

Program Assessment Form (Academic Program)

A.A.S. in Business Administration

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General Information (Program Assessment Form (Academic Program))

Standing Requirements

NMC MISSION STATEMENT & ESIP (COLUMN 1 OF THE 5-COLUMN MODEL)

NMC Mission Statement: Northern Marianas College, through its commitment to student learning, provides high quality, affordable and accessible educational programs and services for the individual and people of the Commonwealth. ESIP for the School of Business: The mission of the Business Department is to develop the future business and government leaders of the CNMI and the region by inspiring our diverse student population to reach their full academic, employment, and entrepreneurial potential by providing them with challenging courses and student-oriented learning experiences that will prepare them for rewarding careers and/or transfer to four-year colleges and universities, in support of the Northern Marianas College mission.

OUTCOMES (COLUMN 2 OF THE 5-COLUMN MODEL)

A.A.S. in Business Administration Outcome Set

AAS Business Administration

PLO 1

PLO 1: Prepare and present written and oral business reports for a variety of audiences at a generally acceptable level of business English.

Mapping

GELO 1 & 7 and AAS Business Admin_PLO Set AY 2020-21: PLO 1

PLO 6

PLO 6: Compile, analyze and synthesize information to solve business problems.

Mapping

GELO 1 & 7 and AAS Business Admin_PLO Set AY 2020-21: PLO 6

CURRICULUM MAP

Active Curriculum Maps

GELO 1 & 7 and AAS Business Admin_PLO Set AY 2020-21 (See appendix)

Alignment Set GELO 1 & 7 and AAS Business Admin_PLO Set AY 2020-21

Created 11/13/2020 3:16:33 am WPST

Last Modified 11/15/2020 8:43:25 am WPST

2020-2021 Assessment Cycle

MEANS OF ASSESSMENT & CRITERIA FOR SUCCESS (ASSESSMENT PLAN OR COLUMN 3 OF THE 5-COLUMN MODEL)

Mission Statement

NMC Mission Statement: Northern Marianas College, through its commitment to student learning, provides high quality, affordable and accessible educational programs and services for the individual and people of the Commonwealth. ESIP for the School of Business: The mission of the Business Department is to develop the future business and government leaders of the CNMI and the region by inspiring our diverse student population to reach their full academic, employment, and entrepreneurial potential by providing them with challenging courses and student-oriented learning experiences that will prepare them for rewarding careers and/or transfer to four-year colleges and universities, in support of the Northern Marianas College mission.

Measures

AAS Business Administration

Outcome

Outcome: PLO 1

PLO 1: Prepare and present written and oral business reports for a variety of audiences at a generally acceptable level of business English.

Measure: MG 206 Mock Interviews (updated 2/25/21)

Course level Indirect - Interview

Details/Description: Students will participate in a mock interview. After working on their resume and interview technique from Chapter 14, they will be paired up with an agency that is closely related to their program of study and be interviewed by HR manager(s).

Success Criteria: At least 80% Students will earn 40 points or higher on their interview rating sheet.

Update 2/25/21:

At least 80% of students will earn 40 points or higher out of a total of 50 on their interview rating sheet.

Implementation Plan (timeline): Week 16 of 17

Key/Responsible Personnel: Barbara Hunter

Measure: MG 231 SLO_7

Course level Direct - Other

Details/Description: Students will complete a final project that proposes a new business idea of their own interest. The business idea is delivered through a self-recorded video report with a Google Slides presentation accompanied by a student's oral narration along each

	slide. The presentation content will address the organizational structure, marketing plan and expected organizational culture of the proposed business.
Success Criteria:	Acceptable Target: At least 80% of the students will successfully produce a professionally edited video report and demonstrate good business oral communication skills based on the assignment rubric. Ideal Target: At least 90% of the students will successfully produce a professionally edited video report and demonstrate excellent business oral communication skills based on the assignment rubric.
Implementation Plan (timeline):	Week 16 of the semester
Key/Responsible Personnel:	Course instructor: Yunzi Zhang

Outcome: PLO 6

PLO 6: Compile, analyze and synthesize information to solve business problems.

