 86% |
| **Shelby** |  |  |  |
| Attempted | 36 | 35 | 13 |
| Completed | 36 | 35 | 10 |
| Percentage | 100% | 100% | 77% |
| **Clanton** |  |  |  |
| Attempted |  | NA |  |
| Completed |  | NA |  |
| Percentage |  | NA |  |
| **Average** | 77% | 91% | 82% |

 | Students did not demonstrate an understanding of the intended outcome during fall term at Jefferson. Students were ill prepared for the course and had a lack of study skills during fall term, lowering the average percentage. Data was not available for all part-time instructors of BUS 263 at the Jefferson Campus, resulting in a lowering of the percentage results. Program assistants need to be more diligent in ensuring part-time instructors are collecting needed data and reporting the results of the data. No data was provided for the spring term at the Clanton Campus. Faculty will continue to monitor student success and make any necessary adjustments to improve student learning. |
| Students will demonstrate an understanding of the basics of employment and employment discrimination laws | Embedded Exam Questions | 70% of students will choose the correct concept or terminology |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | 18 | 19 | 44 |
| Completed | 8 | 15 | 36 |
| Percentage | 44% | 79% | 82% |
| **Shelby** |  |  |  |
| Attempted | 36 | 35 | 13 |
| Completed | 36 | 35 | 10 |
| Percentage | 100% | 100% | 77% |
| **Clanton** |  |  |  |
| Attempted |  | NA |  |
| Completed |  | NA |  |
| Percentage |  | NA |  |
| **Average** | 72% | 90% | 80% |

 |  Students did not demonstrate an understanding of the intended outcome during fall term at Jefferson. Students were ill prepared for the course and had a lack of study skills during fall term, lowering the average percentage. Data was not available for all part-time instructors of BUS 263 at the Jefferson Campus, resulting in a lowering of the percentage results. Program assistants need to be more diligent in ensuring part-time instructors are collecting needed data and reporting the results of the data. No data was provided for the spring term at the Clanton Campus. Faculty will continue to monitor student success and make any necessary adjustments to improve student learning. |
| Students will demonstrate an understanding of basic contract law: creation, breach and remedies | Embedded Exam Questions | 70% of students will choose the correct concept or terminology |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | 19 | 20 | 42 |
| Completed | 10 | 17 | 31 |
| Percentage | 53% | 85% | 74% |
| **Shelby** |  |  |  |
| Attempted | 36 | 35 | 13 |
| Completed | 36 | 35 | 10 |
| Percentage | 100% | 100% | 77% |
| **Clanton** |  |  |  |
| Attempted |  | NA |  |
| Completed |  | NA |  |
| Percentage |  | NA |  |
| **Average** | 77% | 93% | 76% |

 | Students did not demonstrate an understanding of the intended outcome during fall term at Jefferson. Data was not available for all the part-time instructors of BUS 263 at the Jefferson Campus or the Clanton Campus, resulting in a lowering of the percentage results. Program assistants need to be more diligent in ensuring part-time instructors are collecting needed data and reporting the results of the data as well as communicating the importance of outcomes to all part-time instructors. Faculty will continue to monitor student success and make any necessary adjustments to improve student learning. |
| **Plan submission date: October 2017** | **Submitted by: Barrett Cummings** |

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| **Course Student Learning Outcomes & Assessment Plan – BUS 271** |
| **Intended Outcomes** | **Means of Assessment** | **Criteria for Success** | **Summary & Analysis of Assessment Evidence** | **Use of Results** |
| Students will be able to create a frequency distribution from raw, ungrouped data | Problem | 70% of students will successfully create a frequency distribution from raw, ungrouped data |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | 29 | 13 | 40 |
| Completed | 21 | 12 | 37 |
| Percentage | 72% | 92% | 85% |
| **Shelby** |  |  |  |
| Attempted | 15 | 16 | 13 |
| Completed | 13 | 12 | 6 |
| Percentage | 87% | 75% | 46% |
| **Average** | 80% | 84% | 66% |

