

# **Program Outcomes Assessment**

**BS in Management**

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## **General Information (Program Outcomes Assessment)**

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# Standing Requirements

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## Mission Statement

The courses offered in the Management Program are designed to meet the needs of students interested in managing the fit between organizations and their environment. In addition to serving business majors, the program offers courses of interest to any student in the University.

### MANAGEMENT:

Management is fundamental to any organization. Courses offered in the curriculum help students build skills in strategic management, organizational behavior, human resources management, organizational design, and entrepreneurship. Management majors take a series of courses that develop a foundation for effective management practice.

### CAREER OPPORTUNITIES:

The management major prepares students for a general management career. Graduates of the management program typically find employment in the following sectors: manufacturing, retail, government, technology, international, and services. Some graduates start their own businesses.

## Outcomes Library

### BS in Management Outcome Set

#### **1.0 Understanding of concepts and vocabulary of traditional functions of Management (planning, organizing, leading, controlling).**

Students will have an understanding of the concepts and vocabulary related to the traditional functions of Management (planning, organizing, leading, controlling).

<b>Outcome</b>	<b>Mapping</b>
Outcome 1.1 Understanding of the vocabulary and concepts associated with the organizing function and organizational structure. Students will have an understanding of the vocabulary and concepts associated with the organizing function and organizational structure.	No Mapping
Outcome 1.2 Students will have an understanding of the vocabulary and concepts associated with the management of people in the workforce. Students will have an understanding of the vocabulary and concepts associated with the management of people in the workforce.	No Mapping

## 2.0 Assess management functions in an actual or simulated organization

Students will be able to assess management functions in an actual or simulated organization.

Outcome	Mapping
<p>Outcome 2.1 Students will be able to assess planning effectiveness in organizations. Students will be able to assess planning effectiveness in organizations.</p>	<p><b>Foundational Studies:</b> 2. Critically evaluate the ideas of others.</p>
<p>Outcome 2.2 Students will be able to evaluate the management effectiveness of the human resources in the workplace. Students will be able to evaluate the management effectiveness of the human resources in the workplace.</p>	<p><b>Foundational Studies:</b> 2. Critically evaluate the ideas of others.</p>
<p>Outcome 2.3 Students will be able to assess the appropriateness of organizational structure in a business. Students will be able to assess the appropriateness of organizational structure in a business.</p>	<p><b>Foundational Studies:</b> 2. Critically evaluate the ideas of others.</p>


## 3.0 Understanding of the context in which managers plan, organize, lead and control.

Student will have an understanding of the context in which managers plan, organize, lead and control.

Outcome	Mapping
<p>Outcome 3.1 Students will have an understanding of ethical issues and ethical decision making as it applies to managing organizations. Students will have an understanding of ethical issues and ethical decision making as it applies to managing organizations.</p>	<p>No Mapping</p>
<p>Outcome 3.2 Students will have an understanding of the legal context of the management of people in a work setting. Students will have an understanding of the legal context of the management of people in a work setting.</p>	<p>No Mapping</p>
<p>Outcome 3.3: Understanding of the cultural diversity context (domestic and international) of managing people in the work setting. Students will have an understanding of the cultural diversity context (domestic and international) of managing people in the work setting.</p>	<p>No Mapping</p>

### Curriculum Map

#### Active Curriculum Maps

-  **Management Curriculum Map** (See appendix)  
**Alignment Set:** BS in Management Outcome Set  
**Created:** 01/27/2012 11:06:12 am CST  
**Last Modified:** 09/28/2013 5:22:51 pm CST

### Communication of Outcomes

Each program/major within the Scott College should choose some or all of the following

ways to communicate its student learning outcomes to constituents:

1. Post learning goals on their website.
2. Include learning goals on all course syllabi.
3. Include learning goals in any promotional materials for the major/program.
4. Share learning goals with advisory boards.
5. Create posters or flyers to display learning goals near offices or classrooms.
6. Share learning goals with freshmen in BUS 100.
7. Make employers or potential employers aware of student learning outcomes.

This list is not meant to be exhaustive; some programs may wish to share learning outcomes in other ways not listed here. Ultimately, it is up to faculty in specific programs to decide which communication methods are appropriate for their learning goals.

## Archive (This area is to be used for archiving pre-TaskStream assessment data and for current documents.)

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### Archive

#### File Attachments:

- 1. Management** (See appendix)  
Management Assessment Plan  
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## 2010-2011 Assessment Cycle

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### Assessment Plan

#### Outcomes and Measures

#### BS in Management Outcome Set

##### **OBJ1: Competencies in Management**

Students will demonstrate various competencies in Management.

##### **Outcome 1.1: Advanced understanding of Management**

Students will have an advanced understanding of the concepts and vocabulary related to the traditional functions of management (planning, organizing, leading and controlling or PLOC).

##### ▼ **Measure:** (None indicated)

##### **Details/Description:** Course 343

Using a standardized test, a random sample of Management majors taken from two advanced Management courses will be tested to determine their knowledge of vocabulary and concepts in Management. This will be done annually toward the end of the Spring semester.

In the Spring of 2010, a pilot project will be launched to determine whether this approach will produce viable results.

##### **Target:**

##### **Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

##### ▼ **Measure:** (None indicated)

##### **Details/Description:** Course 356

Using a standardized test, a random sample of Management majors taken from two advanced Management courses will be tested to determine their knowledge of vocabulary and concepts in Management. This will be done annually toward the end of the Spring semester.

In the Spring of 2010, a pilot project will be launched to determine whether this approach will produce viable results.

##### **Target:**

##### **Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

##### ▼ **Measure:** (None indicated)

##### **Details/Description:** Course 370

Using a standardized test, a random sample of Management majors taken from two advanced Management courses will be tested to determine their knowledge of vocabulary and concepts in Management. This will be done annually toward the end of the Spring semester.

In the Spring of 2010, a pilot project will be launched to determine whether this approach will produce viable results.

##### **Target:**

##### **Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

▼ **Measure:** (None indicated)

**Details/Description:** Course 440

Using a standardized test, a random sample of Management majors taken from two advanced Management courses will be tested to determine their knowledge of vocabulary and concepts in Management. This will be done annually toward the end of the Spring semester.

In the Spring of 2010, a pilot project will be launched to determine whether this approach will produce viable results.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

▼ **Measure:** (None indicated)

**Details/Description:** Course 371

Using a standardized test, a random sample of Management majors taken from two advanced Management courses will be tested to determine their knowledge of vocabulary and concepts in Management. This will be done annually toward the end of the Spring semester.

In the Spring of 2010, a pilot project will be launched to determine whether this approach will produce viable results.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

▼ **Measure:** (None indicated)

**Details/Description:** Course 401

Using a standardized test, a random sample of Management majors taken from two advanced Management courses will be tested to determine their knowledge of vocabulary and concepts in Management. This will be done annually toward the end of the Spring semester.

In the Spring of 2010, a pilot project will be launched to determine whether this approach will produce viable results.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

**Outcome 1.2: Skills to plan business activity**

Students will have the skills to plan, organize, lead, and control a business activity in a simulated setting.

▼ **Measure:** (None indicated)

**Details/Description:** Course 401 (Instructor based)

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**  
**Implementation Plan (timeline):**  
**Responsible Individual(s):** Course instructor

▼ **Measure:** (None indicated)

**Details/Description:** Course 356

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

**Target:**  
**Implementation Plan (timeline):**  
**Responsible Individual(s):** Course instructor

▼ **Measure:** (None indicated)

**Details/Description:** Course 371 (Instructor based)

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In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**  
**Implementation Plan (timeline):**  
**Responsible Individual(s):** Course instructor

▼ **Measure:** (None indicated)

**Details/Description:** Course 440

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**  
**Implementation Plan (timeline):**  
**Responsible Individual(s):** Course instructor

**Outcome 1.3:  
Understand the skills  
of managers**

▼ **Measure:** (None indicated)

Students will have an understanding of the context (environmental factors, ethical issues, global business, etc.) in which managers plan, organize, lead and control.

**Details/Description:** Course 343

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

▼ **Measure:** (None indicated)

**Details/Description:** Course 356

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In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

▼ **Measure:** (None indicated)

**Details/Description:** Course 370

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In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

▼ **Measure:** (None indicated)

**Details/Description:** Course 440

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

▼ **Measure:** (None indicated)

**Details/Description:** Course 371

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In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

📊 **Assessment Findings**

**Finding per Measure**

**BS in Management Outcome Set**

**OBJ1: Competencies in Management**

Students will demonstrate various competencies in Management.

**Outcome 1.1:  
Advanced  
understanding of  
Management**

Students will have an advanced understanding of the concepts and vocabulary related to the traditional functions of management (planning, organizing, leading and controlling or PLOC).

▼ **Measure:** (None indicated)

**Details/Description:** Course 343

Using a standardized test, a random sample of Management majors taken from two advanced Management courses will be tested to determine their knowledge of vocabulary and concepts in Management. This will be done annually toward the end of the Spring semester.

In the Spring of 2010, a pilot project will be launched to determine whether this approach will produce viable results.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

**Findings for (None indicated)**

*No Findings Added*

▼ **Measure:** (None indicated)

**Details/Description:** Course 356



Using a standardized test, a random sample of Management majors taken from two advanced Management courses will be tested to determine their knowledge of vocabulary and concepts in Management. This will be done annually toward the end of the Spring semester.

In the Spring of 2010, a pilot project will be launched to determine whether this approach will produce viable results.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

**Findings** for (None indicated)

*No Findings Added*

▼ **Measure:** (None indicated)

**Details/Description:** Course 370

Using a standardized test, a random sample of Management majors taken from two advanced Management courses will be tested to determine their knowledge of vocabulary and concepts in Management. This will be done annually toward the end of the Spring semester.