Measure: AC 227 Test
Course level Direct - Exam

Details/Description:	Questions on the transactions that occur throughout an accounting cycle and the resulting financial statements. Also, questions on various accounting topics that relate to accounting and they accounting cycle.
Success Criteria:	80% of the students will achieve a score of 70% or higher on this measure.
Implementation Plan (timeline):	Fall 2020
Key/Responsible Personnel:	Instructor: Larrisa Larson

Supporting Attachments:

 SY20-21 AC 227 Findings (1).xlsx (Excel Workbook (Open XML)) (See appendix)

Measure: MG 206 Business Competencies
Course level Direct - Student Artifact

Details/Description:	Students will research a country and present to the class the various customs and business etiquettes on the meeting and greeting, business etiquettes, corporate culture, and communication challenges when working in a multicultural environment from their chosen country.
Success Criteria:	At least 80% of the class participated in the project on doing business in a multicultural and global market. Groups presented their research on preferred

business and customary etiquettes from their selected country. In addition, they also presented recommendations on how to approach any communication challenges in the workplace and when conducting business meetings.


Implementation Plan (timeline):

Each group will be assigned a date to present their research throughout the semester.
Weeks 3 - 16

Key/Responsible Personnel:

Instructor, Barbara Hunter

Supporting Attachments:

 Business Etiquettes in Singapore (Adobe Acrobat Document) (See appendix)

This applies to SLO#3

Measure: MG 231 SLO_3
Course level Direct - Other

Details/Description:

Students will develop five weekly reflections based on several current business news articles provided by the instructor. The reflections should address the socioeconomic background and main business problem described in each article. In each reflection, students are also expected to propose a solution to the problem using the lecture content of the week. The solution should enhance the feasible development of the business situation described in each article.

Success Criteria:

Acceptable Target:

For each weekly reflection, at least 80% of the students will successfully complete the writing task and fulfill 90% of the requirements as suggested in the assignment rubric.

Ideal Target:

For each weekly reflection, at least 90% of the students will successfully complete the writing task and provide quality work as suggested in the assignment rubric.

Implementation Plan (timeline):

Week 2 through Week 6 of the semester

Key/Responsible Personnel:

Course instructor: Yunzi Zhang

Measure: Student Performance on Major Economic Indicators Exam (EC211 SLO 6)
Course level Direct - Exam

Details/Description:

Questions on economic growth, unemployment, and inflation, including questions on definitions and computations of indicators will be given in exams; responses will be collected and recoded/transformed into a composite measure.

Success Criteria:

Acceptable Target: 80% of students will score at 75% or above on this measure.

Ideal Target: 100% of students will score at 75% or above on this measure.

Implementation Plan (timeline): 2021 Spring Semester Exams

Key/Responsible Personnel: Wil Maui

Measure: Student Performance on Money, The Federal Reserve System and Monetary Policy Exam (EC211 - SLO 8)

Course level Direct - Exam

Details/Description: Questions on money, the Federal Reserve System, the financial institutions and monetary policies, including questions on definitions, concepts, and types of policies will be given in exams; responses will be collected and recoded/transformed into a composite measure.

Success Criteria: Acceptable Target: 80% of students will score at 75% or above on this measure.

Ideal Target: 100% of students will score at 75% or above on this measure.

Implementation Plan (timeline): 2021 Spring Semester Exams

Key/Responsible Personnel: Wil Maui

SUMMARY OF DATA COLLECTED AND USE OF RESULTS (ASSESSMENT FINDINGS OR COLUMNS 4 & 5 OF THE 5-COLUMN MODEL)

Finding per Measure

AAS Business Administration

Outcome

Outcome: PLO 1

PLO 1: Prepare and present written and oral business reports for a variety of audiences at a generally acceptable level of business English.

