***STUDENT LEARNING ASSESSMENT PROGRAM***

***SUMMARY FORM AY 2016-2017***

Please complete a separate worksheet for each academic program (major, minor) at each level (undergraduate, graduate) in your department. Worksheets are due to CASA this year by **June 15, 2017**. Worksheets should be sent electronically to kjsanders@eiu.edu and should also be submitted to your college dean. For information about assessment or help with your assessment plans, visit the Assessment webpage at <http://www.eiu.edu/~assess/> or contact Karla Sanders in CASA at 581-6056.

Bachelor of Science in Business

Major: Management

**Degree and**

**Program Name:**

# Submitted By:

Dr. David Boggs

**Please use size 10 font or larger.**

**PART ONE**

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| What are the learning objectives? | How, where, and when are they assessed?  | What are the expectations? | What are the results? | Committee/ person responsible? How are results shared? |
| 1. Critical Thinking: Question, examine, evaluate, and respond to management problems, arguments, and ideas. | How: AY17 Watson Glaser Scores of Management StudentsWhere: Administered by the University. Results sent from CASA Executive Director to School of Business Chair and Associate Chair, and then provided to Asst. ChairWhen: SU16, FA16 and SP17 | MGT Students will score 70 percent (considered passing) or higher in the areas tested (Inference, Recognition of Assumption, Deduction, Interpretation, Evaluation of Arguments) and in the composite score category.  | 27 Management students completed the Watson Glaser tests. Six of them scored higher than 70 percent. The averages of all Management students were: Composite: 62 percentInference: 51 percentAssumption: 61 percentDeduction: 67 percentInterpretation: 58 percentArguments: 67 percent | The Assistant Chair of Management (Boggs) presents this information to the Management faculty at a Management Faculty meeting. The Faculty Council Committee also exchanges and reviews this information. Results of this test are not expected to be available in future years unless state budgetary pressures ease and the University restarts issuing the test to students. In the meantime, the University is initiating alternative critical-thinking testing for freshmen and seniors but these tests will not provide results with a breakdown of performance by major. Accordingly, the Management Discipline does not anticipate being able to use Watson Glaser results after this year. |
| 2. Writing and Critical Reading: Read and write business and management documents critically and evaluate varied discipline-relevant sources. | How: Two Persuasive Message assignments are completed for MGT 3830 (Managerial Communications); one is a letter to accompany a resume and the other is a message suggesting managerial actions to add transportation equipment and elevate the writer to a larger management role. The assignment was evaluated using the EWP suggested assessment rubric.Where: MGT 3830 Managerial Communications class.When: FA16How: 62 students’ EIU electronic writing portfolio (EWP) submissions by Management majors were evaluated by faculty. These were evaluated on a scale from 1-4.Where: Electronically submitted and evaluated.When: The submissions were made in the spring of 2016. This is the most recent data available.How: Senior Survey Results for Management MajorsWhere: Administered in BUS 4360 Strategy and PolicyWhen: Fall 2015 semester | At least 80% will be proficient or higher (3 on the EWP rubric) and at least 10% will be exemplary (4 on the EWP rubric); the average will be 3 or higher in all areas evaluated.At least 80% will be proficient or higher (3 on the EWP rubric) and at least 10% will be exemplary (4 on the EWP rubric).11 Management Seniors complete a 34-question survey, based on their experiences in business courses. Responses use a scale ranging from 1 = Strongly disagree, to 7 = Strongly agree. The expectation is that the mean scores for the questions that relate to management major objectives will be at least 6.00. | 89 percent of students had average evaluations of 3 or higher, and averages for the 27 students were:2.83 for Content3.86 for Organization3.19 for Style3.19 for Mechanics58 Management major submissions (94%) scored 3 or higher on the rubric and 12 (19%) scored 4 or higher. Management majors averaged 3.39, which was higher than the 3.10 average that was observed in the last Management Assessment report.Q 2: I can make effective business presentations.FA15 Mean = 6.18 | The information is collected by the MGT 3830 Instructor (King) and is shared and reviewed in the Management Discipline faculty meeting.The EWP assessment data were provided by the Associate Chair of Business (Melody Wollan), who obtained the data from Dr. Karla Sanders of EIU’s Center for Academic Support & Assessment. Results are shared in Management discipline and assessment meetings.The Associate Chair of the School of Business was responsible for collecting the data. Results are shared in Management discipline and assessment meetings. |
| 3. Speaking and Listening: Prepare, deliver and critically evaluate business and management presentations and speaking activities. | How: AY17 Speaking Reports of Senior EIU Management StudentsWhere: Administered by the University in 4000-level senior seminar classes. Results sent from CASA Executive Director to School of Business Chair and Associate Chair, and then provided to Asst. ChairWhen: SU16, FA16 and SP17How: Senior Survey Results for Management MajorsWhere: Administered in BUS 4360 Strategy and PolicyWhen: Fall 2015 semester | The average rating for Management seniors will be 3.5 or higher on the four point scale.11 Management Seniors complete a 34-question survey, based on their experiences in business courses. Responses use a scale ranging from 1 = Strongly disagree, to 7 = Strongly agree. The expectation is that the mean scores for the questions that relate to management major objectives will be at least 6.00. | The average rating for the 29 Management submissions that were evaluated in AY17 was 3.48. This compares to a 3.53 average for the School of Business and 3.53 average for all University submissions.Q 1: I can make effective business presentations.FA15 Mean = 6.36Q 3: I can communicate effectively orally about business matters.FA15 Mean = 6.36 | The Assistant Chair of Management presents this information to the Management faculty at a Management Faculty meeting. The faculty deliberates and decides on the appropriate response to the information. The Faculty Council Committee also exchanges and reviews this information.The Associate Chair of the School of Business was responsible for collecting the data. Results are shared in Management discipline and assessment meetings. |