In the Spring of 2010, a pilot project will be launched to determine whether this approach will produce viable results.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

**Findings** for (None indicated)

*No Findings Added*

▼ **Measure:** (None indicated)

**Details/Description:** Course 440

Using a standardized test, a random sample of Management majors taken from two advanced Management courses will be tested to determine their knowledge of vocabulary and concepts in Management. This will be done annually toward the end of the Spring semester.

In the Spring of 2010, a pilot project will be launched to determine whether this approach will produce viable results.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

**Findings** for (None indicated)

*No Findings Added*

▼ **Measure:** (None indicated)

**Details/Description:** Course 371



Using a standardized test, a random sample of Management majors taken from two advanced Management courses will be tested to determine their knowledge of vocabulary and concepts in Management. This will be done annually toward the end of the Spring semester.

In the Spring of 2010, a pilot project will be launched to determine whether this approach will produce viable results.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

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**Findings** for (None indicated)

*No Findings Added*

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▼ **Measure:** (None indicated)

**Details/Description:** Course 401

Using a standardized test, a random sample of Management majors taken from two advanced Management courses will be tested to determine their knowledge of vocabulary and concepts in Management. This will be done annually toward the end of the Spring semester.

In the Spring of 2010, a pilot project will be launched to determine whether this approach will produce viable results.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

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**Findings** for (None indicated)

*No Findings Added*

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**Outcome 1.2: Skills to plan business activity**

Students will have the skills to plan, organize, lead, and control a business activity in a simulated setting.

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▼ **Measure:** (None indicated)

**Details/Description:** Course 401 (Instructor based)

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

---

**Findings** for (None indicated)

*No Findings Added*

▼ **Measure:** (None indicated)

**Details/Description:** Course 356

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**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

**Findings** for (None indicated)

*No Findings Added*

▼ **Measure:** (None indicated)

**Details/Description:** Course 371 (Instructor based)

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

**Findings** for (None indicated)

*No Findings Added*

▼ **Measure:** (None indicated)

**Details/Description:** Course 440

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor



**Findings for (None indicated)**

*No Findings Added*

**Outcome 1.3:  
Understand the skills  
of managers**

Students will have an understanding of the context (environmental factors, ethical issues, global business, etc.) in which managers plan, organize, lead and control.

▼ **Measure:** (None indicated)

**Details/Description:** Course 343

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

**Findings for (None indicated)**

*No Findings Added*

▼ **Measure:** (None indicated)

**Details/Description:** Course 356

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**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

**Findings for (None indicated)**

*No Findings Added*

▼ **Measure:** (None indicated)

**Details/Description:** Course 370

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and

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In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

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**Findings** for (None indicated)

*No Findings Added*

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▼ **Measure:** (None indicated)

**Details/Description:** Course 440

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**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

---

**Findings** for (None indicated)

*No Findings Added*

---

▼ **Measure:** (None indicated)

**Details/Description:** Course 371

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

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**Findings** for (None indicated)

*No Findings Added*

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## Overall Recommendations

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*No text specified*

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**Overall Reflection**

*No text specified*

## 2011-2012 Assessment Cycle

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### Assessment Plan

#### Outcomes and Measures

#### BS in Management Outcome Set

##### **OBJ1: Competencies in Management**

Students will demonstrate various competencies in Management.

##### **Outcome 1.1: Advanced understanding of Management**

Students will have an advanced understanding of the concepts and vocabulary related to the traditional functions of management (planning, organizing, leading and controlling or PLOC).

##### ▼ **Measure:** (None indicated)

##### **Details/Description:** Course 343

Using a standardized test, a random sample of Management majors taken from two advanced Management courses will be tested to determine their knowledge of vocabulary and concepts in Management. This will be done annually toward the end of the Spring semester.

In the Spring of 2010, a pilot project will be launched to determine whether this approach will produce viable results.

##### **Target:**

##### **Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

##### ▼ **Measure:** (None indicated)

##### **Details/Description:** Course 356

Using a standardized test, a random sample of Management majors taken from two advanced Management courses will be tested to determine their knowledge of vocabulary and concepts in Management. This will be done annually toward the end of the Spring semester.

In the Spring of 2010, a pilot project will be launched to determine whether this approach will produce viable results.

##### **Target:**

##### **Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

##### ▼ **Measure:** (None indicated)

##### **Details/Description:** Course 370

Using a standardized test, a random sample of Management majors taken from two advanced Management courses will be tested to determine their knowledge of vocabulary and concepts in Management. This will be done annually toward the end of the Spring semester.

In the Spring of 2010, a pilot project will be launched to determine whether this approach will produce viable results.

##### **Target:**

##### **Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

▼ **Measure:** (None indicated)

**Details/Description:** Course 440

Using a standardized test, a random sample of Management majors taken from two advanced Management courses will be tested to determine their knowledge of vocabulary and concepts in Management. This will be done annually toward the end of the Spring semester.

In the Spring of 2010, a pilot project will be launched to determine whether this approach will produce viable results.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

▼ **Measure:** (None indicated)

**Details/Description:** Course 371

Using a standardized test, a random sample of Management majors taken from two advanced Management courses will be tested to determine their knowledge of vocabulary and concepts in Management. This will be done annually toward the end of the Spring semester.

In the Spring of 2010, a pilot project will be launched to determine whether this approach will produce viable results.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

▼ **Measure:** (None indicated)

**Details/Description:** Course 401

Using the SCOB Exit Exam, Management majors will be tested to determine their knowledge of vocabulary and concepts in Management.

**Target:** At least 80% of management majors will score at least 70% correct on the management portion of the exam.

**Implementation Plan (timeline):** Every other Spring, starting in Spring 2012

**Responsible Individual(s):** Course instructor

**Outcome 1.2: Skills to plan business activity**

Students will have the skills to plan, organize, lead, and control a business activity in a simulated setting.

▼ **Measure:** (None indicated)

**Details/Description:** Course 401 (Instructor based)

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

▼ **Measure:** (None indicated)

**Details/Description:** Course 356

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

▼ **Measure:** (None indicated)

**Details/Description:** Course 371 (Instructor based)

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

▼ **Measure:** (None indicated)

**Details/Description:** Course 440

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

**Outcome 1.3:  
Understand the skills  
of managers**

Students will have an understanding of the

▼ **Measure:** (None indicated)

**Details/Description:** Course 343

context (environmental factors, ethical issues, global business, etc.) in which managers plan, organize, lead and control.

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

▼ **Measure:** (None indicated)

**Details/Description:** Course 356

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

▼ **Measure:** (None indicated)

**Details/Description:** Course 370

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

▼ **Measure:** (None indicated)

**Details/Description:** Course 440

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to

develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

▼ **Measure:** (None indicated)

**Details/Description:** Course 371

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

## Assessment Findings

### Finding per Measure

#### BS in Management Outcome Set

##### OBJ1: Competencies in Management

Students will demonstrate various competencies in Management.

##### Outcome 1.1: Advanced understanding of Management

Students will have an advanced understanding of the concepts and vocabulary related to the traditional functions of management (planning, organizing, leading and controlling or PLOC).

▼ **Measure:** (None indicated)

**Details/Description:** Course 343

Using a standardized test, a random sample of Management majors taken from two advanced Management courses will be tested to determine their knowledge of vocabulary and concepts in Management. This will be done annually toward the end of the Spring semester.

In the Spring of 2010, a pilot project will be launched to determine whether this approach will produce viable results.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

**Findings** for (None indicated)

*No Findings Added*

▼ **Measure:** (None indicated)

**Details/Description:** Course 356



Using a standardized test, a random sample of Management majors taken from two advanced Management courses will be tested to determine their knowledge of vocabulary and concepts in Management. This will be done annually toward the end of the Spring semester.

In the Spring of 2010, a pilot project will be launched to determine whether this approach will produce viable results.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

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**Findings** for (None indicated)

*No Findings Added*

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▼ **Measure:** (None indicated)

**Details/Description:** Course 370

Using a standardized test, a random sample of Management majors taken from two advanced Management courses will be tested to determine their knowledge of vocabulary and concepts in Management. This will be done annually toward the end of the Spring semester.

In the Spring of 2010, a pilot project will be launched to determine whether this approach will produce viable results.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

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**Findings** for (None indicated)

*No Findings Added*

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▼ **Measure:** (None indicated)

**Details/Description:** Course 440

Using a standardized test, a random sample of Management majors taken from two advanced Management courses will be tested to determine their knowledge of vocabulary and concepts in Management. This will be done annually toward the end of the Spring semester.

In the Spring of 2010, a pilot project will be launched to determine whether this approach will produce viable results.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

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**Findings** for (None indicated)

*No Findings Added*

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▼ **Measure:** (None indicated)

**Details/Description:** Course 371



Using a standardized test, a random sample of Management majors taken from two advanced Management courses will be tested to determine their knowledge of vocabulary and concepts in Management. This will be done annually toward the end of the Spring semester.

In the Spring of 2010, a pilot project will be launched to determine whether this approach will produce viable results.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

**Findings for (None indicated)**

*No Findings Added*

▼ **Measure:** (None indicated)

**Details/Description:** Course 401

Using the SCOB Exit Exam, Management majors will be tested to determine their knowledge of vocabulary and concepts in Management.

**Target:** At least 80% of management majors will score at least 70% correct on the management portion of the exam.

**Implementation Plan (timeline):** Every other Spring, starting in Spring 2012

**Responsible Individual(s):** Course instructor

**Findings for (None indicated)**

*No Findings Added*

**Outcome 1.2: Skills to plan business activity**

Students will have the skills to plan, organize, lead, and control a business activity in a simulated setting.

