



Assessment Record

Program: Office Management and Supervision

Assessment period: 2020-2021

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.

**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
SLO 1 Demonstrate an understanding of the operation of American businesses as a dynamic	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	22 of the 31 students (71%) attempting the assessment achieved success	The benchmarks for all course outcomes were met. Instructors of BUS 263 focused on improving the understanding of employment and employment discrimination laws by adding writing assignments, chapter quizzes and

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<p>process in a global setting.</p>	<p>BUS 263: Demonstrate an understanding of the basics of employment and employment discrimination laws</p> <p>BUS 285: Develop a working knowledge of the terminology of marketing to prepare students for the advanced study in the field of marketing</p> <p>MST 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</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>70% 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</p>	<p>119 of the 129 students (92%) attempting the assessment achieved success</p> <p>50 of the 56 students (89%) attempting the assessment achieved success</p> <p>75 of the 80 students (94%) attempting the assessment achieved success</p>	<p>multiple short exams. See below for an example:</p> <p>BUS 263 Writing Assignment Example</p> <p>To further increase student understanding of employment and employment discrimination laws and increase student engagement, instructors added audio PowerPoint lectures with highlighting, vocabulary-based exercises, case analysis exercises and new YouTube video clips. See below:</p> <p>BUS 263 Additions</p> <p>These additions increased student performance by 15% from the prior year.</p> <p>All other SLOs will be evaluated, and changed, if necessary.</p>
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<p>SLO 2 Demonstrate an understanding of management and supervision within an American business.</p>	<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>45 of the 56 students (80%) attempting the assessment achieved success</p> <p>75 of the 80 students (94%) attempting the assessment achieves success</p>	<p>The prescribed program learning outcome was attained.</p> <p>Faculty added additional exercises and quizzes to enhance student learning success.</p> <p>MST 111 Exercises and Quiz Questions Example</p> <p>Student engagement is key to student learning. Instructors sought a higher percentage of student engagement by adding the use of the discussion board. Discussion posts will force students to think critically and identify connections between concepts covered in the course and real-world situations.</p> <p>Discussion Information and Example</p> <p>Student success will be continually monitored by faculty. Instructional staff will make any adjustments needed to improve student learning.</p>
<p>SLO 3 Demonstrate an understanding of accounting and finance within an American business.</p>	<p>BUS 146: Prepare a personal financial plan</p> <p>BUS 146: Understand what is meant by a progressive income tax structure.</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>25 of the 32 students (78%) attempting the assessment achieved success</p> <p>22 of the 31 students (71%) attempting the assessment achieved success</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> <p>Lecture notes were added to BUS 241 – Principles of Accounting I to enhance student learning. The lecture notes were used as a study aid for students. Examples contained within the lecture notes follow the examples given in the textbook. Short, detailed videos were posted on course sites to explain concepts covered in each set of lecture notes.</p>

	BUS 241: Complete the accounting cycle through closing entries	70% of student will successfully complete journal entries to complete the accounting cycle through closing entries	152 of the 176 students (86%) attempting the assessment achieved success	BUS 241 Chapter 1 Lecture Notes
	BUS 241: Prepare an Income Statement, Statement of Owner's Equity and Balance Sheet	70% of students will successfully complete an exercise or problem requiring the completion of the Income Statement, Statement of Owner's Equity and Balance Sheet	153 of the 180 students (85%) attempting the assessment achieved success	<p>Since all courses were online for the reporting period, additional resources were added to course sites to improve student learning. These recourses include PowerPoint audio lectures with highlighting and embedded quizzes, vocabulary exercises, adaptive study plans, online lectures and algorithmic numbers-based questions. See below for examples:</p> <p>BUS 241 Additional Resources</p>
Plan submission date: September 2021			Submitted by: Barrett Cummings	

SLO 1

QUESTION 3: ESSAY 3 out of 3 points

What remedies are available for a plaintiff under Title VII of the Civil Rights Act? Under what conditions might a plaintiff receive compensatory damages? or punitive damages?

