Report of Outcomes Assessment Results

Institution	Misericordia University
Academic Business Unit	Business Department
Academic Year	2016-2017

Outcomes Assessment Plan

Is the outcomes assessment plan that you submitted to the IACBE still current or have you made changes?

_X_ The outcomes assessment plan that we have previously submitted is still current.

____ Changes have been made and the revised plan is attached.

____ We have made changes and the revised plan will be sent to the IACBE by: _____

due to a change in curriculum expected within the next few months

Outcomes Assessment Results

For Academic Year: 2016-2017

Section I: Student Learning Assessment

Student Learning Assessment for: *Bachelor of Science in Accounting*	
Program Intended Student Learning Outcomes (Program ISLOs)	
1. Students will be able to explain the processes for establishing the various principles, laws, regulations, and standards that govern accounting, taxes, and auditing.	
2. Students will be able to locate, find, and interpret financial accounting standards and, based upon the findings, be able to prepare basic financial statements in accordance with generally accepted accounting principles.	
3. Students will be able to use and interpret the results of a cost accounting system and other managerial accounting information systems.	
4. Students will be able to locate, find, and interpret tax laws and rulings and, based upon the findings, be able to analyze the tax consequences and prepare the information necessary for tax return preparation.	
5. Students will be able to interpret an audit plan, follow an audit program, and perform audit procedures	
Assessment Instruments for Intended Student Learning Outcomes—Direct Measures of Student Learning:	**Performance Objectives (Targets/Criteria) for Direct Measures:**
1. Comprehensive Undergraduate Examination Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5	80% of graduating students in the Accounting major will have an overall score of at least 40 on the comprehensive examination.
2. Final Project/Paper in ACC 310 Cost Accounting, ACC 340 Intermediate Accounting, ACC 401 Taxation, and ACC 410 Auditing Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5	On the evaluation rubric, at least 80% of graduating students in the Accounting program will achieve a "Met" or "Exceeded" rating on each learning outcome-related evaluation criterion.
Assessment Instruments for Intended Student Learning Outcomes—Indirect Measures of Student Learning:	**Performance Objectives (Targets/Criteria) for Indirect Measures:**
1. Senior Exit Survey Program ISLOs Assessed by this Measure: 1, 2, 3,4, 5	On the exit survey instrument, at least 90% of accounting major participants will indicate a 3 or better score that they were intellectually challenged to meet the intended outcomes of the Accounting program.
Learning Assessment Results: *Bachelor of Science in Accounting*	

Summary of Results from Implementing Direct Measures of Student Learning:
1. 100% of graduating students in the Accounting major had an overall score of at least 40 on the comprehensive examination.
2. 85.7% of graduating students in the Accounting program achieved a "Met" or "Exceeded" rating on each learning outcome-related evaluation criterion.
Summary of Results from Implementing Indirect Measures of Student Learning:
1. 100% of accounting major participants indicated a 3 or better score that they were intellectually challenged.

Summary of Achievement of Intended Student Learning Outcomes:

Intended Student Learning Outcomes	**Learning Assessment Measures**							
Program ISLOs	***Direct Measure 1***	***Direct Measure 2***	***Direct Measure 3***	***Direct Measure 4***	***Indirect Measure 1***	***Indirect Measure 2***	***Indirect Measure 3***	***Indirect Measure 4***
	Performance Target Was…	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**
1. Students will be able to explain the processes for establishing the various principles, laws, regulations, and standards that govern accounting, taxes, and auditing.	Met	Met			Met			
2. Students will be able to locate, find, and interpret financial accounting standards and, based upon the findings, be able to prepare basic financial statements in accordance with generally accepted accounting principles.	Met	Met			Met			
3. Students will be able to use and interpret the results of a cost accounting system and other managerial accounting information systems.	Met	Met			Met			
4. Students will be able to locate, find, and interpret tax laws and rulings	Met	Met			Met			

and, based upon the findings, be able to analyze the tax consequences and prepare the information necessary for tax return preparation.								
5. Students will be able to interpret an audit plan, follow an audit program, and perform audit procedures	Met	Met			Met			
Proposed Courses of Action for Improvement in Learning Outcomes for which Performance Targets Were Not Met:								
1. *Course of Action 1*								
2. *Course of Action 2*								
3. *Course of Action 3*								
4. *Course of Action 4*								