▼ **Measure:** (None indicated)

**Details/Description:** Course 401 (Instructor based)

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

**Findings for (None indicated)**

*No Findings Added*

▼ **Measure:** (None indicated)

**Details/Description:** Course 356

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

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**Findings for (None indicated)**

*No Findings Added*

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▼ **Measure:** (None indicated)

**Details/Description:** Course 371 (Instructor based)

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

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**Findings for (None indicated)**

*No Findings Added*

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▼ **Measure:** (None indicated)

**Details/Description:** Course 440

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

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**Findings for (None indicated)**

*No Findings Added*

**Outcome 1.3:  
Understand the skills  
of managers**

Students will have an understanding of the context (environmental factors, ethical issues, global business, etc.) in which managers plan, organize, lead and control.

▼ **Measure:** (None indicated)

**Details/Description:** Course 343

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

**Findings** for (None indicated)

*No Findings Added*

▼ **Measure:** (None indicated)

**Details/Description:** Course 356

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

**Findings** for (None indicated)

*No Findings Added*

▼ **Measure:** (None indicated)

**Details/Description:** Course 370

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

**Findings for (None indicated)**

*No Findings Added*

▼ **Measure: (None indicated)**

**Details/Description:** Course 440

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

**Findings for (None indicated)**

*No Findings Added*

▼ **Measure: (None indicated)**

**Details/Description:** Course 371

A random sample of Management majors in their final semester will be given a management-based case for analysis along with a set of questions touching on contextual issues in the case and which ask the student to suggest courses of action incorporating planning, organizing, leading and controlling. A panel of Management faculty members will interview the selected majors with regard to the case to assess their capacity to appreciate and assess environmental factors in the case and with regard to their ability to articulate appropriate management actions.

In the Spring of 2010, Management faculty will work to develop a system for selecting a case and to develop a rubric for the assessment of the majors' interview performance.

**Target:**

**Implementation Plan (timeline):**

**Responsible Individual(s):** Course instructor

**Findings for (None indicated)**

*No Findings Added*

**Overall Recommendations**

*No text specified*

## Overall Reflection

*No text specified*

## 2012-2013 Assessment Cycle

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### Assessment Plan

### Assessment Findings

### Action Plan

#### Actions

#### BS in Management Outcome Set

##### 1.0 Understanding of concepts and vocabulary of traditional functions of Management (planning, organizing, leading, controlling).

Students will have an understanding of the concepts and vocabulary related to the traditional functions of Management (planning, organizing, leading, controlling).

##### Outcome 1.1 Understanding of the vocabulary and concepts associated with the organizing function and organizational structure.

Students will have an understanding of the vocabulary and concepts associated with the organizing function and organizational structure.

##### ▼ Action: revise outcomes and assessment plan

##### This Action is associated with the following Findings

No supporting Findings have been linked to this Action.

**Action Details:** Program faculty determined that the original assessment plan we not effective. Determination was made to revise outcomes library and assessment plan for implementation in 2013-14.

**Implementation Plan (timeline):** Fall 2013

**Key/Responsible Personnel:** Susan Moncada working with program faculty.

**Measures:** Revisions complete and plan in place for implementation in Fall 2013; revisions entered into Taskstream.

**Resource Allocations:** None

**Priority:**

### Status Report

#### Action Statuses

#### BS in Management Outcome Set

##### 1.0 Understanding of concepts and vocabulary of traditional functions of Management (planning, organizing, leading, controlling).

Students will have an understanding of the concepts and vocabulary related to the traditional functions of Management (planning, organizing, leading, controlling).

##### Outcome 1.1 Understanding of the

##### ▼ Action: revise outcomes and assessment plan

**vocabulary and concepts associated with the organizing function and organizational structure.**

Students will have an understanding of the vocabulary and concepts associated with the organizing function and organizational structure.

**Action Details:** Program faculty determined that the original assessment plan we not effective. Determination was made to revise outcomes library and assessment plan for implementation in 2013-14.

**Implementation Plan (timeline):** Fall 2013

**Key/Responsible Personnel:** Susan Moncada working with program faculty.

**Measures:** Revisions complete and plan in place for implementation in Fall 2013; revisions entered into Taskstream.

**Resource Allocations:** None

**Priority:**

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**Status** for revise outcomes and assessment plan

**Current Status:** Completed

**Resource Allocation(s) Status:**

**Next Steps/Additional Information:** Outcomes and assessment plan revised and ready for implementation in Fall 2013.

### Status Summary

The Management Program revised all of its initial documents during Fall 2013. All outcomes were scheduled to be assessed during either Fall 2013 or Spring 2014. To date all outcomes either have been assessed or are in the process of being assessed. Several findings for several outcomes have already been reported during Spring 2014.

### Summary of Next Steps

The program will measure each outcome during AY 2013-2014 and have all of its documentation reported on schedule.



## 2013-2014 Assessment Cycle

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### Assessment Plan

#### Outcomes and Measures

#### BS in Management Outcome Set

##### **1.0 Understanding of concepts and vocabulary of traditional functions of Management (planning, organizing, leading, controlling).**

Students will have an understanding of the concepts and vocabulary related to the traditional functions of Management (planning, organizing, leading, controlling).

##### **Outcome 1.1 Understanding of the vocabulary and concepts associated with the organizing function and organizational structure.**

Students will have an understanding of the vocabulary and concepts associated with the organizing function and organizational structure.

▼ **Measure:** Team Assignment  
Direct - Other

**Details/Description:** Team assignment in MGT 356 in which students report to the class on concepts related to issues in structure such as centralization/decentralization, matrix structure, horizontal structure, networks, outsourcing and the effects of bad structural choices. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Fall 2013, Fall 2014

**Responsible Individual(s):** Kim LaGrange or current course instructor

##### **Outcome 1.2 Students will have an understanding of the vocabulary and concepts associated with the management of people in the workforce.**

Students will have an understanding of the vocabulary and concepts associated with the management of people in the workforce.

▼ **Measure:** Comprehensive multiple choice exam  
Direct - Exam

**Details/Description:** Multiple choice exam questions in MGT 440.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Fall 2013, Fall 2015

**Responsible Individual(s):** Wei He or current course instructor

##### **2.0 Assess management functions in an actual or simulated organization**

Students will be able to assess management functions in an actual or simulated organization.

##### **Outcome 2.1 Students will be able to assess planning effectiveness in organizations.**

Students will be able to assess planning effectiveness in organizations.

▼ **Measure:** Written assignment  
Direct - Student Artifact

**Details/Description:** Written assignment in MGT 356 in which student identifies and evaluates strategic plans used by three institutions. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Fall 2013, Fall 2014

**Responsible Individual(s):** Kim LaGrange or current course instructor

**Outcome 2.2 Students will be able to evaluate the management effectiveness of the human resources in the workplace.**

Students will be able to evaluate the management effectiveness of the human resources in the workplace.

▼ **Measure:** Project  
Direct - Other

**Details/Description:** Course project in MGT 440 in which teams conduct first-hand field research of the human resource function in a company with 50 or more employees and write a paper describing and critiquing the function. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater

**Implementation Plan (timeline):** Fall 2013, Fall 2015

**Responsible Individual(s):** Wei He or current course instructor

**Outcome 2.3 Students will be able to assess the appropriateness of organizational structure in a business.**

Students will be able to assess the appropriateness of organizational structure in a business.

▼ **Measure:** Written assignment  
Direct - Student Artifact

**Details/Description:** Written assignment in MGT 356 in which students assess the organizational structure of one of several organizations either on or off campus. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Fall 2013, Fall 2014

**Responsible Individual(s):** Kim LaGrange or current course instructor

**3.0 Understanding of the context in which managers plan, organize, lead and control.**

Student will have an understanding of the context in which managers plan, organize, lead and control.

**Outcome 3.1 Students will have an understanding of ethical issues and ethical decision making as it applies to managing organizations.**

Students will have an understanding of ethical issues and ethical decision making as it applies to managing organizations.

▼ **Measure:** Case Assignment  
Direct - Student Artifact

**Details/Description:** Students complete three short case assignments in MGT 370 in which they assess the corporate social responsibility posture of a company which they research using secondary sources. The assignment includes development of social responsibility metrics and corporate scoreboard. The cases are assessed using a grading rubric.

**Target:** 75% of the students will achieve 75% or greater.

**Implementation Plan (timeline):** Spring 2014, Spring 2015

**Responsible Individual(s):** William Wilhelm or current course instructor

▼ **Measure:** Exam questions  
Direct - Exam

**Details/Description:** Students complete an exam that consists of a mix of true/false, multiple choice, short answer, and discussion questions in MGT 370.

**Target:** 75% of the students will earn a score of 75% or better.

**Implementation Plan (timeline):** Spring 2014, Spring 2015

**Responsible Individual(s):** W. Wilhelm or course instructor

**Outcome 3.2 Students will have an understanding of the legal context of the management of people in a work setting.**

Students will have an understanding of the legal context of the

▼ **Measure:** Online test  
Direct - Exam

**Details/Description:** In MGT 440, students complete an online test given by the ISU Human Resources Department on the topics of sexual harassment and on employment discrimination.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Spring 2014, Fall 2015

management of people in a work setting.

**Responsible Individual(s):** Wei He or current course instructor

**Outcome 3.3: Understanding of the cultural diversity context (domestic and international) of managing people in the work setting.**

Students will have an understanding of the cultural diversity context (domestic and international) of managing people in the work setting.