Given Answer: If the plaintiff can prove unlawful discrimination they can be entitled to reinstatement, back pay, retroactive promotions, damages, compensatory and/or punitive damages. To receive compensatory damages the plaintiff must prove that their were losses that occurred because of the defendant. Under punitive damages the plaintiff must prove that the defendant intentionally was discriminative.

Correct Answer: Remedies under Title VII include job reinstatement, back pay, retroactive promotions, and damages. (Compensatory damages are available only in cases of intentional discrimination. Punitive damages may be recovered against a private employer only if the employer acted with malice or reckless indifference to an individual's rights. The sum of the amount of compensatory and punitive damages is limited by the statute to specific amounts against specific employers.)

Response Feedback: For the toolbar, press ALT+F10 (PC) or ALT+FN+F10 (Mac).

0 WORDS POWERED BY TINY

QUESTION 4: ESSAY 3 out of 3 points

Exit Save and Exit Save and Next

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SLO 1

Legal & Soc Environ Business 12032.202210.xlist Chapter 16: Employment Discrimination Chapter 16 PowerPoint lecture with embedded quiz

Question 1 of 1

The Civil Rights Act of 1964 declared Age and Disability as Protected Classes.

True

False

Submit Answers

Employment Discrimination

By Bryson | Added a year ago | 323 Total Views

Legal & Soc Environ Business 12032.202210.xlist Chapter 16: Employment Discrimination Chapter 16 PowerPoint Lecture

16-3 Discrimination Based on Disability

(slide 1 of 4)

- The Americans with Disabilities Act (ADA) basically requires that employers **reasonably accommodate the needs of persons with disabilities** unless to do so would **cause undue hardship**.
- 16-3a Procedures under the ADA
 - The plaintiff has a **disability**.
 - The plaintiff is otherwise qualified for the employment in question.
 - The plaintiff was excluded from the employment solely because of the disability.

Chapter 16 employment discrimination

By Bryson | Added a year ago | 89 Total Views

Assignments by chapter

- Section Exams
- Email for Blackboard
- Bonus Points End of Term Survey
- Information
- Content
- Tools
- Home Page
- Discussions
- Help with technical issues with Blackboard or Cengage
- Help
- Groups
- Student Feedback
- Find Cengage MindTap
- Chapter Assignments Here
- Textbook MindTap Access code info
- Grades
- Calendar
- Practice question sets for Section Exams
- Virtual Office Visits
- Financial aid info for textbooks

Question Completion Status:

QUESTION 1

Matching

- A group of persons protected by specific laws because of the group's defining characteristics, including race, color, religion, national origin, gender, age, and disability.
 - Protected class
- Treating employees or job applicants unequally on the basis of race, color, national origin, religion, gender, age, or disability.
 - Constructive discharge
 - Disparate-treatment discrimination
 - Sexual harassment
 - SEFCO
- A form of employment discrimination that results when an employer intentionally discriminates against employees who are members of protected classes.
 - Prima facie case
 - Employment discrimination
- A case in which the plaintiff has produced sufficient evidence of his or her claim that the case will be decided for the plaintiff unless the defendant produces evidence to rebut it.
 - Strictly system
 - Disparate-impact discrimination
 - Business necessity
- A limitation of employment brought about by making the employee's working conditions so intolerable that the employee reasonably feels compelled to leave.
 - Discrimination that results from certain employer practices or procedures that, although not discriminatory on their face, have a discriminatory effect.
- The demanding of sexual favors in return for job promotions or other benefits, or language or conduct that is so sexually offensive that it creates a hostile working environment.
 - Identifiable characteristics reasonably necessary to the normal operation of a particular business. These characteristics can include gender, national origin, and religion, but not race.
- A system in which those who have worked longest for an employer are paid the top promotions, salary increases, and other benefits, and are last to be laid off if the workforce must be reduced.
 - A defense to alleged employment discrimination in which the employer demonstrates that an employment practice that discriminates against members of a protected class is related to job performance.

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SLO 2

MST 111 – Exercises and Quiz Question Example

Example of Exercises:

Skill Builder 6.2, page 185, Choosing the Appropriate Communication Channel, follow instructions and answer situations 1-9.

Case 6-1, read case, then answer case questions 1-3, page 187.

Example of quiz question:

In a cost-benefit analysis, you should select the alternative in which the costs are greater than the benefits.