Student Learning Assessment for: *Bachelor of Science in Business Administration*	
Program Intended Student Learning Outcomes (Program ISLOs)	
1. Identify the theoretical and empirical components of Business Administration.	
2. Apply managerial skills and operational management techniques.	
Assessment Instruments for Intended Student Learning Outcomes—Direct Measures of Student Learning:	**Performance Objectives (Targets/Criteria) for Direct Measures:**
1. Comprehensive Undergraduate Examination Program ISLOs Assessed by this Measure: 1, 2	80% of graduating students in the Business Administration major will have an overall score of at least 40 on the comprehensive examination.
2. Final Project/Paper in BUS 491, Seminar in Business Policies (Capstone course) Program ISLOs Assessed by this Measure: 1, 2	On the evaluation rubric, at least 80% of graduating students in the Business Administration program will achieve a "Met" or "Exceeded" rating on each learning outcome-related evaluation criterion.
Assessment Instruments for Intended Student Learning Outcomes—Indirect Measures of Student Learning:	**Performance Objectives (Targets/Criteria) for Indirect Measures:**
1. Senior Exit Survey Program ISLOs Assessed by this Measure: 1, 2	On the exit survey instrument, at least 90% of Business Administration major participants will indicate a 3 or better score that they were intellectually challenged to meet the intended outcomes of the Business Administration program.
Learning Assessment Results: *Bachelor of Science in Business Administration*	
Summary of Results from Implementing Direct Measures of Student Learning:	
1. 90.2% of graduating students in the Business Administration major had an overall score of at least 40 on the comprehensive examination.	
2. 71.4% of graduating students in the Business Administration program achieved a "Met" or "Exceeded" rating on each learning outcome-related evaluation criterion.	
Summary of Results from Implementing Indirect Measures of Student Learning:	
1. 88.5% of Business Administration major participants indicated a 3 or better score that they were intellectually challenged to meet the intended outcomes of the Business Administration program.	
Summary of Achievement of Intended Student Learning Outcomes:	

Intended Student Learning Outcomes	Learning Assessment Measures							
Program ISLOs	***Direct Measure 1***	***Direct Measure 2***	***Direct Measure 3***	***Direct Measure 4***	***Indirect Measure 1***	***Indirect Measure 2***	***Indirect Measure 3***	***Indirect Measure 4***
	Performance Target Was…	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**
1. Identify the theoretical and empirical components of Business Administration.	Met	Not Met			Not Met			
2. Apply managerial skills and operational management techniques.	Met	Not Met			Not Met			
Proposed Courses of Action for Improvement in Learning Outcomes for which Performance Targets Were Not Met:								
1. Continue to have instructors review course contents and critically challenge students to meet the criteria.								
2. Course of Action 2								
3. Course of Action 3								
4. Course of Action 4								

Student Learning Assessment for: *Bachelor of Science in Sport Management*	
Program Intended Student Learning Outcomes (Program ISLOs)	
1. Explain the principles of sport management theories involved in staffing, communicating, motivating, and evaluating job performance in sport organizations.	
2. Identify the elements of the marketing mix (5 Ps; product, place, promotion, price, and public relations) and apply their unique characteristics to sport business areas.	
3. Explain the legal aspects of the sport industry including liability, intellectual properties, and risk management for sport products, facilities, contracts, and services.	
4. Analyze the types of control processes for financial management of sport business organizations.	
5. Express the main methods for financing sport in the United States and economic factors and principles confronting sport managers.	
6. Demonstrate sport management theories by developing and utilizing basic and practical knowledge regarding the sport industry.	
7. Demonstrate the ability to integrate real-world-based learning experiences with learned sport management concepts and practices.	
Assessment Instruments for Intended Student Learning Outcomes—Direct Measures of Student Learning:	**Performance Objectives (Targets/Criteria) for Direct Measures:**
1. Comprehensive Undergraduate Examination Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7	80% of graduating students in the Sport Management major will have an overall score of at least 40 on the comprehensive examination.
3. Final Project/Paper in BUS 491, Seminar in Business Policies (Capstone course) Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7	On the evaluation rubric, at least 80% of graduating students in the Sport Management program will achieve a "Met" or "Exceeded" rating on each learning outcome-related evaluation criterion.
Assessment Instruments for Intended Student Learning Outcomes—Indirect Measures of Student Learning:	**Performance Objectives (Targets/Criteria) for Indirect Measures:**
1. Senior Exit Survey Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7	On the exit survey instrument, at least 90% of Sport Management major participants will indicate a 3 or better score that they were intellectually challenged to meet the intended outcomes of the Sport Management program.

