



## Report of Outcomes Assessment Results

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Institution	Misericordia University
Academic Business Unit	Business Department*
Academic Year	2015-2016

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\* The Business Department is now in the College of Business

## Outcomes Assessment Plan

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

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: April 1, 2017

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

## Outcomes Assessment Results

For Academic Year: 2015-2016

### Section I: Student Learning Assessment

Student Learning Assessment for: <i>Bachelor of Science in Accounting</i>	
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. 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 an “acceptable” or “exemplary” rating on each learning outcome-related evaluation criterion.
2. Comprehensive Undergraduate Examination Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5	80% of graduating students in the Accounting major will compare favorably with other business students in similar institutions by scoring within 15% of the comparative norm (40) on the comprehensive examination.
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 3.5 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:**

- 89% of graduating students in the Accounting program achieve an “acceptable” or “exemplary” rating on each learning outcome-related evaluation criterion.
- 94% of graduating students in the Accounting major have a mean score within 15% of the comparative norm (40) on the comprehensive examination.

**Summary of Results from Implementing Indirect Measures of Student Learning:**

- 86% of accounting major participants indicate a 3.5 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	<i>Direct Measure 1</i>	<i>Direct Measure 2</i>	<i>Direct Measure 3</i>	<i>Direct Measure 4</i>	<i>Indirect Measure 1</i>	<i>Indirect Measure 2</i>	<i>Indirect Measure 3</i>	<i>Indirect Measure 4</i>
	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			Not 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			Not 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			Not Met			

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.	Met	Met			Not Met			
5. Students will be able to interpret an audit plan, follow an audit program, and perform audit procedures	Met	Met			Not Met			

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

1. *Out of 7 respondents, only one student responded in the negative. Due to the small number of respondents and only one reporting as such we do not believe that this result is statistically significant. We will, however, monitor this closely over the next two years.*
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. 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 an “acceptable” or “exemplary” rating on each learning outcome-related evaluation criterion.

2. Comprehensive Undergraduate Examination  
Program ISLOs Assessed by this Measure: 1, 2

80% of graduating students in the Business Administration major will compare favorably with other business students in similar institutions by scoring within 15% of the comparative norm (40) on the comprehensive examination.

**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 3.5 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. 89% of graduating students in the Business Administration program achieve an “acceptable” or “exemplary” rating on each learning outcome-related evaluation criterion.

2. 92% of graduating students in the Business Management major have a mean score within 15% of the comparative norm (40) on the comprehensive examination.

**Summary of Results from Implementing Indirect Measures of Student Learning:**

1. 94% of accounting major participants indicate a 3.5 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	<i>Direct Measure 1</i>	<i>Direct Measure 2</i>	<i>Direct Measure 3</i>	<i>Direct Measure 4</i>	<i>Indirect Measure 1</i>	<i>Indirect Measure 2</i>	<i>Indirect Measure 3</i>	<i>Indirect Measure 4</i>
	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	Met			Met			
2. Apply managerial skills and operational management techniques.	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 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. End of Program Internship  
Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7

90% of graduating students in the Sport Management major will score at least 70% in their internships.

2. 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 compare favorably with other business students in similar institutions by scoring within 15% of the comparative norm (40) on the comprehensive examination.

**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 3.5 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. 100% of graduating students in the Sport Management major score at least 70% in their internships.
2. 80% of graduating students in the Sport Management major have a mean score within 15% of the comparative norm (40) on the comprehensive examination.

**Summary of Results from Implementing Indirect Measures of Student Learning:**

1. 100% of Sport Management major participants indicate a 3.5 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							
	<i>Direct Measure 1</i>	<i>Direct Measure 2</i>	<i>Direct Measure 3</i>	<i>Direct Measure 4</i>	<i>Indirect Measure 1</i>	<i>Indirect Measure 2</i>	<i>Indirect Measure 3</i>	<i>Indirect Measure 4</i>
	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. 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 an “acceptable” or “exemplary” rating on each learning outcome-related evaluation criterion.

2. 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 compare favorably with other business students in similar institutions by scoring within 15% of the comparative norm (40) on the comprehensive examination.

**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 3.5 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. 100% of graduating students in the Health Care Management program achieve an “acceptable” or “exemplary” rating on each learning outcome-related evaluation criterion.
2. 96% of graduating students in the Health Care Management major have a mean score of within 15% of the comparative norm (40) on the comprehensive examination.

**Summary of Results from Implementing Indirect Measures of Student Learning:**

1. 94% of Health Care Management major participants indicate a 3.5 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	<i>Direct Measure 1</i>	<i>Direct Measure 2</i>	<i>Direct Measure 3</i>	<i>Direct Measure 4</i>	<i>Indirect Measure 1</i>	<i>Indirect Measure 2</i>	<i>Indirect Measure 3</i>	<i>Indirect Measure 4</i>
	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	Met	Met			Met			

external, in the health care environment.								
5. Develop, implement, and maintain a comprehensive marketing plan for a health care entity.	Met	Met			Met			
<b>Proposed Courses of Action for Improvement in Learning Outcomes for which Performance Targets Were Not Met:</b>								
1. <i>Course of Action 1</i>								
2. <i>Course of Action 2</i>								
3. <i>Course of Action 3</i>								
4. <i>Course of Action 4</i>								

**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. Final Project/Paper in MBA 650, Integrative MBA Capstone Experience  
Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7

90% of graduating students in the MBA Program will have a score of at least 80 on the final project.