 | Students exceeded the criteria for success in all terms for Jefferson and successfully exceeded the criteria for success in the fall and spring for Shelby. During the summer term, students at the Shelby Campus seemed ill-prepared, lowering the average percentage. Faculty use different assessment measures to collect outcome data. Some faculty use multi-step, more difficult problems while other instructors use single-step, simple problems. The differences in assessment methods could possibly yield different outcome results. Faculty will continue to monitor student learning, making adjustments as needed.  |
| Students will be able to demonstrate an understanding of the normal distribution, being able to calculate a correct answer by both the formula and normal-curve table | Problem | 70% of students will successfully demonstrate an understanding of the normal distribution, obtaining a correct answer using both the formula and normal-curve table |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | 29 | 19 | 40 |
| Completed | 26 | 15 | 39 |
| Percentage | 90% | 79% | 98% |
| **Shelby** |  |  |  |
| Attempted | 15 | 16 | 13 |
| Completed | 12 | 8 | 2 |
| Percentage | 80% | 50% | 15% |
| **Average** | 85% | 65% | 57% |

 | Students successfully completed the outcome at Jefferson for all terms and successfully exceeded the criteria for success at Shelby during the fall term. During the spring and summer terms at Shelby, students seemed to lack the skill set needed to successfully complete the outcome. Faculty will continue to monitor student success.  |
| **Plan submission date: October 2017** | **Submitted by: Barrett Cummings** |

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| **Course Student Learning Outcomes & Assessment Plan – BUS 272** |
| **Intended Outcomes** | **Means of Assessment** | **Criteria for Success** | **Summary & Analysis of Assessment Evidence** | **Use of Results** |
| Students will be able to develop hypotheses and distinguish between when to make the alternative directional or non-directional | Problem | 70% of students will successfully develop hypotheses and distinguish between when to make the alternative directional or non-directional |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | 29 | NA | 25 |
| Completed | 26 | NA | 25 |
| Percentage | 90% | NA | 100% |
| **Shelby** |  |  |  |
| Attempted | NA | 16 | NA |
| Completed | NA | 7 | NA |
| Percentage | NA | 44% | NA |
| **Average** | 90% | 44% | 100% |

 | The criteria for success for the intended outcome was not met in the spring term for the Shelby Campus. Students were ill-prepared for the amount and difficulty of the work in this course. Faculty will continue to monitor student success and make any necessary adjustments to improve student learning based on the results of outcome data. Course offering was cancelled at Shelby during the fall and summer terms due to low student enrollment. |
| Students will be able to compute a problem by using the chi-square formula and table | Problem | 70% of students will successfully compute problem by using the chi-square formula and table |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | 29 | NA | 25 |
| Completed | 22 | NA | 25 |
| Percentage | 76% | NA | 100% |
| **Shelby** |  |  |  |
| Attempted | NA | 16 | NA |
| Completed | NA | 6 | NA |
| Percentage | NA | 38% | NA |
| **Average** | 76% | 38% | 100% |

 | The criteria for success for the intended outcome was not met in the spring term for the Shelby Campus. Students were ill-prepared for the amount and difficulty of the work in this course. Faculty will continue to monitor outcome results and make any necessary adjustments. Course offering was cancelled at Shelby during the fall and summer terms due to low student enrollment. |
| **Plan submission date: October 2017** | **Submitted by: Barrett Cummings** |

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| **Course Student Learning Outcomes & Assessment Plan – BUS 275** |
| **Intended Outcomes** | **Means of Assessment** | **Criteria for Success** | **Summary & Analysis of Assessment Evidence** | **Use of Results** |
| Demonstrate a knowledge and understanding of the diverse managerial styles and methodologies used in decision making in management | Embedded Exam Questions | 70% of students will choose the correct concept or terminology |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | 10 | NA | 11 |
| Completed | 9 | NA | 8 |
| Percentage | 90% | NA | 73% |
| **Shelby** |  |  |  |
| Attempted | 27 | 27 | NA |
| Completed | 19 | 22 | NA |
| Percentage | 70% | 82% | NA |
| **Average** | 80% | 82% | 73% |

 | Requirement for success was met. Students demonstrated knowledge and understanding of management styles and methodologies. Faculty will continue to monitor student success and make any necessary adjustments to improve student learning.  |
| Demonstrate a knowledge and understanding of the fundamentals of management utilizing the application of management | Embedded Exam Questions | 70% of students will choose the correct concept or terminology |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | 10 | NA | 11 |
| Completed | 8 | NA | 11 |
| Percentage | 80% | NA | 100% |
| **Shelby** |  |  |  |
| Attempted | 27 | 27 | NA |
| Completed | 23 | 25 | NA |
| Percentage | 85% | 93% | NA |
| **Average** | 83% | 93% | 100% |

 | Criterion for success for the intended outcome was met. Faculty will continue to monitor student progress.  |
| **Plan submission date: October 2017** | **Submitted by: Barrett Cummings** |