Learning Assessment Results: *Bachelor of Science in Sport Management*

Summary of Results from Implementing Direct Measures of Student Learning:

1. 85.7% of graduating students in the Sport Management major had an overall score of at least 40 on the comprehensive examination.
2. 100% of graduating students in the Sport Management program achieved a "Met" or "Exceeded" rating on each learning outcome-related evaluation criterion (only two students were assessed).

Summary of Results from Implementing Indirect Measures of Student Learning:

1. 90% of Sport Management major participants indicated a 3 or better score that they were intellectually challenged to meet the intended outcomes of the Sport Management program.

Summary of Achievement of Intended Student Learning Outcomes:

Intended Student Learning Outcomes	**Learning Assessment Measures**							
Program ISLOs	***Direct Measure 1***	***Direct Measure 2***	***Direct Measure 3***	***Direct Measure 4***	***Indirect Measure 1***	***Indirect Measure 2***	***Indirect Measure 3***	***Indirect Measure 4***
	Performance Target Was…	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**
1. Explain the principles of sport management theories involved in staffing, communicating, motivating, and evaluating job performance in sport organizations.	Met	Met			Met			
2. Identify the elements of the marketing mix (5 Ps; product, place, promotion, price, and public relations) and apply their unique characteristics to sport business areas.	Met	Met			Met			
3. Explain the legal aspects of the sport industry including liability, intellectual properties, and risk management for sport products, facilities, contracts, and services.	Met	Met			Met			

4. Analyze the types of control processes for financial management of sport business organizations.	Met	Met			Met			
5. Express the main methods for financing sport in the United States and economic factors and principles confronting sport managers.	Met	Met			Met			
6. Demonstrate sport management theories by developing and utilizing basic and practical knowledge regarding the sport industry.	Met	Met			Met			
7. Demonstrate the ability to integrate real-world-based learning experiences with learned sport management concepts and practices.	Met	Met			Met			
Proposed Courses of Action for Improvement in Learning Outcomes for which Performance Targets Were Not Met:								
1. Course of Action 1								
2. Course of Action 2								
3. Course of Action 3								
4. Course of Action 4								

Student Learning Assessment for: *Bachelor of Science in Health Care Management*	
Program Intended Student Learning Outcomes (Program ISLOs)	
1. Explain all aspects of the health care system in the United States and discuss its strengths and weaknesses.	
2. Express well-versed views, opinions and defense of existing or proposed changes in health care policies, regulations, and laws.	
3. Analyze and manage all cost, revenue, and reimbursement factors for a health care entity.	
4. Manage a health care facility in a strategic manner that is responsive to changes, both internal and external, in the health care environment.	
5. Develop, implement, and maintain a comprehensive marketing plan for a health care entity.	
Assessment Instruments for Intended Student Learning Outcomes—Direct Measures of Student Learning:	**Performance Objectives (Targets/Criteria) for Direct Measures:**
1. Comprehensive Undergraduate Examination Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5	80% of graduating students in the Health Care Management major will have a mean score of at least 40 on the comprehensive examination.
2. Final Project/Paper in HCM 403, Health Care Strategic Management (Capstone course) Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5	On the evaluation rubric, at least 80% of graduating students in the Health Care Management program will achieve a "Met" or "Exceeded" rating on each learning outcome-related evaluation criterion.
Assessment Instruments for Intended Student Learning Outcomes—Indirect Measures of Student Learning:	**Performance Objectives (Targets/Criteria) for Indirect Measures:**
1. Senior Exit Survey Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5	On the exit survey instrument, at least 90% of Health Care Management major participants will indicate a 3 or better score that they were intellectually challenged to meet the intended outcomes of the Health Care Management program.