2. 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 compare favorably with other business students in similar institutions by scoring within 15% of the comparative norm (40) on the comprehensive graduate examination.

**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 3.5 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. 96% of graduating students in the MBA Program have a score of at least 80 on the final project.
2. 100% of graduating students in the MBA Program have an overall score of within 15% of the comparative norm (40) on the Comprehensive Graduate Examination.

**Summary of Results from Implementing Indirect Measures of Student Learning:**

1. 100% of MBA major participants indicate a 3.5 or better score that they were intellectually challenged to meet the intended outcomes of the MBA program.

**Summary of Achievement of Intended Student Learning Outcomes:**

Intended Student Learning Outcomes	Learning Assessment Measures							
Program ISLOs	<i>Direct Measure 1</i>	<i>Direct Measure 2</i>	<i>Direct Measure 3</i>	<i>Direct Measure 4</i>	<i>Indirect Measure 1</i>	<i>Indirect Measure 2</i>	<i>Indirect Measure 3</i>	<i>Indirect Measure 4</i>
	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	Met	Met			Met			

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.	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 be 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. Final Project/Paper in OM 586 Strategic Planning.  
Program ISLOs Assessed by this Measure: 1, 2, 3, 4, 5, 6, 7

90% of graduating students in the OM Program will have a score of at least 80 on the final project.

2. 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 compare favorably with other business students in similar institutions by scoring within 15% of the comparative norm (40) on the comprehensive graduate examination.

#### 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. 97% of graduating students in the OM Program have a score of at least 80 on the final project.
2. 85% of graduating students in the OM Program have an overall score within 15% of the comparative norm (40) on the Comprehensive Graduate Examination.

**Summary of Results from Implementing Indirect Measures of Student Learning:**

1. 100% of OM major participants indicate 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	<i>Direct Measure 1</i>	<i>Direct Measure 2</i>	<i>Direct Measure 3</i>	<i>Direct Measure 4</i>	<i>Indirect Measure 1</i>	<i>Indirect Measure 2</i>	<i>Indirect Measure 3</i>	<i>Indirect Measure 4</i>
	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 be 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 and appreciate management theory in various managerial situations.	Met	Met			Met			
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.)**

<b>Operational Assessment</b>	
<b>Intended Operational Outcomes</b>	
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.	
<b>Assessment Measures/Methods for Intended Operational Outcomes:</b>	<b>Performance Objectives (Targets/Criteria) for Operational Assessment Measures/Methods:</b>
1. Strategic Plan Progress Intended Operational Outcomes Assessed by this Measure: 1	Task Forces Development Fall 2016 and Plan Completed by the end of Spring 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. The Department of Business now resides in the new College of Business. As such, we now embarked on a new strategic planning process with the intent to have all our strategic goals determined by the end of the spring 2017 semester. The first stage of the process was completed on time through the creation of our working teams/taskforces created this semester.
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 82% of full-time faculty members achieved a median score of 3.5 or better on a scale of 0 “very poor” to 5 “excellent”.
4. According to the Corporate Relations Office report 8.9% of full-time students participated in at least one internship.
5. According to the Office of Study Away/Abroad we had two students traveling abroad.
6. According to the Office of Service-Learning 34% 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							
	<i>Operational Assessment Measure/ Method 1</i>	<i>Operational Assessment Measure/ Method 2</i>	<i>Operational Assessment Measure/ Method 3</i>	<i>Operational Assessment Measure/ Method 4</i>	<i>Operational Assessment Measure/ Method 5</i>	<i>Operational Assessment Measure/ Method 6</i>	<i>Operational Assessment Measure/ Method 7</i>	<i>Operational Assessment Measure/ Method 8</i>
	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. <i>Intended Operational Outcome 1</i>	Met							
2. <i>Intended Operational Outcome 2</i>	Met							
3. <i>Intended Operational Outcome 3</i>	Met							
4. <i>Intended Operational Outcome 4</i>	Met							
5. <i>Intended Operational Outcome 5</i>	Met							
6. <i>Intended Operational Outcome 6</i>	Met							

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

1. Through the new Strategic Plan for the Business Department and in collaboration with the Office of Corporate Relations we will address the need to increase internship offerings and student participation in internships.

2. One of our goals is to have more students travel to study away/abroad through our newly formed Office of Study Away/Abroad. We only had two students for this reporting cycle and we will continue to promote these study away programs and encourage our students to participate in them.

3. *Course of Action 3*

4. *Course of Action 4*