▼ **Measure:** Written assignment  
Direct - Student Artifact

**Details/Description:** In MGT 343 students complete a written assignment identifying and explaining important domestic and international cultural issues that arise in a given case study. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Spring 2014, Spring 2016

**Responsible Individual(s):** Art Sherwood or current course instructor

 **Assessment Findings**

**Finding per Measure**

**BS in Management Outcome Set**

**1.0 Understanding of concepts and vocabulary of traditional functions of Management (planning, organizing, leading, controlling).**

Students will have an understanding of the concepts and vocabulary related to the traditional functions of Management (planning, organizing, leading, controlling).

**Outcome 1.1 Understanding of the vocabulary and concepts associated with the organizing function and organizational structure.**

Students will have an understanding of the vocabulary and concepts associated with the organizing function and organizational structure.

▼ **Measure:** Team Assignment  
Direct - Other

**Details/Description:** Team assignment in MGT 356 in which students report to the class on concepts related to issues in structure such as centralization/decentralization, matrix structure, horizontal structure, networks, outsourcing and the effects of bad structural choices. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Fall 2013, Fall 2014

**Responsible Individual(s):** Kim LaGrange or current course instructor

**Findings for Team Assignment**



**Summary of Findings:** Student teams lead the class reviewing concepts from the textbook related to Outcome 1.1. Each team is assigned different concepts. Concepts assessed included organization structure, information sharing, options for departmental grouping, matrix structure, and horizontal structure. A 20-point grading rubric was used to determine how well students accomplished the goals of the assignment. To meet target, at least 18 students needed to earn a score of 15 or above. All 24 students enrolled in the class earned a score of 80% or better.

**Results:** Target Achievement: Met

**Recommendations :** While targets were exceeded, revisions will be made to future assessments to 1) accommodate measuring individual performance and 2) develop a rubric that more explicitly addresses where the assessment of vocabulary and concepts are being measured.

**Reflections/Notes :** The grading rubric appears to focus on presentation skills rather than knowledge of vocabulary and concepts.

**Substantiating Evidence:**

-  MGT 356 Outcome 1.1 Fall 2013 - Project Description (Word Document (Open XML)) (See appendix)
-  MGT 356 Outcome 1.1 Fall 2013 Grading Rubric (Word Document (Open XML)) (See appendix)

 MGT Outcome 1.1 Findings - Fall 2013 (Excel Workbook (Open XML)) (See appendix)

**Outcome 1.2 Students will have an understanding of the vocabulary and concepts associated with the management of people in the workforce.**

Students will have an understanding of the vocabulary and concepts associated with the management of people in the workforce.

▼ **Measure:** Comprehensive multiple choice exam  
Direct - Exam

**Details/Description:** Multiple choice exam questions in MGT 440.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Fall 2013, Fall 2015

**Responsible Individual(s):** Wei He or current course instructor

**Findings** for Comprehensive multiple choice exam

**Summary of Findings:** A 60 question multiple choice exam was used to assess students' Outcome 1.2. The exam assessed five areas of workforce management: interviewing; training and development; performance management and appraisal; establishing strategic pay plans; and pay for performance and financial incentives. Each area was assessed using 12 questions.

Of the 22 students who completed the exam, only 16 students were Management Majors. Using all students who completed the exam, 16.5 students (75%) needed to answer 45 (75%) questions correctly for the target thresholds to be met. In terms of Management majors, meeting targets required 12 students to answer 45 questions correctly. In terms of the entire class, 17 students (77.3%) answered 45 or more questions correctly. When analyzed by Management major, 13 students (81.25%) answered 45 or more questions correctly. When responses were analyzed per area of workforce management, at least 75% of the concepts associated with interviewing; training and development; and performance management and appraisal, were grasped by at least 75% of the students. However, vocabulary and concepts associated with establishing strategic pay plans and pay for performance/financial incentives were not grasped by 75% of the students.

**Results:** Target Achievement: Exceeded

**Recommendations :** While targets have been met overall over the five modules, those relatively lower passing rates for "establish strategic pay plans" and "pay for performance/financial incentives" must be improved. The questions in those two modules are more technical than conceptual, and therefore need more detailed explanation in class. Perhaps some exercises may help the students better comprehend those technical details in those two modules. In addition, the questions in those two modules will be reviewed and adjusted or revised according to the test analytics provided by the university testing office.

**Reflections/Notes :**

**Substantiating Evidence:**

 LG 1.2 MGT 440 Fall 2013 (Excel Workbook (Open XML)) (See appendix)

Summary, findings, recommendations, data analysis, concepts assessed.

**2.0 Assess management functions in an actual or simulated organization**

Students will be able to assess management functions in an actual or simulated organization.

**Outcome 2.1 Students will be able to assess planning effectiveness in organizations.**

Students will be able to assess planning effectiveness in organizations.

▼ **Measure:** Written assignment  
Direct - Student Artifact

**Details/Description:** Written assignment in MGT 356 in which student identifies and evaluates strategic plans used by three institutions. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Fall 2013, Fall 2014

**Responsible Individual(s):** Kim LaGrange or current course instructor

## Findings for Written assignment

**Summary of Findings:** Twenty-four students completed the organizational strategies and effectiveness criteria written assignment. This assignment required students to assess the strategic plans of three post-secondary educational institutions. Students were required to 1) describe which of Porter's strategies each institution is pursuing, 2) explain how each institution is assessing the effectiveness of its outcomes, and 3) provide reasons for differences between each institution's goals and strategies. A grading rubric was used to judge performance.

To meet target at least 18 students (75%) needed to earn a score of 22.5 points (75%). In terms of total points 18 students earned a score of 87% or better. However when performance is analyzed per requirement, the target achievement level was not met. Based on the 10 points possible for requirement #2, ten students (41.67%) met target. Based on the 10 points possible for requirement #3, 17 students (70.83%) met target.

**Results:** Target Achievement: Met

**Recommendations :** The overall target of 75% of the students achieving at the 75% threshold was met. However, based on the grading rubric used to judge performance, students appeared to have difficulty assessing the effectiveness of each organization's outcomes. The current grading rubric employed distributes points as follows 100%, 60%, 10%. As a result, perhaps a more graduated rubric appears to be warranted as well as expanded instruction on this issue.

**Reflections/Notes :**

**Substantiating Evidence:**

- 📎 Outcome 2.1 MGT 356 assignment (Word Document (Open XML)) (See appendix)
  - 📎 Outcome 2.1 MGT 356 data analysis (Excel Workbook (Open XML)) (See appendix)
- Grading rubric and analysis

## Outcome 2.2 Students will be able to evaluate the management effectiveness of the human resources in the workplace.

Students will be able to evaluate the management effectiveness of the human resources in the workplace.

▼ **Measure:** Project  
Direct - Other

**Details/Description:** Course project in MGT 440 in which teams conduct first-hand field research of the human resource function in a company with 50 or more employees and write a paper describing and critiquing the function. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater

**Implementation Plan (timeline):** Fall 2013, Fall 2015

**Responsible Individual(s):** Wei He or current course instructor

## Findings for Project

**Summary of Findings:** MGT440 requires students to conduct a first-hand field research in groups using an off-campus local business or non-profit organization with 50 or more employees. The group research project is expected to turn out a comprehensive group term paper focusing on one of the major human resource management areas. The theme of the term paper can be one of the three options: 1) identifying one major problem that the site organization has in a HRM area in which the group is interested, using relevant theories to diagnose reasons and providing valuable and workable suggestions; 2) identifying one major improvement measure relevant to a HRM area that the site organization has implemented over the last three years, and analyzing and evaluating its merits and shortcomings; or 3) identifying one special issue that particularly interests the group (e.g., employee turnover, HR strategy, etc.), analyzing the site organization's practices on that issue(s), and giving your advice as if you were a group of consultants. Students are advised to use more than one approach (e.g., interview, survey, publications and documents) to collect data.

**Results:** Target Achievement: Exceeded

**Recommendations :** All the 23 students in this MGT440 class completed the group research project and turned in a group paper. As the Data Analysis spread sheet shows, all of them (100%) received their individual scores on the group project higher than 7.5, which is the target of LG 2.2 (75% of students above 75% score). Therefore targets are met and no corrective actions are needed.

**Reflections/Notes :**

**Substantiating Evidence:**

- Outcome 2.2 MGT 440 - Fall 2013 (Excel Workbook (Open XML)) (See appendix)  
Summary of finding, data and analysis, grading rubric.

**Outcome 2.3 Students will be able to assess the appropriateness of organizational structure in a business.**

Students will be able to assess the appropriateness of organizational structure in a business.

▼ **Measure:** Written assignment  
Direct - Student Artifact

**Details/Description:** Written assignment in MGT 356 in which students assess the organizational structure of one of several organizations either on or off campus. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Fall 2013, Fall 2014

**Responsible Individual(s):** Kim LaGrange or current course instructor

**Findings for Written assignment**

**Summary of Findings:** Students demonstrated their understanding of fifteen concepts related to assessing the appropriateness of the organizational structure in a business by completing a course project which included a paper and presentation prepared by student teams. The projects were graded using a rubric that identified 15 specific concepts associated with this outcome. Twenty-four students completed the course project. In order to meet targets, at least 18 students (75%) needed to earn an overall score of 52.5 points (75%) out of 70 possible. All 24 students (100% of the class) exceeded the 75% target achievement level. Two concept did prove troublesome, in that less than 75% of the class successfully identified them (typical span of management in the organization and degree of resource dependence experienced by the organization and its effect on organizational design).

**Results:** Target Achievement: Exceeded

**Recommendations :** Given 100% of the class exceeded the target achievement level of 75%, student performance and instruction appears satisfactory.

**Reflections/Notes :** In the future, how group scores are converted to show individual performance needs to be addressed.