Learning Assessment Results: *Bachelor of Science in Health Care Management*

Summary of Results from Implementing Direct Measures of Student Learning:

1. 89.5% of graduating students in the Health Care Management major had an overall score of at least 40 on the comprehensive examination
2. 100% of graduating students in the Health Care Management program achieved a "Met" or "Exceeded" rating on each learning outcome-related evaluation criterion.

Summary of Results from Implementing Indirect Measures of Student Learning:

1. 91.7% of Health Care Management major participants indicated a 3 or better score that they were intellectually challenged to meet the intended outcomes of the Health Care Management program.

Summary of Achievement of Intended Student Learning Outcomes:

Intended Student Learning Outcomes	**Learning Assessment Measures**							
Program ISLOs	***Direct Measure 1***	***Direct Measure 2***	***Direct Measure 3***	***Direct Measure 4***	***Indirect Measure 1***	***Indirect Measure 2***	***Indirect Measure 3***	***Indirect Measure 4***
	Performance Target Was…	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**
1. Explain all aspects of the health care system in the United States and discuss its strengths and weaknesses.	Met	Met			Met			
2. Express well-versed views, opinions and defense of existing or proposed changes in health care policies, regulations, and laws.	Met	Met			Met			
3. Analyze and manage all cost, revenue, and reimbursement factors for a health care entity.	Met	Met			Met			
4. Manage a health care facility in a strategic manner that is responsive to changes, both internal and external, in the health care environment.	Met	Met			Met			

5. Develop, implement, and maintain a comprehensive marketing plan for a health care entity.	Met	Met			Met			
Proposed Courses of Action for Improvement in Learning Outcomes for which Performance Targets Were Not Met:								
1. *Course of Action 1*								
2. *Course of Action 2*								
3. *Course of Action 3*								
4. *Course of Action 4*								

Student Learning Assessment for: *Bachelor of Science in Information Technology*	
Program Intended Student Learning Outcomes (Program ISLOs)	
1. Analyze a problem in an organization with regard to information technology requirements that can successfully lead to a solution to the problem	
2. Design an information technology system, process or program to meet a specified organizational need	
3. Articulate the ethical, legal, security and social issues and the expected responsibilities of the IT professional in relation to the issues identified	
4. Use a variety of IT skills and tools in practice	
5. Identify user needs in respect to the selection, creation, evaluation and administration of information technology systems	
Assessment Instruments for Intended Student Learning Outcomes—Direct Measures of Student Learning:	**Performance Objectives (Targets/Criteria) for Direct Measures:**
1. Comprehensive Undergraduate Examination Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5	80% of graduating students in the Informaiton Technology major will have an overall score of at least 40 on the comprehensive examination.
2. Final Project/Paper in BUS 491, Seminar in Business Policies (Capstone course) Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5	On the evaluation rubric, at least 80% of graduating students in the Informaiton Technology program will achieve a "Met" or "Exceeded" rating on each learning outcome-related evaluation criterion.
Assessment Instruments for Intended Student Learning Outcomes—Indirect Measures of Student Learning:	**Performance Objectives (Targets/Criteria) for Indirect Measures:**
1. Senior Exit Survey Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5	On the exit survey instrument, at least 90% of Informaiton Technology major participants will indicate a 3 or better score that they were intellectually challenged to meet the intended outcomes of the Sport Management program.
Learning Assessment Results: *Bachelor of Science in Information Technology*	
Summary of Results from Implementing Direct Measures of Student Learning:	
1. 100% of graduating students in the Informaiton Technology program had an overall score of at least 40 on the comprehensive examination.	
2. 93% of graduating students in the Informaiton Technology program achieved a "Met" or "Exceeded" rating on each learning outcome-related evaluation criterion.	

Summary of Results from Implementing Indirect Measures of Student Learning:

1. 100% of Informaiton Technology program participants indicated a 3 or better score that they were intellectually challenged to meet the intended outcomes of the Information Technology program.