Measure: MG 206 Mock Interviews (updated 2/25/21)

Course level Indirect - Interview

Details/Description: Students will participate in a mock interview. After working on their resume and interview technique from Chapter 14, they will be paired up with an agency that is closely related to their program of study and be interviewed by HR manager(s).

Success Criteria: At least 80% Students will earn 40 points or higher on their interview rating sheet.

Update 2/25/21:

At least 80% of students will earn 40 points or higher out of a total of 50 on their interview rating sheet.

Implementation Plan (timeline): Week 16 of 17
Key/Responsible Personnel: Barbara Hunter

Findings for MG 206 Mock Interviews (updated 2/25/21)

Summary of Findings: 100% of the class participated in the project on doing business in a multicultural and global market. Groups presented their research on business and customary etiquettes, and communication styles to help overcome any challenges for the workplace and business meetings. Students earned 40 to 50 points for their presentation.

Results : Success Criteria Achievement: Exceeded

Recommendations: Students understood the challenges associated with communication with folks different cultures in a business setting. They presented their findings on etiquettes for business meetings, dining, dress, and providing gifts. PLO# 1 preparing and presenting a business plan. Project should be kept.

Reflections/Notes: See recommendations

Measure: MG 231 SLO_7
Course level Direct - Other

Details/Description: Students will complete a final project that proposes a new business idea of their own interest. The business idea is delivered through a self-recorded video report with a Google Slides presentation accompanied by a student's oral narration along each slide. The presentation content will address the organizational structure, marketing plan and expected organizational culture of the proposed business.

Success Criteria:

Acceptable Target:
 At least 80% of the students will successfully produce a professionally edited video report and demonstrate good business oral communication skills based on the assignment rubric.

Ideal Target:
 At least 90% of the students will successfully produce a professionally edited video report and demonstrate excellent business oral communication skills based on the assignment rubric.

Implementation Plan (timeline): Week 16 of the semester
Key/Responsible Personnel: Course instructor: Yunzi Zhang

Findings for MG 231 SLO_7

Summary of Findings:	<p>1. 100% of the students submitted a professionally edited report about their business ideas. 90% of the videos fulfilled the requirements listed by the instructor, in terms of video length and quality.</p> <p>2. Students were comfortable presenting in a video format. Students were positive with the use the media tools for their final project.</p>
Results :	Success Criteria Achievement: Exceeded
Recommendations:	The recommended video tool for this project is Loom for Education. Loom, a screen-recording service, is free for all education users. It is particularly helpful for online / distance learning. The tool also has value for institutional users, though with a fee.
Reflections/Notes:	A detailed rubric for media presentations should be developed. The current rubric is for face-to-face presentations. However, it may not be entirely suitable for video presentations.

Outcome: PLO 6

PLO 6: Compile, analyze and synthesize information to solve business problems.

Measure: AC 227 Test
Course level Direct - Exam


Details/Description: Questions on the transactions that occur throughout an accounting cycle and the resulting financial statements. Also, questions on various accounting topics that relate to accounting and they accounting cycle.

Success Criteria: 80% of the students will achieve a score of 70% or higher on this measure.

Implementation Plan (timeline): Fall 2020

Key/Responsible Personnel: Instructor: Larrisa Larson

Supporting Attachments:

 SY20-21 AC 227 Findings (1).xlsx (Excel Workbook (Open XML)) (See appendix)

Findings for AC 227 Test

Summary of Findings:

AC 227 HY 01 Spring 10A's 3B's 3C's 1D's *2F's
19 Total Students

AC 227 VH 01 Spring 12A's 13B's 1C's 0D's *2F's
28 Total Students

Spring Grand Totals 22A's 16B's 4C's 1D's *4F's

47 Grand Total of Students in Spring 2021
**F's are due to students not attending class.

AC 227 01 Fall 14A's 7B's 5C's 1D's *2F's
29 Total Students

AC 227 VH01 Fall 9A's 7B's 6C's 0D's *4F's
26 Total Students
**F's are due to students not attending class.

Fall Totals 23A's 14B's 11C's 1D's *6F's
55 Grand Total of Students
**F's are due to students not attending class.