**Substantiating Evidence:**

- Outcome 2.3 MGT 356 - Project description (Word Document (Open XML)) (See appendix)
- Outcome 2.3 MGT 356 data analysis (Excel Workbook (Open XML)) (See appendix)
- Outcome 2.3 MGT 356 grading rubric (Word Document (Open XML)) (See appendix)

**3.0 Understanding of the context in which managers plan, organize, lead and control.**

Student will have an understanding of the context in which managers plan, organize, lead and control.

**Outcome 3.1 Students will have an understanding of ethical issues and ethical decision making as it applies to managing organizations.**

Students will have an understanding of ethical issues and ethical decision making as it applies to managing organizations.

▼ **Measure:** Case Assignment  
Direct - Student Artifact

**Details/Description:** Students complete three short case assignments in MGT 370 in which they assess the corporate social responsibility posture of a company which they research using secondary sources. The assignment includes development of social responsibility metrics and corporate scorecard. The cases are assessed using a grading rubric.

**Target:** 75% of the students will achieve 75% or greater.

**Implementation Plan (timeline):** Spring 2014, Spring 2015

**Responsible Individual(s):** William Wilhelm or current course instructor

### Findings for Case Assignment

**Summary of Findings:** Twenty six management majors were in MGT 370 in the spring semester 2014. A target score of 75% or better was achieved by 20 students (76.9%) on the three case analyses. The cases analyzed were classic business ethics cases (Enron, WorldCom, Beechnut (fake infant juice), A.H. Robbins (Dalkon shield) that required the students to use the ethical decision-making framework to reflectively analyze and construct best ethical decision justification to resolve the dilemma. Each student was to write a reflective analysis outline that followed the steps in the ethical decision-making framework. Cases were graded using a simple 25-point rubric.

**Results:** Target Achievement: Met

**Recommendations :** For Outcome 3.1 in order for targets to have been met, at least 75% of the students needed to earn a score of 75% or better. Based on the results of the three case analyses, targets were met in terms of number of students (76.9%) achieving the target performance. As a result instruction and performance is satisfactory.

**Reflections/Notes :**

**Substantiating Evidence:**

- 📎 Outcome 3.1 grading rubric (Word Document (Open XML)) (See appendix)
  - 📎 Outcome 3.1 MGT 370 analysis (Word Document (Open XML)) (See appendix)
- Exam, case, combined results included.

### ▼ Measure: Exam questions

Direct - Exam

**Details/Description:** Students complete an exam that consists of a mix of true/false, multiple choice, short answer, and discussion questions in MGT 370.

**Target:** 75% of the students will earn a score of 75% or better.

**Implementation Plan (timeline):** Spring 2014, Spring 2015

**Responsible Individual(s):** W. Wilhelm or course instructor

### Findings for Exam questions

**Summary of Findings:** Twenty six management majors were in MGT 370 in the spring semester 2014. Only 50% of the management students achieved the target level of ethical understanding (75%) as measured by their responses on the ethical decision making fundamentals exam.

The exam consisted of a mix of true/false, multiple choice, short answer and discussion questions. Concepts assessed related to standard ethical theory, stockholder vs. stakeholder theory, ethical decision-making steps, common heuristics and biases, and basics of organizational fraud were covered.

**Results:** Target Achievement: Not Met

**Recommendations :** In the future per question analysis will be performed so that the concepts on which performance is weak can be determined.

**Reflections/Notes :**

**Substantiating Evidence:**

- 📎 Outcome 3.1 MGT 370 S2014 findings (Word Document (Open XML)) (See appendix)

**These Findings are associated with the following Actions:**

**Outcome 3.1 MGT 370 Ethics Exam**  
(Action Plan; 2013-2014 Assessment Cycle)

**Outcome 3.2 Students will have an understanding of the legal context of the management of people in a work setting.**

Students will have an understanding of the legal context of the management of people in a work setting.

▼ **Measure:** Online test  
Direct - Exam

**Details/Description:** In MGT 440, students complete an online test given by the ISU Human Resources Department on the topics of sexual harassment and on employment discrimination.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Spring 2014, Fall 2015

**Responsible Individual(s):** Wei He or current course instructor

**Findings for Online test**

**Summary of Findings:** The online training program and certification are sponsored by ISUs Office of Equal Opportunity. Students watch an audio-video training about effectively dealing with employment discrimination and sexual harassment in the workplace as a HR professional and employee. Students who participate in the program and pass the exam become certified.


Twenty-two (or 81%) of the 27 students completed the online training and test by the required deadline. Twenty-one of the twenty-two students received 100% and one student received a 94% on test. All students achieved certification. As a result, the pass rate is 100% with an average score of 99.73%. Therefore, the target thresholds were exceeded in terms of number of students (75%) and performance (75%) for this outcome.

**Results:** Target Achievement: Exceeded

**Recommendations :** Results indicate targets were exceeded. No significant modifications are warranted regarding Outcome 3.2 at this time.

**Reflections/Notes :** The online training and test instructions needs to be slightly revised so that students can better handle any potential technical difficulties encountered when they download and run the Java script required by the audio/video training program.

**Substantiating Evidence:**

 Outcome 3.2 findings-reflection (Word Document (Open XML)) (See appendix)

**Outcome 3.3: Understanding of the cultural diversity context (domestic and international) of managing people in the work setting.**

Students will have an understanding of the cultural diversity context (domestic and international) of managing people in the work setting.

▼ **Measure:** Written assignment  
Direct - Student Artifact

**Details/Description:** In MGT 343 students complete a written assignment identifying and explaining important domestic and international cultural issues that arise in a given case study. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Spring 2014, Spring 2016

**Responsible Individual(s):** Art Sherwood or current course instructor

**Findings for Written assignment**

**Summary of Findings:** Students completed a written assignment valued at 100 points. The project was divided into 4 content areas as described in the attached grading rubric. Results indicated that the students were able to identify contexts and then apply them to their own lives. This was done in both domestic and international settings. Twenty students completed the assignment and 16 (80%) achieved at or above the 75% target performance threshold. The implications of the the data analysis (see attached file) are that students do have a reasonable degree of understanding of various contexts where there might be cultural differences. However, students universally used no theoretical frameworks to describe organizational or national cultures.

**Results:** Target Achievement: Met


**Recommendations :** While targets were met in that at least 75% of the students achieved at or above the 75% performance level. Room for improvement exists. Action to take: Specifically



teach organizational and national cultural frameworks and how they impact the leader in different contexts of cultural diversity. Engage in activities that mirror this assessment and do a better job critiquing the student work. These could include work from Shein, Trompenaars, Adler and Hofstede. (Note, these were discussed and applied in class but evidently to little effect in student use of them in this assessment. )

**Reflections/Notes :**

**Substantiating Evidence:**

 MGT Outcome 3.3 Spring 2014 (Excel Workbook (Open XML)) (See appendix)  
Data, analysis, grading rubric, project description included.

**Overall Recommendations**

*No text specified*

**Overall Reflection**

*No text specified*

 **Action Plan**

**Actions**

**BS in Management Outcome Set**

**3.0 Understanding of the context in which managers plan, organize, lead and control.**

Student will have an understanding of the context in which managers plan, organize, lead and control.

**Outcome 3.1 Students will have an understanding of ethical issues and ethical decision making as it applies to managing organizations.**

Students will have an understanding of ethical issues and ethical decision making as it applies to managing organizations.

▼ **Action:** Outcome 3.1 MGT 370 Ethics Exam

**This Action is associated with the following Findings**

**Findings for Exam questions**

(Assessment Plan and Assessment Findings; 2013-2014 Assessment Cycle)

**Summary of Findings:** Twenty six management majors were in MGT 370 in the spring semester 2014. Only 50% of the management students achieved the target level of ethical understanding (75%) as measured by their responses on the ethical decision making fundamentals exam.

The exam consisted of a mix of true/false, multiple choice, short answer and discussion questions. Concepts assessed related to standard ethical theory, stockholder vs. stakeholder theory, ethical decision-making steps, common heuristics and biases, and basics of organizational fraud were covered.

**Action Details:** The next time assessment will take place is during the Spring 2015 semester. Targets were met for the individual case analysis measure, but not the exam measure. Per item statistics were not analyzed during the first iteration of conducting assessment in order to identify which concepts were more difficult for students to grasp. This issue will be resolved during the Spring 2015 data collection and analysis cycle.

**Implementation Plan (timeline):** Spring 2015

**Key/Responsible Personnel:** W. Wilhelm

**Measures:** Exam questions

**Resource Allocations:**

**Priority:** High

## Status Report

### Action Statuses

#### BS in Management Outcome Set

##### 3.0 Understanding of the context in which managers plan, organize, lead and control.

Student will have an understanding of the context in which managers plan, organize, lead and control.

##### **Outcome 3.1 Students will have an understanding of ethical issues and ethical decision making as it applies to managing organizations.**

Students will have an understanding of ethical issues and ethical decision making as it applies to managing organizations.

##### ▼ **Action:** Outcome 3.1 MGT 370 Ethics Exam

**Action Details:** The next time assessment will take place is during the Spring 2015 semester. Targets were met for the individual case analysis measure, but not the exam measure. Per item statistics were not analyzed during the first iteration of conducting assessment in order to identify which concepts were more difficult for students to grasp. This issue will be resolved during the Spring 2015 data collection and analysis cycle.

**Implementation Plan (timeline):** Spring 2015

**Key/Responsible Personnel:** W. Wilhelm

**Measures:** Exam questions

**Resource Allocations:**

**Priority:** High

##### **Status** for Outcome 3.1 MGT 370 Ethics Exam

*No Status Added*

### Status Summary

During AY 2013/2014 all of the Management Program's outcomes were assessed. Targets for Outcomes 1.1, 2.1, 3.1 (case analysis), 3.2, and 3.3 were met. For Outcomes 1.2, 2.3, and 2.2 targets were exceeded.