Summary of Achievement of Intended Student Learning Outcomes:

Intended Student Learning Outcomes	**Learning Assessment Measures**							
Program ISLOs	***Direct Measure 1***	***Direct Measure 2***	***Direct Measure 3***	***Direct Measure 4***	***Indirect Measure 1***	***Indirect Measure 2***	***Indirect Measure 3***	***Indirect Measure 4***
	Performance Target Was…	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**
1. Analyze a problem in an organization with regard to information technology requirements that can successfully lead to a solution to the problem.	Met	Met			Met			
2. Design an information technology system, process or program to meet a specified organizational need	Met	Met			Met			
3. Articulate the ethical, legal, security and social issues and the expected responsibilities of the IT professional in relation to the issues identified	Met	Met			Met			
4. Use a variety of IT skills and tools in practice	Met	Met			Met			
5. Identify user needs in respect to the selection, creation, evaluation and administration of information technology systems	Met	Met			Met			

Proposed Courses of Action for Improvement in Learning Outcomes for which Performance Targets Were Not Met:

1. Course of Action 1
2. Course of Action 2
3. Course of Action 3
4. Course of Action 4

Student Learning Assessment for: Master of Business Administration (MBA)	
Program Intended Student Learning Outcomes (Program ISLOs)	
1. Analyze business challenges through the application of the knowledge gained in the study of humanities and social studies.	
2. Evaluate business challenges through the application of the knowledge gained in the study of humanities and social studies.	
3. Evaluate data and information as components of decision-making in business.	
4. Interpret data and information as components of decision-making in business.	
5. Integrate the principles and concepts of the major business functions across those functions and with the mechanisms of individual behavior and the social aspects of humanity into the management of people.	
6. Integrate the principles and concepts of the major business functions across those functions and with the mechanisms of individual behavior and the social aspects of humanity into the design of business strategies.	
7. Integrate the principles and concepts of the major business functions across those functions and with the mechanisms of individual behavior and the social aspects of humanity into the implementation of business strategies.	
Assessment Instruments for Intended Student Learning Outcomes—Direct Measures of Student Learning:	**Performance Objectives (Targets/Criteria) for Direct Measures:**
1. Comprehensive Graduate Examination Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7	80% of graduating students in the MBA Program will have an overall score of at least 40 on the Comprehensive Graduate Examination.
2. Final Project/Paper in MBA 650, Integrative MBA Capstone Experience Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7	On the evaluation rubric, at least 90% of graduating students in the MBA program will achieve a "Met" or "Exceeded" rating on each learning outcome-related evaluation criterion.
Assessment Instruments for Intended Student Learning Outcomes—Indirect Measures of Student Learning:	**Performance Objectives (Targets/Criteria) for Indirect Measures:**
1. Graduate Exit Survey Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7	On the exit survey instrument, at least 90% of MBA major participants will indicate a 3 or better score that they were intellectually challenged to meet the intended outcomes of the MBA program.

Learning Assessment Results: Master of Business Administration (MBA)								
Summary of Results from Implementing Direct Measures of Student Learning:								
1. 94.7% of graduating students in the MBA Program had an overall score of at least 40 on the Comprehensive Graduate Examination.								
2. 100% of graduating students in the MBA program achieved a "Met" or "Exceeded" rating on each learning outcome-related evaluation criterion.								
Summary of Results from Implementing Indirect Measures of Student Learning:								
1. 93.75% of graduating students in the MBA program achieved a "Met" or "Exceeded" rating on each learning outcome-related evaluation criterion.								
Summary of Achievement of Intended Student Learning Outcomes:								
Intended Student Learning Outcomes	**Learning Assessment Measures**							
Program ISLOs	***Direct Measure 1***	***Direct Measure 2***	***Direct Measure 3***	***Direct Measure 4***	***Indirect Measure 1***	***Indirect Measure 2***	***Indirect Measure 3***	***Indirect Measure 4***
	Performance Target Was…	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**
1. Analyze business challenges through the application of the knowledge gained in the study of humanities and social studies.	Met	Met			Met			
2. Evaluate business challenges through the application of the knowledge gained in the study of humanities and social studies.	Met	Met			Met			
3. Evaluate data and information as components of decision-making in business.	Met	Met			Met			
4. Interpret data and information as components of decision-making in business.	Met	Met			Met			
5. Integrate the principles and concepts of the major business functions across those functions	Met	Met			Met			