AC 227 Summer 6A's 7B's 1C's 0D's *4F's
18 Total Students
Summer Grand Total: 6A's 7B's 1C's 0D's 4D's
18 Grand Total
**F's are due to students not attending class.

Total SY 20-21 51A's 37B's 16C's 2D's *14F's
120 Total Students
**F's are due to students not attending class.

Total # of Students 70% and higher 104
Total Students (Entire School Year) 120

% of 70% and higher 86.67%

Results :

Success Criteria Achievement: Exceeded

Recommendations:

Instructor will continue with current practices and aim for a higher percentage for ideal target.

There will be more online resources to assist students in future semesters. There will also be a new textbook with more opportunities for students to enhance the lessons and facilitate learning.

Reflections/Notes:

See recommendations above.

Measure: MG 206 Business Competencies

Course level Direct - Student Artifact


Details/Description: Students will research a country and present to the class the various customs and business etiquettes on the meeting and greeting, business etiquettes, corporate culture, and communication challenges when working in a multicultural environment from their chosen country.

Success Criteria: At least 80% of the class participated in the project on doing business in a multicultural and global market. Groups presented their research on preferred business and customary etiquettes from their selected country. In addition, they also presented recommendations on how to approach any communication challenges in the workplace and when conducting business meetings.

Implementation Plan (timeline): Each group will be assigned a date to present their research throughout the semester.
Weeks 3 - 16

Key/Responsible Personnel: Instructor, Barbara Hunter

Supporting Attachments:

 Business Etiquettes in Singapore (Adobe Acrobat Document) (See appendix)

This applies to SLO#3

Findings for MG 206 Business Competencies


Summary of Findings: Sample size of 8 students who were sent to Hyatt Regency Hotel's HR office to participate in the Mock Interview. 7 out of the 8 students scored 4 or higher in their interview. 4 being proficient.

Results : Success Criteria Achievement: Exceeded

Recommendations: The interview has given students the opportunity to practice their interpersonal skills in obtaining a job. Recommendation is to keep this activity.

Reflections/Notes: See recommendations above

Substantiating Evidence:

 Mock Interview Results (Excel Workbook (Open XML)) (See appendix)

Students were assigned to participate in a mock interview

Measure: MG 231 SLO_3

Course level Direct - Other

Details/Description:	Students will develop five weekly reflections based on several current business news articles provided by the instructor. The reflections should address the socioeconomic background and main business problem described in each article. In each reflection, students are also expected to propose a solution to the problem using the lecture content of the week. The solution should enhance the feasible development of the business situation described in each article.
Success Criteria:	<p>Acceptable Target: For each weekly reflection, at least 80% of the students will successfully complete the writing task and fulfill 90% of the requirements as suggested in the assignment rubric.</p> <p>Ideal Target: For each weekly reflection, at least 90% of the students will successfully complete the writing task and provide quality work as suggested in the assignment rubric.</p>
Implementation Plan (timeline):	Week 2 through Week 6 of the semester
Key/Responsible Personnel:	Course instructor: Yunzi Zhang

Findings for MG 231 SLO_3

Summary of Findings:	90% of the students submitted the reading reflections. The works reflected their understanding of the current business news.
Results :	Success Criteria Achievement: Met
Recommendations:	Students and instructors should have regular access to the news database provided by the NMC Library. This will help with the reading assignments. The NMC Library website should clarify how to access its online resources for off-campus users.
Reflections/Notes:	

Measure: Student Performance on Major Economic Indicators Exam (EC211 SLO 6)
Course level Direct - Exam

Details/Description:	Questions on economic growth, unemployment, and inflation, including questions on definitions and computations of indicators will be given in exams; responses will be collected and recoded/transformed into a composite measure.
Success Criteria:	<p>Acceptable Target: 80% of students will score at 75% or above on this measure.</p> <p>Ideal Target: 100% of students will score at 75% or above on this measure.</p>
Implementation Plan (timeline):	2021 Spring Semester Exams

Key/Responsible Personnel: Wil Maui

Findings for Student Performance on Major Economic Indicators Exam (EC211 SLO 6)

Summary of Findings: Test data from a total of 39 students from two virtual hybrid sections of EC211 in the Spring of 2021 were used to assess SLO 06.

