

Course Outcomes Guide

Course/Program Title: MGT – 103 Principles of Management **Date:** Spring, 2018

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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 projects involving 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 2017-SPRING 2018 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 2018 face-to-face classes performed lower than the Fall 2017 classes achieving 84% versus 88% respectively for Outcome #1. The Spring online class

also performed lower than the Fall online class 84% to 85% respectively. Overall the combined students in both face-to-face and online classes exceeded the standard of 80% with an overall achievement of 85%. The Summer Online class achieved a 84% 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 face-to-face 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 2018 face-to-face classes performed lower than the Fall 2017 classes achieving 77% and 83% respectively for Outcome #2. The Spring 2018 online class also performed lower than the Fall 2017 online class 77% to 83%. Overall the combined students in both face-to-face and online classes did not exceed the standard of 80% based on an overall achievement of 81% for Outcome #2. Performance for Outcome #2 was stronger for the face-to-face classes over the online classes achieving 80% versus 76% respectively. The Summer 2017 online class achieved 77% for Outcome #2. Clearly additional work is necessary for both face-to-face and online 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 80% versus 75% respectively. In terms of the online classes, the Spring 2018 classes outperformed the Fall 2017 classes 79% to 77% respectively. Performance for Outcome #3 again was stronger for the online classes overall achieving 79% versus 77% for the face-to-face classes. For all students measured for performance on Outcome #3, only 78% exceeded the standard. The Summer 2017 online class achieved a 82% for Outcome #3. More targeted materials need to be presented for both face-to-face and online 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 Spring 2018 face-to-face classes performed the same as the Fall 2017 face-to-face classes achieving 75% versus 75% respectively. The Spring 2018 online class also outperformed the Fall 2017 online class for this Outcome 76% to 75% respectively. Overall the online students outperformed the face-to-face students for this Outcome 77% to 75% respectfully. For all students measured on Outcome #4, 76% exceeded the standard. More materials will need to be provided to both face-to-face and online students to improve overall performance. The Summer 2017 class achieved a 83% for Outcome #4. 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 2018 face-to-face classes compared to the Fall 2017 classes achieving 69% versus 67% respectively. For the online classes, the Fall 2017 class outperformed the Spring 2018 class achieving 67% versus 62% respectively. Overall 67% of the students in face-to-face classes exceeded the standard compared to 66% for the online classes. For all students measured for Outcome #5, 67% of the students exceeded the standard. The Summer 2017 class achieved a 80% for Outcome #5. Performance is very weak on this Learning Outcome.

Outcome #6: Discuss ethical implications of management policy

In terms of Outcome #6, the Spring 2018 face-to-face classes performed lower than the Fall 2017 classes 68% to 74% respectively. The Fall 2017 online class outperformed the Spring 2018 online class 76% to 69% respectively for the Learning Outcome. Overall 75% of the students in face-to-face classes exceeded the standard and 68% exceeded the standard for online classes. For all students measured for this Outcome, 71% exceeded the standard and therefore performance is weak for this Outcome. The Summer 2017 online class achieved a 76% rating for this Outcome.

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

For Outcome #7, the Spring 2018 face-to-face classes performed the same as the Fall 2017 face-to-face classes 74% to 74% respectively. In terms of online classes, Fall 2017 class outperformed the Spring 2018 class 76% to 73% respectively. Overall 74% of the face-to-face students exceeded the standard compared to 76% for the online students. For all students measured for this Outcome, 75% exceeded the standard. For this Outcome the Summer 2017 class achieved a 80% rating.

The overall results would indicate the performance is stronger for the online classes versus the face-to-face classes during the past academic year. The online classes were able to exceed the standard of 80% on two out of seven standards; the face-to-face classes exceeded the standard of 80% on two out of 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—3, 4, 5, 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.