and with the mechanisms of individual behavior and the social aspects of humanity into the management of people.								
6. Integrate the principles and concepts of the major business functions across those functions and with the mechanisms of individual behavior and the social aspects of humanity into the design of business strategies.	Met	Met			Met			
7. Integrate the principles and concepts of the major business functions across those functions and with the mechanisms of individual behavior and the social aspects of humanity into the implementation of business strategies.	Met	Met			Met			
Proposed Courses of Action for Improvement in Learning Outcomes for which Performance Targets Were Not Met:								
1. Course of Action 1								
2. Course of Action 2								
3. Course of Action 3								
4. Course of Action 4								

Student Learning Assessment for: Master of Organizational Management (OM)	
Program Intended Student Learning Outcomes (Program ISLOs)	
1. Students will be able to analyze problems, synthesize solutions, communicate decisions, and understand the organizational impact of those decisions.	
2. Students will able to develop ethical organizational leadership.	
3. Students will be able to think deeply and broadly from a system viewpoint about the roles, the functions and the tasks of managers.	
4. Students will be able to develop and use a variety of management skills and prescriptions in organizational environments.	
5. Students will be able to understand and appreciate management theory in various managerial situations.	
6. Students will be able to demonstrate academic excellence and critical thinking.	
7. Students will be able to conduct independent investigations and research.	
Assessment Instruments for Intended Student Learning Outcomes—Direct Measures of Student Learning:	**Performance Objectives (Targets/Criteria) for Direct Measures:**
1. Comprehensive Graduate Examination Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7	80% of graduating students in the OM Program will have an overall score of at least 40 on the Comprehensive Graduate Examination.
2. Final Project/Paper in OM 586 Strategic Planning. Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7	On the evaluation rubric, at least 90% of graduating students in the OM program will achieve a "Met" or "Exceeded" rating on each learning outcome-related evaluation criterion.
Assessment Instruments for Intended Student Learning Outcomes—Indirect Measures of Student Learning:	**Performance Objectives (Targets/Criteria) for Indirect Measures:**
1. Graduate Exit Survey Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7	On the exit survey instrument, at least 90% of OM major participants will indicate a 3.5 or better score that they were intellectually challenged to meet the intended outcomes of the OM program.

Learning Assessment Results: Master of Organizational Management (OM)								
Summary of Results from Implementing Direct Measures of Student Learning:								
1. 85.7% of graduating students in the OM Program had an overall score of at least 40 on the Comprehensive Graduate Examination.								
2. 100% of graduating students in the OM program achieved a "Met" or "Exceeded" rating on each learning outcome-related evaluation criterion.								
Summary of Results from Implementing Indirect Measures of Student Learning:								
1. 93.75% of OM major participants indicated a 3.5 or better score that they were intellectually challenged to meet the intended outcomes of the OM program.								
Summary of Achievement of Intended Student Learning Outcomes:								
Intended Student Learning Outcomes	**Learning Assessment Measures**							
Program ISLOs	***Direct Measure 1***	***Direct Measure 2***	***Direct Measure 3***	***Direct Measure 4***	***Indirect Measure 1***	***Indirect Measure 2***	***Indirect Measure 3***	***Indirect Measure 4***
	Performance Target Was…	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**
1. Students will be able to analyze problems, synthesize solutions, communicate decisions, and understand the organizational impact of those decisions.	Met	Met			Met			
2. Students will able to develop ethical organizational leadership.	Met	Met			Met			
3. Students will be able to think deeply and broadly from a system viewpoint about the roles, the functions and the tasks of managers.	Met	Met			Met			
4. Students will be able to develop and use a variety of management skills and prescriptions in organizational environments.	Met	Met			Met			
5. Students will be able to understand	Met	Met			Met			

and appreciate management theory in various managerial situations.								
6. Students will be able to demonstrate academic excellence and critical thinking.	Met	Met			Met			
7. Students will be able to conduct independent investigations and research.	Met	Met			Met			
Proposed Courses of Action for Improvement in Learning Outcomes for which Performance Targets Were Not Met:								
1. *Course of Action 1*								
2. *Course of Action 2*								
3. *Course of Action 3*								
4. *Course of Action 4*								

Section II: Operational Assessment (**Note: Complete this section only if you received first-time accreditation or reaffirmation of accreditation after January 1, 2011**.)

