

# **Business Department - Indicators of Student Learning**

## **How student learning outcomes for the program are met:**

Through the Planning Program Review Outcomes and Assessment Committee (PROAC) each academic, student service, and administrative program uses the Five-Column Model (PROAC Form 1) to identify and assess program level student learning outcomes (SLOs) and/or administrative unit outcomes (AUOs). Programs have specific measures and criteria for determining success for each outcome. Data will be gathered by the department and analyzed to determine if the outcomes are being met or if curricular/administrative processes need change. A program's Form 1 will be incorporated into its program review report (PROAC Form 2), which provides a comprehensive analysis of the program's effectiveness and presents recommendations for the program and the institution based on a thorough analysis of data.

Direct evidence of student learning outcome results are found in PROAC Form 1. Academic Program Form 1 is utilized at the program level to assess courses scheduled previously to be assessed by the instructor who facilitate the course, this assessment ensures that the Program Learning Outcomes (PLOs) are achieved. PLOs assessed during the period were (BU PLO #1), Prepare and present written and oral business reports for a variety of audiences at a generally acceptable level of business English; (BU PLO #4), Explain current legal, ethical, social, financial, economic, and other environmental factors as they apply in Business; and (BU PLO #5) Work effectively as a member of a team.

### **1. Direct Evidence -- MG 206 Business Communication**

- a. Linking BU PLO# 1 & 4 to Student Learning Outcome (SLO 4) Plan, organize and write written business messages, and (SLO 9) Prepare and deliver oral presentations and speeches.

**Assessment --** Students must research, plan, write and do an oral presentation of a business industry issue reported in the newspaper.

**Means of Assessments & Success Criteria --** 80 % of students registered in the MG 206 will received a score of 85 % in order to show mastery in (SLO 4 & 9) -- plan, write and deliver an oral presentation.

**Data Collection --** 84 % of students assess were able to score on average 85 % or higher in their written and presentation.

- b. Linking (BU PLO # 1 & 5) to (SLO 7) Prepare a résumé and cover letter for employment.

**Assessment --**

**Means of Assessments & Success Criteria** -- 90 % of the students will be able to research, create, and write their own professional style resumes and application letter to apply for a job, as requirement for the final assessment in the course.

**Data Collection** -- 95 % of students assessed demonstrated the ability to research, and create a professional resume and application letter for employment.

**Indirect Evidence** -- This can be seen in feedback from Cooperative Education supervisors as the student is tasked to complete self-assessment, personal development, career exploration, resumes and cover letters, successful employment interviews, effective communication skills in the world of work, workplace etiquette and ethics, and on-the-job training that is related to the student's career and educational goals. This Cooperative Education course not only enhances the student's career self-awareness and current employment skills, integrate classroom-learned skills with an on-the-job training experience. This course is an indirect indication that students are at the mastery level, feedback from fieldwork supervisors indicate that on average 95% of the students were able to integrate course learning into real life situations.

**Use of results** – the aim of the program is to prepare work ready graduates possessing the knowledge and skills outlined by industry leaders in the CNMI and integrated into the curriculum as intended PLOs.

The assessed students significantly demonstrated knowledge and skills in preparing written documents and displayed the aptitude to communicate orally to a wide cross-section of the community. The department will continue to direct students to complete written and oral assignments as well as solicit the assistance of the business industry to not only mentor the students but to give them the opportunity to shadow the professionals to gain real world experiences.