| 4. Quantitative Reasoning: Produce, analyze, interpret, and evaluate data and information applicable to business and management professionals. | How: Analyze data and interpret reports of currency price fluctuations; discern financial consequences and appropriate managerial response. Determine currency (1) valuations, (2) appreciation/depreciation, (3) conversions, (4) cross rates, and (5) options. Where: Administered in MGT 4600When: Fall and Spring Semesters | 70 percent or more of students will get four or more of the questions correct, and more than 70 percent of all answers will be correct. | 0 students correctly answered all five questions. 1 student correctly answered four questions.1 students correctly answered three questions.8 students correctly answered two questions.13 students correctly answered one question.11 students correctly answered zero questions.8/32 correctly answered valuation question (worth most/least)1/32 correctly answered currency most appreciation/depreciation question9/32 correctly answered option exercise question10/32 correctly answered cross rate question8/32 correctly answered currency conversion question28 percent of all answers were correct. | Professor of MGT 4600 (Boggs) collected the information and will share it within the discipline. It is important for students to possess numeracy, the ability to read charts and tables, and global awareness. The results of this first-time assessment indicate that improvement is needed. |
| 5. Responsible Citizenship: Evaluate domestic and global business environments using processes that are ethical and informed by geographic, historical and cultural diversity. | How: Students write an essay that addresses problems that can arise when individuals from different cultures interact (MBCL Multicultural Communication). They are evaluated on a scale from 1-4 based on Development of Ideas.Where: MGT 3830 Managerial Communications class.When: FA16 and SP17How: Senior Survey Results for Management MajorsWhere: Administered in BUS 4360 Strategy and PolicyWhen: Fall 2015 semester | The average rating for students will be 3.0 or higher on the four point scale and 80 percent of students will achieve 3.0 or higher.11 Management Seniors complete a 34-question survey, based on their experiences in business courses. Responses use a scale ranging from 1 = Strongly disagree, to 7 = Strongly agree. The expectation is that the mean scores for the questions that relate to management major objectives will be at least 6.00. | The average rating was 3.02 and 80 out of 91 students (88 percent) achieved an evaluation of 3.0 or higher.Q 7: I can recognize and analyze ethical issues as part of business decision-making.FA15 Mean = 6.00Q 24: I can utilize management-focused philosophies to analyze the current global business environment.FA15 Mean = 6.09Q 25: I understand how to evaluate the functions of management using different ethical models.FA15 Mean = 6.27 | The information is collected by the MGT 3830 Instructor (King) and is shared and reviewed in the Management Discipline faculty meeting.The Associate Chair of the School of Business was responsible for collecting the data. Results are shared in Management discipline and assessment meetings. |
| 6. Content Knowledge: Display cognizance of general management and organizational concepts and apply said concepts to practice through planning, decision making, problem solving, leadership, teamwork, and the application of technology. | How: Students compose a message in the form of an essay that describes important sources of conflict, the effects of conflict on team performance, and team leader management of conflict. (MBCL Conflict Message). They are evaluated on a scale from 1-4 based on Development of Ideas.Where: MGT 3830 Managerial Communications class.When: FA16 and SP17How: Senior Survey Results for Management MajorsWhere: Administered in BUS 4360 Strategy and PolicyWhen: Fall 2015 semester | The average rating for students will be 3.0 or higher on the four point scale and 80 percent of students will achieve 3.0 or higher.11 Management Seniors complete a 34-question survey, based on their experiences in business courses. Responses use a scale ranging from 1 = Strongly disagree, to 7 = Strongly agree. The expectation is that the mean scores for the questions that relate to management major objectives will be at least 6.00. | The average rating was 3.79 and 102 out of 102 students (100 percent) achieved an evaluation of 3.0 or higher.Q 17: I understand the role of technology in organizations.FA15 Mean = 6.09Q 19: I can analyze and solve business problems. FA15 Mean = 6.27Q 26: I understand how to evaluate the functions of management using various problem-solving approaches.FA15 Mean: 6.36Q 27: I can evaluate the functions of management using decision-making models. FA15 Mean = 6.45 | The information is collected by the MGT 3830 Instructor (King) and is shared and reviewed in the Management Discipline faculty meeting.The Associate Chair of the School of Business was responsible for collecting the data. Results are shared in Management discipline and assessment meetings. |
| 7. Content Knowledge: Know and execute human resource management practices and strategies at the individual, group, and organizational levels. | How: Senior Survey Results for Management MajorsWhere: Administered in BUS 4360 Strategy and PolicyWhen: Fall 2015 semester | 11 Management Seniors complete a 34-question survey, based on their experiences in business courses. Responses use a scale ranging from 1 = Strongly disagree, to 7 = Strongly agree. The expectation is that the mean scores for the questions that relate to management major objectives will be at least 6.00. | Q 14: I understand the role of human interactions in successful organizationsFA15 Mean = 6.27Q 28: I can develop and implement approaches for managing employees individually.FA15 Mean = 6.54Q 29: I can develop and implement approaches for managing employees in groups/teams.FA15 Mean = 6.54Q 30: I can develop and implement approaches for managing employees organizationally.FA15 Mean = 6.54Q 34: I can develop and implement a career plan.FA15 Mean = 5.91 | The Associate Chair of the School of Business was responsible for collecting the data. Results are shared in Management discipline and assessment meetings. |