Operational Assessment	
Intended Operational Outcomes	
1. The Business Department will craft a new Strategic Plan.	
2. The Business Department will continue to encourage faculty development.	
3. The Business Department will continue to improve teaching and learning.	
4. The Business Department will continue to increase the number of student internships.	
5. The Business Department will continue to encourage students to participate and continue to increase the number of students participating in the Study Away program.	
6. The Business Department will increase the number of service learning courses and student participation in the courses.	
Assessment Measures/Methods for Intended Operational Outcomes:	**Performance Objectives (Targets/Criteria) for Operational Assessment Measures/Methods:**
1. Strategic Plan Progress Intended Operational Outcomes Assessed by this Measure: 1	Task Forces Development Fall 2016 and Plan Completed by the end of Fall 2017
2. Faculty Performance Reviews Intended Operational Outcomes Assessed by this Measure: 2	90% of Full-time faculty will participate in at least one conference and/or faculty development workshop
3. Faculty Student Evaluations Intended Operational Outcomes Assessed by this Measure: 3	80% of Full-time Faculty scoring a median of 3.5 or higher
4. Report from the Insalaco Center for Career Development – Office of Corporate Relations Intended Operational Outcomes Assessed by this Measure: 4	10% of our Students will participate in an internship
5. Report from the Office of Study Abroad/Away Intended Operational Outcomes Assessed by this Measure: 5	Five Students will participate in a study away/abroad program
6. Report from the Office of Service-Learning Intended Operational Outcomes Assessed by this Measure: 6	20% of our Students will take a Service-Learning Course

Summary of Results from Implementing Operational Assessment Measures/Methods:
1. With the Department of Business residing in the new College of Business, we started a new strategic planning process in the Fall of 2016. We expect the plan to be completed by the end of Fall of 2017.
2. According to the faculty reviews data all full-time faculty members (or 100%) attended at least one conference and/or faculty development workshop.
3. According to the Student Faculty Evaluations 77% of full-time faculty members achieved a median score of 3.5 or better on a scale of 0 "very poor" to 5 "excellent". (See course of action below)
4. According to the Corporate Relations Office report 19.9% of full-time students participated in at least one internship.
5. According to the Office of Study Away/Abroad we had six students traveling abroad.
6. According to the Office of Service-Learning 42.5% of full-time students participated in at least one service-learning class.

Summary of Achievement of Intended Operational Outcomes:

Intended Operational Outcomes	**Operational Assessment Measures/Methods**							
	Operational Assessment Measure/ Method 1	***Operational Assessment Measure/ Method 2***	***Operational Assessment Measure/ Method 3***	***Operational Assessment Measure/ Method 4***	***Operational Assessment Measure Method 5***	***Operational Assessment Measure/ Method 6***	***Operational Assessment Measure/ Method 7***	***Operational Assessment Measure/ Method 8***
	Performance Target Was…	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**	**Performance Target Was…**
1. *Intended Operational Outcome 1*	Met							
2. *Intended Operational Outcome 2*	Met							
3. *Intended Operational Outcome 3*	Met							
4. *Intended Operational Outcome 4*	Met							
5. *Intended Operational Outcome 5*	Met							
6. *Intended Operational Outcome 6*	Met							

Proposed Courses of Action for Improvement in Operational Outcomes for which Performance Targets Were Not Met:
1. *Referring to the result of the third operational assessment measure above, 77% of full-time faculty is equivelant to 10 faculty members, which is not different from the 80% as specified in the objectives.*
2. *Course of Action 2*

3. *Course of Action 3*
4. *Course of Action 4*