- 71.8% (28/39) scored at 75% or higher on this measure, see attachment for detail. Hence, the 80% target was not met.

Table 1, attached, show that on average, students scored higher on inflation and lower on unemployment.


All coursework for EC211 were done in MindTab, a learning management system (LMS) platform by Cengage. MindTab tracks student engagement in the system and report, among other things, the total time (hours and minutes) each student spent doing coursework. Generally, students with low engagement scored lower in this SLO as well as having lower overall grades in the class.

Results : Success Criteria Achievement: Not Met

- Recommendations:**
1. Modify the threshold of acceptable target from 75% to 70% instead. This will impact (increase) the percentage of student meeting the target; however, it would align the target threshold with the minimum percentage score for a letter "C" grade used in the NMC grading system. Lowering the threshold to 70% results in 84.6% of students meeting or exceeding the acceptable target. See Table 1 attached for detail.
 2. Table 1 suggest that more attention should be given to coverage of unemployment and related materials in class.
 3. Encourage students to master all the leaning tools in MindTab and to fully utilize them when learning in this course.
 4. Encourage other business instructors to adopt MindTab in their course delivery to spread the use of LMS in the School of Business, thereby increasing the benefits of using the LMS to business students.
 5. The course SLOs need to be revised to allow for ease in assessment. They were developed many years ago while the textbook and course delivery method have changed since.

Reflections/Notes: It is important to note that the results reported here are at the course level and have not been parsed by student major. While it speaks for the course, it does not speak for any specific degree program. To report by degree program, each student major must be known, but this data was not made available at the time the analysis was conducted. Hence, further work need to be done to obtain results appropriate for individual business degree program.

Substantiating Evidence:

 Table 1 EC211 SLO 6 (Excel Workbook (Open XML)) (See appendix)

Measure: Student Performance on Money, The Federal Reserve System and Monetary Policy Exam (EC211 - SLO 8)

Course level Direct - Exam

Details/Description: Questions on money, the Federal Reserve System, the financial institutions and monetary policies, including questions on definitions, concepts, and types of policies will be given in exams; responses will be collected and recoded/transformed into a composite measure.

Success Criteria: Acceptable Target: 80% of students will score at 75% or above on this measure.

Ideal Target: 100% of students will score at 75% or above on this measure.

Implementation Plan (timeline): 2021 Spring Semester Exams

Key/Responsible Personnel: Wil Maui

Findings for Student Performance on Money, The Federal Reserve System and Monetary Policy Exam (EC211 - SLO 8)

Summary of Findings: Test data from a total of 38 students in two virtual hybrid sections of EC211 in the Spring of 2021 were used to assess SLO 08.

- 78.9% (30/38) scored at 75% or higher on this measure, see attachment for detail. Hence, the 80% target was not met.

Table 2, attached, show that on average, students scored higher on The Federal Reserve System, the roles of the Feds, the financial institutions, the function of money, and money aggregates. Students scored lower on equilibrium analysis of the money market, changes in the money supply, required and excess reserves, and the destruction of money.

As discussed under SLO 6, all coursework for EC211 are done in MindTab, a learning management system (LMS) platform by Cengage. MindTab tracks student engagement in the system and reports the total time (hours and minutes) each student spent doing coursework. Generally, Student with low engagement scored lower in this SLO as well as having lower overall grades.

Results : Success Criteria Achievement: Not Met

Recommendations: 1. Modify the threshold of acceptable target from 75% to 70% instead. This will

impact (increase) the percentage of student meeting the target; however, it would align the target threshold with the minimum percentage score for a letter “C” grade used in the NMC grading system. Lowering the threshold to 70% results in 81.6% of students meeting or exceeding the acceptable target. See Table 2 attached for detail.