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| **Course Student Learning Outcomes & Assessment Plan – BUS 285** |
| **Intended Outcomes** | **Means of Assessment** | **Criteria for Success** | **Summary & Analysis of Assessment Evidence** | **Use of Results** |
| Develop a working knowledge of the terminology of marketing to prepare students for advanced study in the field of marketing | Embedded Exam Questions | 70% of students will choose the correct concept or terminology |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | NA | 12 | NA |
| Completed | NA | 11 | NA |
| Percentage | NA | 92% | NA |
| **Shelby** |  |  |  |
| Attempted | NA | 16 | 34 |
| Completed | NA | 13 | 34 |
| Percentage | NA | 81% | 100% |
| **Average** | NA | 87% | 100% |

 | Students demonstrated knowledge of marketing terminology, achieving outcome success. Faculty will continue to monitor outcome results and make any necessary adjustments. |
| Develop an understanding of marketing communication, media strategy and message strategy | Discussion Question | 70% of students will identify and describe the four bases of segmenting consumer markets |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | NA | 12 | NA |
| Completed | NA | 10 | NA |
| Percentage | NA | 83% | NA |
| **Shelby** |  |  |  |
| Attempted | NA | 13 | 34 |
| Completed | NA | 10 | 31 |
| Percentage | NA | 77% | 91% |
| **Average** | NA | 80% | 91% |

 | Students successfully completed the outcome by identifying and describing communication, media and message strategies. Faculty will continue to monitor student progress.  |
| **Plan submission date: October 2017** | **Submitted by: Barrett Cummings** |

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| **Course Student Learning Outcomes & Assessment Plan – ECO 231** |
| **Intended Outcomes** | **Means of Assessment** | **Criteria for Success** | **Summary & Analysis of Assessment Evidence** | **Use of Results** |
| Students will recognize both market demand and market supply curves and demonstrate an understanding of how surpluses and shortages develop | Embedded Exam Questions | 70% of students will choose the correct concept or terminology |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | 103 | 71 | 66 |
| Completed | 87 | 64 | 60 |
| Percentage | 85% | 90% | 90% |
| **Shelby** |  |  |  |
| Attempted | 123 | 92 | 80 |
| Completed | 97 | 59 | 61 |
| Percentage | 79% | 64% | 76% |
| **Pell City** |  |  |  |
| Attempted | NA | NA | NA |
| Completed | NA | NA | NA |
| Percentage | NA | NA | NA |
| **Clanton** |  |  |  |
| Attempted | NA | NA | NA |
| Completed | NA | NA | NA |
| Percentage | NA | NA | NA |
| **Average** | 82% | 77% | 83% |

 | The benchmark for the course outcome exceeded the criteria for success at the Jefferson Campus in fall, spring and summer terms and at the Shelby Campus in the fall and summer terms. During the spring term, students at the Shelby Campus were ill- prepared for the course. Faculty will continue to monitor outcome results. |
| Students will demonstrate a basic knowledge of the aggregate demand and aggregate supply curves by recognizing how they are used to graphically illustrate both recession and inflation | Embedded Exam Questions | 70% of students will choose the correct concept or terminology |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | 100 | 67 | 66 |
| Completed | 43 | 59 | 62 |
| Percentage | 43% | 88% | 94% |
| **Shelby** |  |  |  |
| Attempted | 123 | 92 | 80 |
| Completed | 104 | 69 | 68 |
| Percentage | 85% | 75% | 85% |
| **Pell City** |  |  |  |
| Attempted | NA | NA | NA |
| Completed | NA | NA | NA |
| Percentage | NA | NA | NA |
| **Clanton** |  |  |  |
| Attempted | NA | NA | NA |
| Completed  | NA | NA | NA |
| Percentage | NA | NA | NA |
| **Average** | 64% | 82% | 90% |

 | Requirement for success was not met at Jefferson for fall semester. The requirement for success was met at Shelby. No data was reported for Pell City or Clanton. The outcome combines multiple complex economic concepts which students have a difficult time grasping. Faculty re-evaluated the outcome in Fall 2016. Aggregate supply and aggregate demand are essential concepts to the understanding economics. Faculty determined these concepts should be used to assess the course. Instructors at Jefferson used graphical illustrations and paragraphs to test student knowledge of the outcome while instructors at Shelby used multiple choice, true/false or fill-in the-blank. The differences in assessment methods contribute to the possibility of fluctuations in outcome results. Data collected shows students at Shelby exceeded the criteria for success.  |
| Students will identify how fiscal policy and monetary policy are used to move the country toward economic stability | Embedded Exam Questions | 70% of students will choose the correct concept or terminology |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | 95 | 64 | 64 |
| Completed | 68 | 58 | 47 |
| Percentage | 72% | 91% | 73% |
| **Shelby** |  |  |  |
| Attempted | 123 | 92 | 80 |
| Completed | 83 | 58 | 53 |
| Percentage | 68% | 63% | 66% |
| **Pell City** |  |  |  |
| Attempted | NA | NA | NA |
| Completed | NA | NA | NA |
| Percentage | NA | NA | NA |
| **Clanton** |  |  |  |
| Attempted | NA | NA | NA |
| Completed | NA | NA | NA |
| Percentage | NA | NA | NA |
| **Average** | 70% | 77% | 70% |