### Summary of Next Steps

In order to begin a rotating cycle of assessment, Outcomes 1.1, 2.1, and 2.3 will be assessed during Fall 2014 in MGT 356 despite having met or exceeded targets during AY 2013/2014. In addition, Outcome 3.1 will be assessed during Spring 2015 in MGT 370. Remaining outcomes will be assessed during the AY 2015/2016 assessment cycle.

## 2014-2015 Assessment Cycle

### Assessment Plan

#### Outcomes and Measures

#### BS in Management Outcome Set

##### 1.0 Understanding of concepts and vocabulary of traditional functions of Management (planning, organizing, leading, controlling).

Students will have an understanding of the concepts and vocabulary related to the traditional functions of Management (planning, organizing, leading, controlling).

###### Outcome 1.1 Understanding of the vocabulary and concepts associated with the organizing function and organizational structure.

Students will have an understanding of the vocabulary and concepts associated with the organizing function and organizational structure.

▼ **Measure:** Team Assignment  
Direct - Other

**Details/Description:** Team assignment in MGT 356 in which students report to the class on concepts related to issues in structure such as centralization/decentralization, matrix structure, horizontal structure, networks, outsourcing and the effects of bad structural choices. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Fall 2013, Fall 2014, Fall 2016

**Responsible Individual(s):** Kim LaGrange or current course instructor

##### 2.0 Assess management functions in an actual or simulated organization

Students will be able to assess management functions in an actual or simulated organization.

###### Outcome 2.1 Students will be able to assess planning effectiveness in organizations.

Students will be able to assess planning effectiveness in organizations.

▼ **Measure:** Written assignment  
Direct - Student Artifact

**Details/Description:** Written assignment in MGT 356 in which student identifies and evaluates strategic plans used by three institutions. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Fall 2013, Fall 2014, Fall 2016

**Responsible Individual(s):** Kim LaGrange or current course instructor

###### Outcome 2.3 Students will be able to assess the appropriateness of organizational structure in a business.

Students will be able to assess the appropriateness of organizational structure in a business.

▼ **Measure:** Written assignment  
Direct - Student Artifact

**Details/Description:** Written assignment in MGT 356 in which students assess the organizational structure of one of several organizations either on or off campus. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Fall 2013, Fall 2014

**Responsible Individual(s):** Kim LaGrange or current course instructor

##### 3.0 Understanding of the context in which managers plan, organize, lead and control.

Student will have an understanding of the context in which managers plan, organize, lead and control.

**Outcome 3.1 Students will have an understanding of ethical issues and ethical decision making as it applies to managing organizations.**

Students will have an understanding of ethical issues and ethical decision making as it applies to managing organizations.

▼ **Measure:** Case Assignment  
Direct - Student Artifact

**Details/Description:** Students complete three short case assignments in MGT 370 in which they assess the corporate social responsibility posture of a company which they research using secondary sources. The assignment includes development of social responsibility metrics and corporate scoreboard. The cases are assessed using a grading rubric.

**Target:** 75% of the students will achieve 75% or greater.

**Implementation Plan (timeline):** Spring 2014, Spring 2015

**Responsible Individual(s):** William Wilhelm or current course instructor

▼ **Measure:** Exam questions  
Direct - Exam

**Details/Description:** Students complete an exam that consists of a mix of true/false, multiple choice, short answer, and discussion questions in MGT 370.

**Target:** 75% of the students will earn a score of 75% or better.

**Implementation Plan (timeline):** Spring 2014, Spring 2015

**Responsible Individual(s):** W. Wilhelm or course instructor

 **Assessment Findings**

**Finding per Measure**

**BS in Management Outcome Set**

**1.0 Understanding of concepts and vocabulary of traditional functions of Management (planning, organizing, leading, controlling).**

Students will have an understanding of the concepts and vocabulary related to the traditional functions of Management (planning, organizing, leading, controlling).

**Outcome 1.1 Understanding of the vocabulary and concepts associated with the organizing function and organizational structure.**

Students will have an understanding of the vocabulary and concepts associated with the organizing function and organizational structure.

▼ **Measure:** Team Assignment  
Direct - Other

**Details/Description:** Team assignment in MGT 356 in which students report to the class on concepts related to issues in structure such as centralization/decentralization, matrix structure, horizontal structure, networks, outsourcing and the effects of bad structural choices. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Fall 2013, Fall 2014, Fall 2016

**Responsible Individual(s):** Kim LaGrange or current course instructor

**Findings for Team Assignment**

**Summary of Findings:** Each team lead the class in reviewing the text 's concepts related to organization structure. A copy of the team project as well as the grading rubric. are attached. 100% of the students earned a score of 15 (75%) or better.

**Results:** Target Achievement: Exceeded

**Recommendations :** Since targets in terms of the number of students and performance were exceeded, instruction is satisfactory at this time.

**Reflections/Notes :**

**Substantiating Evidence:**

- 📄 Outcome 1.1 grading rubric (Word Document (Open XML)) (See appendix)
- 📄 Outcome 1.1 MGT 356 F2014 (Excel Workbook (Open XML)) (See appendix)
- Data and analysis
- 📄 Outcome 1.1 MGT 356 F2014 team assignment (Word Document (Open XML)) (See appendix)

## 2.0 Assess management functions in an actual or simulated organization

Students will be able to assess management functions in an actual or simulated organization.

### Outcome 2.1 Students will be able to assess planning effectiveness in organizations.

Students will be able to assess planning effectiveness in organizations.

▼ **Measure:** Written assignment  
Direct - Student Artifact

**Details/Description:** Written assignment in MGT 356 in which student identifies and evaluates strategic plans used by three institutions. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Fall 2013, Fall 2014, Fall 2016

**Responsible Individual(s):** Kim LaGrange or current course instructor

#### Findings for Written assignment

*No Findings Added*

### Outcome 2.3 Students will be able to assess the appropriateness of organizational structure in a business.

Students will be able to assess the appropriateness of organizational structure in a business.

▼ **Measure:** Written assignment  
Direct - Student Artifact

**Details/Description:** Written assignment in MGT 356 in which students assess the organizational structure of one of several organizations either on or off campus. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Fall 2013, Fall 2014

**Responsible Individual(s):** Kim LaGrange or current course instructor

#### Findings for Written assignment

*No Findings Added*

## 3.0 Understanding of the context in which managers plan, organize, lead and control.

Student will have an understanding of the context in which managers plan, organize, lead and control.

### Outcome 3.1 Students will have an understanding of ethical issues and ethical decision making as it applies to managing organizations.

Students will have an understanding of ethical issues and ethical decision making as it applies to managing organizations.

▼ **Measure:** Case Assignment  
Direct - Student Artifact

**Details/Description:** Students complete three short case assignments in MGT 370 in which they assess the corporate social responsibility posture of a company which they research using secondary sources. The assignment includes development of social responsibility metrics and corporate scoreboard. The cases are assessed using a grading rubric.

**Target:** 75% of the students will achieve 75% or greater.

**Implementation Plan (timeline):** Spring 2014, Spring 2015

**Responsible Individual(s):** William Wilhelm or current course instructor

#### Findings for Case Assignment

**Summary of Findings:** Students complete two short case assignments in MGT 370 in which they assess the corporate social responsibility posture of a company which they research using secondary sources. The cases are assessed using a grading rubric. Thirty two management majors were in MGT 370 in the spring semester 2015. Twenty-six of 32 (81.25%) students did achieve target on the case analyses. Therefore, the target of having 75% of the students perform at or above the 75% level were exceeded.

**Results:** Target Achievement: Exceeded

**Recommendations :** Thirty two management majors were in MGT 370 in the spring semester 2015. Twenty-six of 32 (81.25%) students did achieve target on the case analyses. Therefore, the target of having 75% of the students perform at or above the 75% level were exceeded. Performance is currently satisfactory.

**Reflections/Notes :**

**Substantiating Evidence:**

- 📎 Outcome 3.1 Case grading rubric (Word Document (Open XML)) (See appendix)
- 📎 Outcome 3.1 MGT 370 Spring 2015 Case measure (Word Document (Open XML)) (See appendix)  
Data, analysis, findings, recommendations.

▼ **Measure:** Exam questions

Direct - Exam

**Details/Description:** Students complete an exam that consists of a mix of true/false, multiple choice, short answer, and discussion questions in MGT 370.

**Target:** 75% of the students will earn a score of 75% or better.

**Implementation Plan (timeline):** Spring 2014, Spring 2015

**Responsible Individual(s):** W. Wilhelm or course instructor

**Findings** for Exam questions

**Summary of Findings:** Students complete an exam that consists of a mix of true/false, multiple choice, short answer, and discussion questions in MGT 370. Thirty two management majors were in MGT 370 in the spring semester 2015. Only 8 of the 32 (25%) management majors achieved target on the exam questions. Therefore, the target of having 75% of the students earn a score of 75% or better was not met.

**Results:** Target Achievement: Not Met

**Recommendations :** Given, only 8 of the 32 (25%) management majors achieved or exceeded the target score of 75% on the exam questions, targets were not met for this measure. In an attempt to improve performance, more in-depth and interactive (Socratic questioning) review before the exam will be provided.

**Reflections/Notes :**

**Substantiating Evidence:**

- 📎 Outcome 3.1 MGT 370 Spring 2015 Exam measure (Word Document (Open XML)) (See appendix)  
Data, analysis, findings, recommendations.

**Overall Recommendations**

*No text specified*

**Overall Reflection**

No text specified

## Action Plan

### Actions

#### BS in Management Outcome Set

##### 1.0 Understanding of concepts and vocabulary of traditional functions of Management (planning, organizing, leading, controlling).

