

## Course Outcomes Guide

**Directions:** Please complete this form to document your progress toward improving student learning. For each item, indicate your progress and your anticipated next steps. Thank you!

**Course/Program Title:** MGT – 103 Principles of Management      **Date:** Spring, 2017

**Course/Program Team:** Jim Pierne

**Expected Learning Outcomes:**

1. Describe and define basic business and management terminology
2. Describe the role of management and its impact on the economy
3. Explain the various types of decisions faced by business managers
4. Describe current issues in business and use course concepts to analyze them
5. Describe the different skills necessary to be effective in management
6. Describe ethical implications of managerial policy
7. Explain the importance of management on the employee

**Assessment** (How do or will students demonstrate achievement of each outcome?)

Students demonstrate achievement of the outcomes through quizzes and exams. In addition, the outcomes are assessed through two group projects and three individual projects. These projects involve putting into practice many of the concepts presented in the class.

**Validation** (What methods have you used or will you use to validate your assessment?)

Validation will occur through tracking the results to specific questions that are tied to the expected learning outcomes from tests given in class. The selected questions will be incorporated into all tests administered for this course so that the results can be appropriately gathered to measure student performance. In addition, it is assumed that the publisher validates these questions and tests them for reliability.

**Results** (What do your assessment data show? If you have not yet assessed student achievement of your learning outcomes, when is assessment planned?)

### **PRINCIPLES OF MANAGEMENT SLOA SUMMARY (MGT 103) – FALL 2016-SPRING 2017 EVALUATION**

In the Principles of Management (MGT 103) Course, there are seven Learning Outcomes against which student performance is measured. The data collected for this course is also based on the use of a new Open Source textbook beginning with the Fall Semester 2016. All questions from the Mid-Term and Final Examinations were used and mapped against each of the seven Learning Outcomes to determine student performance. The standard that we hope to achieve

is that 80% of the students will achieve the Learning Outcome. Student performance data is also presented in terms of the results achieved by face-to-face classes versus online classes.

### **Outcome #1: Describe and define basic business and management terminology**

In the last academic year, the Spring 2017 face-to-face classes performed better than the Fall 2016 classes achieving 86% versus 81% respectively for Outcome #1. The Spring web based classes also performed better than the Fall web based classes 85% to 73% respectively. Overall the combined students in both face-to-face and web based classes exceeded the standard of 80% with an overall achievement of 81%. Performance for Outcome #1 was stronger for the face-to-face classes over web based classes achieving 83% versus 78% respectively. For all students measured for Outcome #1, 81% of students exceeded the standard and therefore performance is strong for Outcome #1. Based on this data, it will be important to maintain the high level of performance however it is necessary to strengthen the work provided to web based classes to improve their performance during the next academic year.

### **Outcome #2: Describe the role of management and its impact on the economy**

During the last academic year, the Spring 2017 face-to-face classes performed better than the Fall 2016 classes achieving 82% and 74% respectively for Outcome #2. The Spring web based classes also performed better than the Fall web based classes 70% to 67%. Overall the combined students in both face-to-face and web based classes did not exceed the standard of 80% based on an overall achievement of 75% for Outcome #2. Performance for Outcome #2 was stronger for the face-to-face classes over the web based classes achieving 78% versus 68% respectively. For all students measured for Outcome #2, only 75% exceeded the standard. Clearly additional work is necessary for both face-to-face and web based classes on this Learning Outcome. Specifically, more material will need to be provided to all classes that can focus on strengthening performance—more detailed case studies, in-class discussions, more specific videos that focus on specific management better support materials that emphasize the importance of management and the impacts that this has on the economy.

### **Outcome #3: Explain the various types of decisions faced by business managers**

For Outcome #3, The Spring face-to-face classes outperformed the Fall face-to-face classes achieving 84% versus 78% respectively. In terms of the web based classes, the Fall classes outperformed the Spring classes 78% to 73% respectively. Performance for Outcome #3 again was strong for the face-to-face classes overall achieving 79% versus 75% for the web based classes. For all students measured for performance on Outcome #3, only 79% exceeded the standard. More targeted materials need to be presented for both face-to-face and web based classes to improve the performance with respect to this Outcome.

#### **Outcome #4: Describe current issues in business and use course concepts to analyze them**

For Outcome #4, The Fall face-to-face classes outperformed the Spring face-to-face classes achieving 82% versus 80% respectively. The Fall web based students also outperformed the Spring web based student for this Outcome 75% to 70% respectively. Overall the face-to-face students outperformed the web based students for this Outcome 81% to 71% respectfully. For all students measured on Outcome #4, 77% exceeded the standard. More materials will need to be provided to both face-to-face and web based students to improve overall performance. It might be helpful if more current events types of materials are introduced into these classes to help improve this Outcome performance. More current and relevant examples that students research may improve their ability to link current issues and course concepts together effectively.

#### **Outcome #5: Describe the different skills necessary to be effective in management**

Performance for Outcome #5 is stronger for the Spring face-to-face classes compared to the Fall classes achieving 89% versus 78% respectively. For the web based classes, the Spring classes outperformed the Fall classes achieving 76% versus 72% respectively. Overall 84% of the students in face-to-face classes exceeded the standard compared to 74% for the web based classes. For all students measured for Outcome #5, 81% of the students exceeded the standard. Performance is strong on this Learning Outcome.

#### **Outcome #6: Discuss ethical implications of management policy**

In terms of Outcome #6, the Spring face-to-face classes outperformed the Fall classes 88% to 82% respectively. The Spring web based classes outperformed the Fall classes 79% to 76% respective for the Learning Outcome. Overall 84% of the students in face-to-face classes exceeded the standard and 77% exceeded the standard for web based classes. For all students measured for this Outcome, 82% exceeded the standard and therefore performance is strong for this Outcome.

#### **Outcome #7: Explain the importance of management on the employee**

For Outcome #7, the Spring face-to-face classes outperformed the Fall face-to-face classes 84% to 64% respectively. In terms of web based classes, the Spring classes outperformed the Fall classes 72% to 67% respectively. Overall 74% of the face-to-face students exceeded the standard compared to 70% for the web based students. For all students measured for this Outcome, 73% exceeded the standard.

The overall results would indicate the performance is stronger for the face-to-face classes versus the web based classes during the past academic year. The classes were able to exceed the standard of 80% on three out of seven standards, however, face-to-face classes exceeded the standard of 80% on six out of seven standards while web based classes did not exceed the standard on any of the seven standards.

Even though we moved to an Open Source textbook, I think there are still a number of students who do not read the material. That being said, the results indicate a need to provide more targeted resources so that students are better able to grasp concepts particularly related to corporate culture, decision making styles, leadership styles, and organizational control. I have incorporated additional case studies, videos, and role plays into the courses for the next academic year that focus on these specific Outcomes—2, 3, 4, 6, and 7.

**Follow-up** (How have you used or how will you use the data to improve student learning?)

Based upon the data, we will make the appropriate adjustments to the materials presented in the class to ensure student understanding. We will also utilize more web-based demonstrations of text content to help the student learning process.

**Budget Justification** (What resources are necessary to improve student learning?)

None at this time as the enhanced use of web-based materials and demonstrations are already available from Pearson.