 | Students at Jefferson successfully demonstrated an understanding of fiscal and monetary policies, meeting the criteria for success. Students at Shelby did not successfully complete the outcome. Faculty at Shelby focus more heavily on fiscal policy. Faculty at Shelby will make the adjustment necessary to provide lectures containing equal parts fiscal and monetary policy. Faculty will continue to monitor student success and address any deficiencies.  |
| **Plan submission date: October 2017** | **Submitted by: Barrett Cummings** |

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| **Course Student Learning Outcomes & Assessment Plan – ECO 232** |
| **Intended Outcomes** | **Means of Assessment** | **Criteria for Success** | **Summary & Analysis of Assessment Evidence** | **Use of Results** |
| Students will identify the four market models within the free-market capitalism type of economic system and the distinguishing characteristics of each | Embedded Exam Questions | 70% of students will choose the correct concept or terminology |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | 65 | 83 | 87 |
| Completed | 56 | 73 | 70 |
| Percentage | 86% | 88% | 81% |
| **Shelby** |  |  |  |
| Attempted | 63 | 57 | 29 |
| Completed | 59 | 52 | 27 |
| Percentage | 94% | 91% | 93% |
| **Pell City** |  |  |  |
| Attempted | NA | NA | NA |
| Completed | NA | NA | NA |
| Percentage | NA | NA | NA |
| **Clanton** |  |  |  |
| Attempted | NA | NA | NA |
| Completed | NA | NA | NA |
| Percentage | NA | NA | NA |
| **Average** | 90% | 90% | 87% |

 | Students successfully completed the outcome. Faculty will continue to monitor student success and make the necessary adjustments to improve student learning.  |
| Students will demonstrate a basic knowledge and understanding of demand and supply elasticity and their determinants with special regards to price, income and cross elasticities | Embedded Exam Questions | 70% of students will choose the correct concept or terminology |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | 69 | 83 | 89 |
| Completed | 50 | 68 | 75 |
| Percentage | 73% | 82% | 84% |
| **Shelby** |  |  |  |
| Attempted | 63 | 57 | 29 |
| Completed | 53 | 42 | 18 |
| Percentage | 84% | 74% | 62% |
| **Pell City** |  |  |  |
| Attempted | NA | NA | NA |
| Completed | NA | NA | NA |
| Percentage | NA | NA | NA |
| **Clanton** |  |  |  |
| Attempted | NA | NA | NA |
| Completed | NA | NA | NA |
| Percentage | NA | NA | NA |
| **Average** | 79% | 78% | 73% |

 | Requirement for success was met Jefferson. No data was reported for Pell City and Clanton. Students did not successfully demonstrate knowledge of supply and demand at Shelby in the summer term. Faculty at Jefferson will continue to monitor student success, make the necessary adjustments to improve student learning and address deficiencies. The deficiency at Shelby in the summer term is based on the lack of student attendance. Students missed an excessive number of course meetings, resulting in a lack of understanding of the material covered by this outcome. Faculty at Shelby will continue to monitor outcome success. |
| Students will demonstrate a basic knowledge of the types of costs incurred by the firm | Embedded Exam Questions | 70% of students will choose the correct concept or terminology |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | 69 | 83 | 89 |
| Completed | 65 | 70 | 79 |
| Percentage | 94% | 84% | 89% |
| **Shelby** |  |  |  |
| Attempted | 63 | 57 | 29 |
| Completed | 46 | 49 | 25 |
| Percentage | 73% | 86% | 86% |
| **Pell City** |  |  |  |
| Attempted | NA | NA | NA |
| Completed | NA | NA | NA |
| Percentage | NA | NA | NA |
| **Clanton** |  |  |  |
| Attempted | NA | NA | NA |
| Completed | NA | NA | NA |
| Percentage | NA | NA | NA |
| **Average** | 84% | 85% | 88% |

 | Students exceeded the criteria for success. Faculty will continue to monitor outcome results and make any necessary adjustments. |
| **Plan submission date: October 2017** | **Submitted by: Barrett Cummings** |