Answer

True

False

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SLO 2

MST 111 Discussion Information and Example

Added to Syllabus

INSTRUCTOR'S AVAILABILITY Instructor will be online on Blackboard's discussion board each Wednesday from 7 to 8PM. In case of an emergency, you may reach the instructor at 205 991-8611.

Discussion Participation

The discussion board will address questions you might have in regard to the chapter or assignments. The discussions promote interaction and communication. You should participate in these discussions. Simply click on the discussion topic and then "Create Thread" to participate.

Discussion Thread Example

While reading this chapter it was interesting to see examples of each manger/supervisor because I work full time and am a team leader. Along with being the team leader I am also the inventory manager for three separate locations. So, for me it was good to see the expectations for the positions I have and it opened up thoughts of how to handle certain situations.

[Reply](#) [Quote](#) [Edit](#) [Delete](#) [Email Author](#)

[Hide 1 reply](#)

[Redacted]

1 day ago

Mary Edge INSTRUCTOR MANAGER

RE: Questions

[COLLAPSE](#)

Great! You'll get so much out of this class on handling situations on your job.

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SLO 3

Principles of Accounting 1 10383.202210 Chapter 1: Introduction to Accounting and Business Chapter PowerPoint lecture with embedded Quiz

Example Exercise: Accounting Equation (1 of 2)

- John Joos is the owner and operator of You're A Star, a motivational consulting business. At the end of its accounting period, December 31, 20Y8, You're A Star has assets of \$800,000 and liabilities of \$350,000. Using the accounting equation, determine the following amounts:
 - Owner's equity as of December 31, 20Y8
 - Owner's equity as of December 31, 20Y9, assuming that assets increased by \$130,000 and liabilities decreased by \$25,000 during 20Y9.

Handwritten notes:
 $800,000 = 350,000 + OE$
 $A = L + OE$
 450,000

Chapter 1 PPT Lecture
 By jbrayson | Added a year ago | 329 Total Views

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SLO 3

- course announcements
- Required Student Verification Assignment
- Syllabus and Textbook/Access Code Information
- Assignments by Chapter
- eMail for Blackboard
- Find your Cengage assignments by chapter here. Also, you can register your student account using this link too.
- Bonus Points: End of Term Survey
- Help with technical issues with Blackboard and Cengage
- Course calendar
- Grades
- Cengage textbook
- Virtual Office Visits
- Info for Financial aid students

Your answers are saved automatically.

Question Completion Status:

QUESTION 1

Matching

- The liability created by a purchase on account
- The claim against customers created by selling merchandise or services on account, normally collected within a short period and classified as a current asset
- A list of the assets, liabilities, and owner's equity as of a specific date, usually at the close of the last day of a month or a year
- A concept of accounting that determines the amount initially entered into the accounting records for purchases
- A summary of the revenue and expenses for a specific period of time, such as a month or a year
- A summary of the changes in owner's equity that have occurred during a specific period of time, such as a month or a year
- A business owned by one individual
- Public accountants who have met a state's education, experience, and examination requirements
- Revenue from providing services
- The authoritative body that has the primary responsibility for developing accounting principles

- cost concept
- account receivable
- account payable
- proprietorship
- income statement
- Certified Public Accountants (CPAs)
- Financial Accounting Standards Board (FASB)
- statement of owner's equity
- balance sheet
- fees earned

Principles of Accounting 1 10383.202210 Chapter 1 Video Presentations of Chapter Concepts and Examples Net Solutions: recording transactions

Net Solutions Chapter 1 Transactions

By jbrayson | Added a year ago | 33 Total Views

Principles of Accounting 1 10383.202210 Chapter 1 Video Presentations of Chapter Concepts and Examples Net Solutions: Income Statement

Net Solutions Income Statement For the month ended Nov 30, 20Y3

Revenue - Fees Earned		7,500
Expenses:		
Wages Expense	2,125	
Rent Expense	800	
Supplies Expense	800	
Utilities Expense	450	
Miscellaneous Expense	275	
Total Expenses		4,450

Income Statement Net Solutions

By jbrayson | Added a year ago | 21 Total Views