Students will have an understanding of the concepts and vocabulary related to the traditional functions of Management (planning, organizing, leading, controlling).

###### Outcome 1.1 Understanding of the vocabulary and concepts associated with the organizing function and organizational structure.

Students will have an understanding of the vocabulary and concepts associated with the organizing function and organizational structure.

▼ **Action:** Results were very good, so no changes are needed.

###### This Action is associated with the following Findings

No supporting Findings have been linked to this Action.

**Action Details:** Continue teaching MGT 356 in the same way.

**Implementation Plan (timeline):** AY 2015-16 and beyond.

**Key/Responsible Personnel:** MGT program faculty.

**Measures:** Continue to use the same measures on cycle.

**Resource Allocations:** N/A

**Priority:** Low

##### 2.0 Assess management functions in an actual or simulated organization

Students will be able to assess management functions in an actual or simulated organization.

###### Outcome 2.1 Students will be able to assess planning effectiveness in organizations.

Students will be able to assess planning effectiveness in organizations.

▼ **Action:** Add to 2015-16 Assessment Plan

###### This Action is associated with the following Findings

No supporting Findings have been linked to this Action.

**Action Details:** Data were not collected in this cycle, so these items will be assessed in the 2015-16 cycle with high priority.

**Implementation Plan (timeline):** AY 2015-16.

**Key/Responsible Personnel:** MGT Program faculty.

**Measures:** Student artifacts.

**Resource Allocations:** N/A

**Priority:** High

###### Outcome 2.3 Students will be able to assess

▼ **Action:** Add to 2015-16 Assessment Plan

**the appropriateness of organizational structure in a business.**

Students will be able to assess the appropriateness of organizational structure in a business.

**This Action is associated with the following Findings**

No supporting Findings have been linked to this Action.

**Action Details:** Since data was not collected in this cycle, Outcome 2.3 will be added to the 2015-16 Assessment plan with high priority.

**Implementation Plan (timeline):** AY 2015-16

**Key/Responsible Personnel:** MGT program faculty.

**Measures:** Student artifacts.

**Resource Allocations:** N/A

**Priority:** High

**3.0 Understanding of the context in which managers plan, organize, lead and control.**

Student will have an understanding of the context in which managers plan, organize, lead and control.

**Outcome 3.1 Students will have an understanding of ethical issues and ethical decision making as it applies to managing organizations.**

Students will have an understanding of ethical issues and ethical decision making as it applies to managing organizations.

▼ **Action:** Outcome 3.1 MGT 370 Ethics Exam

**This Action is associated with the following Findings**

No supporting Findings have been linked to this Action.

**Action Details:** Performance exceeded target, so no changes are needed.

**Implementation Plan (timeline):** Spring 2016

**Key/Responsible Personnel:** W. Wilhelm

**Measures:** Exam questions

**Resource Allocations:** N/A

**Priority:** Medium

 **Status Report**

**Action Statuses**

**BS in Management Outcome Set**

**1.0 Understanding of concepts and vocabulary of traditional functions of Management (planning, organizing, leading, controlling).**

Students will have an understanding of the concepts and vocabulary related to the traditional functions of Management (planning, organizing, leading, controlling).

**Outcome 1.1 Understanding of the vocabulary and concepts associated with the organizing function and organizational structure.**

Students will have an understanding of the

▼ **Action:** Results were very good, so no changes are needed.

**Action Details:** Continue teaching MGT 356 in the same way.

**Implementation Plan (timeline):** AY 2015-16 and beyond.

**Key/Responsible Personnel:** MGT program faculty.

**Measures:** Continue to use the same measures on cycle.



vocabulary and concepts associated with the organizing function and organizational structure.

**Resource Allocations:** N/A

**Priority:** Low

**Status** for Results were very good, so no changes are needed.

*No Status Added*

## 2.0 Assess management functions in an actual or simulated organization

Students will be able to assess management functions in an actual or simulated organization.

### Outcome 2.1 Students will be able to assess planning effectiveness in organizations.

Students will be able to assess planning effectiveness in organizations.

▼ **Action:** Add to 2015-16 Assessment Plan

**Action Details:** Data were not collected in this cycle, so these items will be assessed in the 2015-16 cycle with high priority.

**Implementation Plan (timeline):** AY 2015-16.

**Key/Responsible Personnel:** MGT Program faculty.

**Measures:** Student artifacts.

**Resource Allocations:** N/A

**Priority:** High

**Status** for Add to 2015-16 Assessment Plan

*No Status Added*

### Outcome 2.3 Students will be able to assess the appropriateness of organizational structure in a business.

Students will be able to assess the appropriateness of organizational structure in a business.

▼ **Action:** Add to 2015-16 Assessment Plan

**Action Details:** Since data was not collected in this cycle, Outcome 2.3 will be added to the 2015-16 Assessment plan with high priority.

**Implementation Plan (timeline):** AY 2015-16

**Key/Responsible Personnel:** MGT program faculty.

**Measures:** Student artifacts.

**Resource Allocations:** N/A

**Priority:** High

**Status** for Add to 2015-16 Assessment Plan

*No Status Added*

## 3.0 Understanding of the context in which managers plan, organize, lead and control.

Student will have an understanding of the context in which managers plan, organize, lead and control.

**Outcome 3.1 Students will have an understanding of ethical issues and ethical decision making as it applies to managing organizations.**

Students will have an understanding of ethical issues and ethical decision making as it applies to managing organizations.

▼ **Action:** Outcome 3.1 MGT 370 Ethics Exam

**Action Details:** Performance exceeded target, so no changes are needed.

**Implementation Plan (timeline):** Spring 2016

**Key/Responsible Personnel:** W. Wilhelm

**Measures:** Exam questions

**Resource Allocations:** N/A

**Priority:** Medium

**Status** for Outcome 3.1 MGT 370 Ethics Exam

*No Status Added*

**Status Summary**

*No text specified*

**Summary of Next Steps**

*No text specified*



## 2015-2016 Assessment Cycle

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### Assessment Plan

#### Outcomes and Measures

#### BS in Management Outcome Set

##### **1.0 Understanding of concepts and vocabulary of traditional functions of Management (planning, organizing, leading, controlling).**

Students will have an understanding of the concepts and vocabulary related to the traditional functions of Management (planning, organizing, leading, controlling).

##### **Outcome 1.1 Understanding of the vocabulary and concepts associated with the organizing function and organizational structure.**

Students will have an understanding of the vocabulary and concepts associated with the organizing function and organizational structure.

▼ **Measure:** Team Assignment  
Direct - Other

**Details/Description:** Team assignment in MGT 356 in which students report to the class on concepts related to issues in structure such as centralization/decentralization, matrix structure, horizontal structure, networks, outsourcing and the effects of bad structural choices. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Fall 2013, Fall 2015

**Responsible Individual(s):** D. Robinson or current course instructor

##### **Outcome 1.2 Students will have an understanding of the vocabulary and concepts associated with the management of people in the workforce.**

Students will have an understanding of the vocabulary and concepts associated with the management of people in the workforce.

▼ **Measure:** Comprehensive multiple choice exam  
Direct - Exam

**Details/Description:** Multiple choice exam questions in MGT 440.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Fall 2013, Fall 2015

**Responsible Individual(s):** H. Chait or current course instructor

##### **2.0 Assess management functions in an actual or simulated organization**

Students will be able to assess management functions in an actual or simulated organization.

##### **Outcome 2.1 Students will be able to assess planning effectiveness in organizations.**

Students will be able to assess planning effectiveness in organizations.

▼ **Measure:** Written assignment  
Direct - Student Artifact

**Details/Description:** Written assignment in MGT 356 in which student identifies and evaluates strategic plans used by three institutions. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Fall 2013, Fall 2015

**Responsible Individual(s):** H. Chait or current course instructor

**Outcome 2.2 Students will be able to evaluate the management effectiveness of the human resources in the workplace.**

Students will be able to evaluate the management effectiveness of the human resources in the workplace.

▼ **Measure:** Project  
Direct - Other

**Details/Description:** Course project in MGT 440 in which teams conduct first-hand field research of the human resource function in a company with 50 or more employees and write a paper describing and critiquing the function. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater

**Implementation Plan (timeline):** Fall 2013, Fall 2015

**Responsible Individual(s):** H. Chait or current course instructor

**Outcome 2.3 Students will be able to assess the appropriateness of organizational structure in a business.**

Students will be able to assess the appropriateness of organizational structure in a business.

▼ **Measure:** Written assignment  
Direct - Student Artifact

**Details/Description:** Written assignment in MGT 356 in which students assess the organizational structure of one of several organizations either on or off campus. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Fall 2013, Fall 2015

**Responsible Individual(s):** D. Robinson or current course instructor

**3.0 Understanding of the context in which managers plan, organize, lead and control.**

Student will have an understanding of the context in which managers plan, organize, lead and control.

**Outcome 3.1 Students will have an understanding of ethical issues and ethical decision making as it applies to managing organizations.**

Students will have an understanding of ethical issues and ethical decision making as it applies to managing organizations.

▼ **Measure:** Exam questions  
Direct - Exam

**Details/Description:** Students complete an exam that consists of a mix of true/false, multiple choice, short answer, and discussion questions in MGT 370.

**Target:** 75% of the students will earn a score of 75% or better.

**Implementation Plan (timeline):** Spring 2014, Spring 2015

**Responsible Individual(s):** W. Wilhelm or course instructor

**Outcome 3.2 Students will have an understanding of the legal context of the management of people in a work setting.**

Students will have an understanding of the legal context of the management of people in a work setting.