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| **Course Student Learning Outcomes & Assessment Plan – MST 111** |
| **Intended Outcomes** | **Means of Assessment** | **Criteria for Success** | **Summary & Analysis of Assessment Evidence** | **Use of Results** |
| Define management and describe in detail the five functions of management | Essay and/or Research Paper | 70% of students will identify the five functions every manager must perform and briefly explain each |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring | Summer**\*** |
| **Jefferson** |  |  |  |
| Attempted | NA | 18 |  |
| Completed | NA | 16 |  |
| Percentage | NA | 89% |  |
| **Shelby** |  |  |  |
| Attempted | 11 | 14 |  |
| Completed | 8 | 14 |  |
| Percentage | 73% | 100% |  |
| **Average** | 73% | 95% |  |

**\*** Course is not offered during the summer term | The benchmark for the course outcome exceeded the criteria for success. Faculty will continue to monitor outcome results. |
| Identify the four basic purposes of meetings, differentiate between the leader-controlled approach 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 | Essay and/or Research Paper | 70% of students will name the four basic purposes of meetings, identifying the purpose requiring the most skill, differentiate between the leader-controlled approach and group-centered approach and describe the actions that a supervisor can take before, during and after a meeting to make it effective |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring | Summer**\*** |
| **Jefferson** |  |  |  |
| Attempted | NA | 19 |  |
| Completed | NA | 17 |  |
| Percentage | NA | 90% |  |
| **Shelby** |  |  |  |
| Attempted | 11 | 14 |  |
| Completed | 10 | 14 |  |
| Percentage | 91% | 100% |  |
| **Average** | 91% | 95% |  |

**\*** Course is not offered during the summer term | The results for the intended outcome were adequate. Faculty will continue to track student success using outcome results and make any necessary adjustments to improve student learning. |
| Demonstrate an thorough understanding of skills unique to supervisors as opposed to other levels of management | Embedded Exam Questions | 70% of students will choose the correct concept or terminology |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring | Summer**\*** |
| **Jefferson** |  |  |  |
| Attempted | NA | 19 |  |
| Completed | NA | 16 |  |
| Percentage | NA | 84% |  |
| **Shelby** |  |  |  |
| Attempted | 10 | 14 |  |
| Completed | 7 | 14 |  |
| Percentage | 70% | 100% |  |
| **Average** | 70% | 92% |  |

**\*** Course is not offered during the summer term | The criteria for success was met. Students successfully answered questions related to the intended outcome. Faculty will continue to respond to the results of outcome data and make any necessary adjustments to address deficiencies and improve student learning.  |
| Demonstrate a thorough understanding of motivation and communication theories involved in supervisory management | Essay and/or Research Paper | 70% of students will explain how “noise” impedes accurate communication, explain barriers to communication and describe how miscommunication can be avoided |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring | Summer**\*** |
| **Jefferson** |  |  |  |
| Attempted | NA | 13 |  |
| Completed | NA | 13 |  |
| Percentage | NA | 100% |  |
| **Shelby** |  |  |  |
| Attempted | 10 | 14 |  |
| Completed | 7 | 14 |  |
| Percentage | 70% | 100% |  |
| **Average** | 70% | 100% |  |

**\*** Course is not offered during the summer term | Students exceeded the criteria for success; outcome met. Students successfully completed an essay or research paper demonstrating a thorough understanding of communication theories. Faculty will continue to monitor student progress. |
| **Plan submission date: October 2017** | **Submitted by: Barrett Cummings** |

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| **Course Student Learning Outcomes & Assessment Plan – MST 201** |
| **Intended Outcomes** | **Means of Assessment** | **Criteria for Success** | **Summary & Analysis of Assessment Evidence** | **Use of Results** |
| Demonstrate an understanding of employee selection procedures | Group Project | 70% of students will gain experience with concepts related to job analysis, job descriptions and job qualifications |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring\* | Summer |
| **Jefferson** |  |  |  |
| Attempted | 10 |  | NA |
| Completed | 8 |  | NA |
| Percentage | 80% |  | NA |
| **Shelby** |  |  |  |
| Attempted | NA |  | 18 |
| Completed | NA |  | 16 |
| Percentage | NA |  | 89% |
| **Average** | 80% |  | 89% |