**PART TWO**

Describe your program’s assessment accomplishments since your last report was submitted. Discuss ways in which you have responded to the CASA Director’s comments on last year’s report or simply describe what assessment work was initiated, continued, or completed.

In the CASA Director’s last report, completed in 2014, the CASA Director recommended “adopting all five of the learning goals by 2016.” This has been accomplished with explicit addition of the “quantitative reasoning” objective. Additionally, all of the previous Management Discipline Learning Objectives were reviewed and updated to align with current University and School of Business Learning Objectives and to reflect changes that have occurred in the Management curriculum since the last Assessment Report was submitted. The new learning objectives are a very positive and considerable step in advancing assessment in the Management Discipline. We are to some extent “starting anew” on assessment after “closing the loop” on our previous assessment actions.

**PART THREE**

Summarize changes and improvements in **curriculum, instruction, and learning** that have resulted from the implementation of your assessment program. How have you used the data? What have you learned? In light of what you have learned through your assessment efforts this year and in past years, what are your plans for the future?

The MGT faculty used previous assessment reports as a source of information considered in a recent restructuring of the requirements for the MGT major. This restructuring was pursued to produce for MGT students greater access to the MGT faculty (only about 50 percent of MGT courses were taught by Unit A MGT faculty in 2014) and to provide the MGT faculty with an ongoing understanding of MGT student strengths and needs for development. Courses were added to focus on improving decision making, leadership, and managing in contexts that may be influenced by conflict, power and organizational politics. A new Unit A faculty member was hired to join EIU’s Management Discipline in the fall of 2014, and the Discipline saw the departure of two Unit A and one Unit B faculty members in recent years. Project Management has been changed to an elective area of study for Management majors instead of a required course. New courses introduced by the Management Discipline that focus on leadership, decision making, and managing conflict, power, and politics in organizations are intended to be offered every year and are a positive development for students. Learning objectives have been updated to reflect these curriculum changes, which were introduced after a thorough program review.

In response to concerns about global awareness the MGT faculty changed the MGT 4600 course (International Business Policy and Operations) from a required course for only General Management students to a requirement for all Management students, including those in the Human Resource Management concentration. This was done as part of a Management Discipline program restructuring. The restructuring also shifted Operations and Supply Chain (OSC) classes out of the Management Discipline, as the Operations and Supply Chain faculty was joined with MIS and created a new OSC minor. Management majors interested in OSC are encouraged to complete the OSC minor and can use one OSC course as a MGT elective.

The two new courses introduced to the Management major: MGT 4560 (Seminar in Decision Making and Leadership) and MGT 4860 (Managing Conflict, Power & Politics in Organizations) are being offered regularly and were part of a full review of, and many changes to, the Management major. All prerequisites were reviewed and adjusted where appropriate; course content was reviewed in light of student needs, faculty talents, and discipline developments. Four courses were eliminated from the catalog because they were no longer relevant and had not been offered in many, many years.

The Management faculty reviewed the Human Resource Management curriculum, removed one course from the curriculum, and updated all required course prerequisites. It also achieved a 5-year renewal of the Society for Human Resource Management’s (SHRM) recognition of EIU’s alignment certification with SHRM. The Society for Human Resource Management (SHRM) “is the world’s largest HR professional society, representing 285,000 members in more than 165 countries. For nearly seven decades, the Society has been the leading provider of resources serving the needs of HR professionals and advancing the practice of human resource management. SHRM has more than 575 affiliated chapters within the United States and subsidiary offices in China, India and United Arab Emirates”.

Looking ahead, we will continue to give students assignments and feedback focused on discipline-specific content, as well as foster student achievement of Eastern’s University learning goals. Since the Management learning objectives are new as of 2017 and this report, it will take 1-2 years to completely establish new appropriate and baseline performance measures.