▼ **Measure:** Online test  
Direct - Exam

**Details/Description:** In MGT 440, students complete an online test given by the ISU Human Resources Department on the topics of sexual harassment and on employment discrimination.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Spring 2014, Fall 2015

**Responsible Individual(s):** H. Chait or current course instructor

**Outcome 3.3: Understanding of the cultural diversity context (domestic and international) of managing people in the work setting.**

Students will have an understanding of the cultural diversity context

▼ **Measure:** Written assignment  
Direct - Student Artifact

**Details/Description:** In MGT 343 students complete a written assignment identifying and explaining important domestic and international cultural issues that arise in a given case study. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Spring 2014, Spring 2016

(domestic and international) of managing people in the work setting.

**Responsible Individual(s):** Current course instructor

## Assessment Findings

### Finding per Measure

#### BS in Management Outcome Set

##### 1.0 Understanding of concepts and vocabulary of traditional functions of Management (planning, organizing, leading, controlling).

Students will have an understanding of the concepts and vocabulary related to the traditional functions of Management (planning, organizing, leading, controlling).

###### Outcome 1.1 Understanding of the vocabulary and concepts associated with the organizing function and organizational structure.

Students will have an understanding of the vocabulary and concepts associated with the organizing function and organizational structure.

▼ **Measure:** Team Assignment  
Direct - Other

**Details/Description:** Team assignment in MGT 356 in which students report to the class on concepts related to issues in structure such as centralization/decentralization, matrix structure, horizontal structure, networks, outsourcing and the effects of bad structural choices. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Fall 2013, Fall 2015

**Responsible Individual(s):** D. Robinson or current course instructor

###### Findings for Team Assignment

*No Findings Added*

###### Outcome 1.2 Students will have an understanding of the vocabulary and concepts associated with the management of people in the workforce.

Students will have an understanding of the vocabulary and concepts associated with the management of people in the workforce.

▼ **Measure:** Comprehensive multiple choice exam  
Direct - Exam

**Details/Description:** Multiple choice exam questions in MGT 440.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Fall 2013, Fall 2015

**Responsible Individual(s):** H. Chait or current course instructor

###### Findings for Comprehensive multiple choice exam

*No Findings Added*

##### 2.0 Assess management functions in an actual or simulated organization

Students will be able to assess management functions in an actual or simulated organization.

###### Outcome 2.1 Students will be able to assess planning effectiveness in organizations.

Students will be able to assess planning effectiveness in organizations.

▼ **Measure:** Written assignment  
Direct - Student Artifact

**Details/Description:** Written assignment in MGT 356 in which student identifies and evaluates strategic plans used by three institutions. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Fall 2013, Fall 2015

**Responsible Individual(s):** H. Chait or current course instructor

**Findings for Written assignment**

*No Findings Added*

**Outcome 2.2 Students will be able to evaluate the management effectiveness of the human resources in the workplace.**

Students will be able to evaluate the management effectiveness of the human resources in the workplace.

▼ **Measure:** Project  
Direct - Other

**Details/Description:** Course project in MGT 440 in which teams conduct first-hand field research of the human resource function in a company with 50 or more employees and write a paper describing and critiquing the function. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater

**Implementation Plan (timeline):** Fall 2013, Fall 2015

**Responsible Individual(s):** H. Chait or current course instructor

**Findings for Project**

*No Findings Added*

**Outcome 2.3 Students will be able to assess the appropriateness of organizational structure in a business.**

Students will be able to assess the appropriateness of organizational structure in a business.

▼ **Measure:** Written assignment  
Direct - Student Artifact

**Details/Description:** Written assignment in MGT 356 in which students assess the organizational structure of one of several organizations either on or off campus. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Fall 2013, Fall 2015

**Responsible Individual(s):** D. Robinson or current course instructor

**Findings for Written assignment**

*No Findings Added*

**3.0 Understanding of the context in which managers plan, organize, lead and control.**

Student will have an understanding of the context in which managers plan, organize, lead and control.

**Outcome 3.1 Students will have an understanding of ethical issues and ethical decision making as it applies to managing organizations.**

Students will have an understanding of ethical issues and ethical decision making as it applies to managing organizations.

▼ **Measure:** Exam questions  
Direct - Exam

**Details/Description:** Students complete an exam that consists of a mix of true/false, multiple choice, short answer, and discussion questions in MGT 370.

**Target:** 75% of the students will earn a score of 75% or better.

**Implementation Plan (timeline):** Spring 2014, Spring 2015

**Responsible Individual(s):** W. Wilhelm or course instructor

**Findings for Exam questions**

*No Findings Added*

**Outcome 3.2 Students will have an understanding of the legal context of the management of people in a work setting.**

Students will have an understanding of the legal context of the management of people in a work setting.

▼ **Measure:** Online test  
Direct - Exam

**Details/Description:** In MGT 440, students complete an online test given by the ISU Human Resources Department on the topics of sexual harassment and on employment discrimination.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Spring 2014, Fall 2015

**Responsible Individual(s):** H. Chait or current course instructor

**Findings for Online test**

*No Findings Added*

**Outcome 3.3: Understanding of the cultural diversity context (domestic and international) of managing people in the work setting.**

Students will have an understanding of the cultural diversity context (domestic and international) of managing people in the work setting.

▼ **Measure:** Written assignment  
Direct - Student Artifact

**Details/Description:** In MGT 343 students complete a written assignment identifying and explaining important domestic and international cultural issues that arise in a given case study. Assessed using a grading rubric.

**Target:** 75% of the students will achieve a 75% or greater.

**Implementation Plan (timeline):** Spring 2014, Spring 2016

**Responsible Individual(s):** Current course instructor

**Findings for Written assignment**

*No Findings Added*

**Overall Recommendations**

*No text specified*

**Overall Reflection**

*No text specified*

 **Action Plan**

 **Status Report**



## 2016-2017 Assessment Cycle

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 **Assessment Plan**

 **Assessment Findings**



## 2017-2018 Assessment Cycle

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 **Assessment Plan**

 **Assessment Findings**

## 2018-2019 Assessment Cycle

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 **Assessment Plan**

 **Assessment Findings**



## 2019-2020 Assessment Cycle

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 **Assessment Plan**

 **Assessment Findings**

# Appendix

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- A. **Management Curriculum Map** (Curriculum Map)
  - B. **Management** (Adobe Acrobat Document)
  - C. **Outcome 3.1 MGT 370 S2014 findings** (Word Document (Open XML))
  - D. **Outcome 3.2 findings-reflection** (Word Document (Open XML))
  - E. **Outcome 2.3 MGT 356 - Project description** (Word Document (Open XML))
  - F. **Outcome 2.3 MGT 356 data analysis** (Excel Workbook (Open XML))
  - G. **Outcome 2.3 MGT 356 grading rubric** (Word Document (Open XML))
  - H. **Outcome 3.1 grading rubric** (Word Document (Open XML))
  - I. **MGT 356 Outcome 1.1 Fall 2013 - Project Description** (Word Document (Open XML))
  - J. **MGT 356 Outcome 1.1 Fall 2013 Grading Rubric** (Word Document (Open XML))
  - K. **MGT Outcome 1.1 Findings - Fall 2013** (Excel Workbook (Open XML))
  - L. **Outcome 2.1 MGT 356 assignment** (Word Document (Open XML))
  - M. **MGT Outcome 3.3 Spring 2014** (Excel Workbook (Open XML))
  - N. **Outcome 3.1 MGT 370 analysis** (Word Document (Open XML))
  - O. **Outcome 2.1 MGT 356 data analysis** (Excel Workbook (Open XML))
  - P. **Outcome 2.2 MGT 440 - Fall 2013** (Excel Workbook (Open XML))
  - Q. **Outcome 2.2 MGT 440 Fall 2013** (Excel Workbook (Open XML))
  - R. **LG 1.2 MGT 440 Fall 2013** (Excel Workbook (Open XML))
  - S. **Outcome 1.1 MGT 356 F2014 team assignment** (Word Document (Open XML))
  - T. **Outcome 3.1 Case grading rubric** (Word Document (Open XML))
  - U. **Outcome 1.1 grading rubric** (Word Document (Open XML))
  - V. **Outcome 1.1 MGT 356 F2014** (Excel Workbook (Open XML))

- W. **Outcome 3.1 MGT 370 Spring 2015 Case measure** (Word Document (Open XML))
  - X. **Outcome 3.1 MGT 370 Spring 2015 Exam measure** (Word Document (Open XML))
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Management Major Assessment Plan  
Organizational Department  
College of Business

A. College of Business Assurance of Learning Goals and Objectives

1. Students will be knowledgeable about current business practices and concepts.
2. Students will be able to make prudent business decisions by employing analytical and critical thinking.
3. Students will be effective communicators.
4. Students will be competent in applying relevant technology to business problems.
5. Students will be competent in ethical decision making.
6. Students will be able to function effectively in professional settings.
7. Students will be cognizant of the complexities of operating a global business environment.

The second set would be specific to the Management major. These are:

1. Students will have an advanced understanding of the concepts and vocabulary related to the traditional functions of management (planning, organizing, leading and controlling or PLOC)
2. Students will have the skills to plan, organize, lead, and control a business activity in a simulated setting.
3. Students will have an understanding of the context (environmental factors, ethical issues, global business, etc.) in which managers plan, organize, lead and control

The group developed a matrix to link the three learning goals with each of the management core courses:

<b>Course</b>	<b>Goal 1</b>	<b>Goal 2</b>	<b>Goal 3</b>
343	X	X	X
356	X	I (instructor-based)	X
370	X		X
440	X		X
371	X	I	X
401	X	I	

With regard to the assessment methods, two options were discussed: asking the students to take the Field Exam or using a simulation on sample basis.