**\*** Course not offered during the spring term | Students successfully demonstrated knowledge of employee selection procedures, exceeding the criteria for success. Faculty will continue to monitor student success. |
| Demonstrate an understanding of applicable laws that affect human resource managers | Embedded Exam Questions | 70% of students will choose the correct concept or terminology |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring**\*** | Summer |
| **Jefferson** |  |  |  |
| Attempted | 10 |  | NA |
| Completed | 10 |  | NA |
| Percentage | 100% |  | NA |
| **Shelby** |  |  |  |
| Attempted | NA |  | 18 |
| Completed | NA |  | 15 |
| Percentage | NA |  | 83% |
| **Average** | 100% |  | 83% |

**\*** Course not offered during the spring term | Students successfully chose the correct answer to questions related to the intended outcome. Faculty will continue to monitor student success, make the necessary adjustments to improve student learning and address deficiencies. |
| **Plan submission date: October 2017** | **Submitted by: Barrett Cummings** |
| **Course Student Learning Outcomes & Assessment Plan – MST 215** |
| **Intended Outcomes** | **Means of Assessment** | **Criteria for Success** | **Summary & Analysis of Assessment Evidence** | **Use of Results** |
| Demonstrate knowledge of entrepreneurship principles | Group Project and/or Discussion Question | 70% of students will 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 |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | NA | 16 | NA |
| Completed | NA | 16 | NA |
| Percentage | NA | 100% | NA |
| **Shelby** |  |  |  |
| Attempted | 22 | NA | NA |
| Completed | 22 | NA | NA |
| Percentage | 100% | NA | NA |
| Average | 100% | 100% | NA |

 | Students exceeded the criteria for success. Faculty will continue to monitor student progress. The class is only offered during fall term at Shelby. No data was available for the summer term course taught at the Jefferson Campus. |
| Demonstrate knowledge of the preparation of a business plan | Project | 70% of students will correctly develop a mission statement, marketing plan, SWOT analysis and financial plan |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Fall | Spring | Summer |
| **Jefferson** |  |  |  |
| Attempted | NA | 15 | NA |
| Completed | NA | 13 | NA |
| Percentage | NA | 87% | NA |
| **Shelby** |  |  |  |
| Attempted | 22 | NA | NA |
| Completed | 22 | NA | NA |
| Percentage | 100% | NA | NA |
| Average | 100% | 87% | NA |

 | Students successfully completed the outcome. Faculty will continue to monitor student success. The class is only offered during fall term at Shelby. No data was available for the summer term course taught at the Jefferson Campus. |
| **Plan submission date: October 2017** | **Submitted by: Barrett Cummings** |

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| **Instructional Program Outcomes & Assessment Plan—Banking and Finance Option** |
| **Intended Outcomes** | **Means of Assessment** | **Criteria for Success** | **Summary & Analysis of Assessment Evidence** | **Use of Results** |
| Demonstrate an understanding of the regulatory and legal environment of the American banking and finance system | Embedded questions in homework assignments and exams.  | 70 % of students demonstrate an adequate understanding of the financial regulatory environment.   | Please note that BFN classes are offered online only once each year.BFN 100: 3 of 6 (50%) successful BFN 101: 2 of 5 (40%) successfulBFN 102: 2 of 3 (67%) successful BFN 205: 2 of 3 (67%) successful BFN 280: 5 of 7 (71%) successful  | Low enrollment in the program should be addressed by increasing awareness of the degree. Degree plan is now online on the college’s website and brochures with degree plans have been distributed on the Shelby and Jefferson campuses. More capable students may be draw to the program with increased awareness.Otherwise, current instructional methods appear to be adequate. No other changes to be made at this time.  |
| Demonstrate an understanding of the rights and liabilities of creditors, debtors, and consumers connected with financial service organizations | Embedded questions in homework assignments and exams. | 70% of students will successfully demonstrate an adequate ability to analyze banking problems.  | Please note that BFN classes are offered online only once each year.BFN 101: 2 of 5 (50%) successfulBFN 102: 2 of 3 (67%) successful BFN 280: 5 of 7 (71%) successful   | Low enrollment in the program should be addressed by increasing awareness of the degree. Degree plan is now online on the college’s website and brochures with degree plans have been distributed on the Shelby and Jefferson campuses. More capable students may be draw to the program with increased awareness.Requirement for success was met. Current instructional methods appear to be adequate. No changes to be made at this time.  |
| **Submission date: October 2017** | **Submitted by: Jesse Bryson** |