2. Table 2 suggest that more attention should be given to coverage of the following: money market equilibrium analysis, changes in the money supply, required and excess reserve in the banking system, and the destruction of money.

3. As stated under SLO 06, encourage students to master all the leaning tools in MindTab and fully utilize them in learning process in this course.

4. As stated under SLO 06, encourage other business instructors to adopt MindTab in their course delivery to spread the use of LMS in the School of Business, thereby increasing the benefits of using the LMS to business students.

5. Similarly here, it is important to note that the results reported here are at the course level and have not been parsed by student major. While it speaks for the course, it does not speak for a specific degree program. To report by degree program appropriately, each student major must be known, but this data was not made available at the time the analysis was conducted. Hence, further work need to be done to obtain results appropriate for program reviews.

6. The course SLOs need to be revised to allow for ease in assessment. They were developed many years ago while the textbook and course delivery method have changed since.

Reflections/Notes:

Similarly here, it is important to note that the results reported here are at the course level and have not been parsed by student major. While it speaks for the course, it does not speak for a specific degree program. To report by degree program appropriately, each student major must be known, but this data was not made available at the time the analysis was conducted. Hence, further work need to be done to obtain results appropriate for each of the individual business degree programs.

Substantiating Evidence:

 Table 2 EC211 SLO 8 (Excel Workbook (Open XML)) (See appendix)

Overall Recommendations

No text specified

Overall Reflection

No text specified

OPERATIONAL PLAN (THIS IS WHERE YOU CAN LINK AN OUTCOME TO AN ACTION PLAN WITH OR WITHOUT A SPECIAL BUDGET REQUEST.)

STATUS REPORT

2021-2022 Assessment Cycle

MEANS OF ASSESSMENT & CRITERIA FOR SUCCESS (ASSESSMENT PLAN OR COLUMN 3 OF THE 5-COLUMN MODEL)

SUMMARY OF DATA COLLECTED AND USE OF RESULTS (ASSESSMENT FINDINGS OR COLUMNS 4 & 5 OF THE 5-COLUMN MODEL)

OPERATIONAL PLAN (THIS IS WHERE YOU CAN LINK AN OUTCOME TO AN ACTION PLAN WITH OR WITHOUT A SPECIAL BUDGET REQUEST.)

STATUS REPORT

Pilot Programs/Practice Assessment Cycle (2009, 2016)

MEANS OF ASSESSMENT & CRITERIA FOR SUCCESS (ASSESSMENT PLAN)

ASSESSMENT FINDINGS

OPERATIONAL PLAN

STATUS REPORT (THIS SIMPLY STATES THE STATUS OF YOUR OPERATIONAL PLAN.)

2019-2020 Assessment Cycle

MEANS OF ASSESSMENT & CRITERIA FOR SUCCESS (ASSESSMENT PLAN OR COLUMN 3 OF THE 5-COLUMN MODEL)

SUMMARY OF DATA COLLECTED AND USE OF RESULTS (ASSESSMENT FINDINGS OR COLUMNS 4 & 5 OF THE 5-COLUMN MODEL)

OPERATIONAL PLAN (THIS IS WHERE YOU CAN LINK AN OUTCOME TO AN ACTION PLAN WITH OR WITHOUT A SPECIAL BUDGET REQUEST.)

STATUS REPORT (THIS SIMPLY STATES THE STATUS OF YOUR OPERATIONAL PLAN.)

Appendix

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- A. **GELO 1 & 7 and AAS Business Admin_PLO Set AY 2020-21** (Curriculum Map)
 - B. **SY20-21 AC 227 Findings (1).xlsx** (Excel Workbook (Open XML))
 - C. **Business Etiquettes in Singapore** (Adobe Acrobat Document)
 - D. **Table 1 EC211 SLO 6** (Excel Workbook (Open XML))
 - E. **Table 2 EC211 SLO 8** (Excel Workbook (Open XML))
 - F. **Mock Interview Results** (Excel Workbook (Open XML))
-