Intended Learning Outcome and Competencies (Business 2020-2021)

Program	Intended Learning Outcome (ILOC)	Means of Assessment & Success criterion	Results/Findings	Analysis, Program Review and Actions Taken
Accounting (301)	ILOC #3 the student/graduate will be able to analyze, record and summarize the financial effects of a company's activities.	The Means of Assessment states: Students are assessed utilizing scores on selected questions on the comprehensive final exam in ACCT 203.	Scores were assessed for eight Accounting majors enrolled in ACCT 203 in the spring of 2018. The Success Criterion states: At least 75% of the students will achieve a score of 70% or higher on selected questions (All questions were utilized) on the comprehensive final exam in ACCT 203. Seven of the eight (87.5%) students achieved a 70% or higher on the final exam. The average comprehensive final grade for all 8 was 84.8%. The Success criterion is met.	The Program Assessment Contact (PAC) reviewed the data and notes that the assessment method is adequate, but chose to utilize all questions of the final examination, as all were deemed to be related to the outcome to be assessed. The PAC notes that this is the first assessment of this outcome since faculty determined the 90% success criterion was unrealistic. While the success criterion was met, the PAC is recommending that faculty consider the addition of an online Financial Accounting course option for (Acct 203). That process is underway with the plan for an online course to exist in the spring of 2019. This program began its intensive program review in the fall of 2016. This intensive review involves reviewing all of the program outcomes, the means of assessment for each, the

				success criterion for each, the timelines for assessment and the use of results. The full-time accounting faculty, along with the Dean of the Business Division, reviewed the existing program assessment plan matrix and competencies and determined the program outcomes are appropriate to the discipline. However, the following changes are under review to the assessment process: The success criterion on all ILOCs will reflect an adequate level of competency which is defined as (75% will achieve a score of 70% or higher). Further outcomes of the program review include: • Revise and evaluate the program's intended learning outcomes in 2017-2018. • Include MS Excel as part of the program requirement and consider including BUSN 244 as part of the program requirements

				• Consider new methods of course delivery, texts and available software to provide best learning opportunities for students to achieve stated learning outcomes. • Pursue continuing education opportunities for the faculty to provide up-to-date and relevant course content to the students (full-time faculty) • Explore additional use of professional tutors • Install additional whiteboards in one of the Cranberry classrooms with the intention of the accounting courses using this classroom
			Seven Accounting program majors were enrolled and five completed the ACCT 203 course in the spring of 2019. One student that did not complete the course, stopped attending the class after week 9 of the semester. The second student stopped attending in March of 2019. The five	The success criterion was met. The comprehensive examination is considered adequate. Faculty note: Consideration is always given through thoughtful analysis of existing content and delivery of the content. Since the last completion of

			attending students, all achieved a 70% or higher on the final exam.	ILOC # 3, the delivery of the course has expanded to include an online offering. At this time, the results indicate that the Financial Accounting course (ACCT 203) meets Accounting Program requirements. Faculty also offered explanation of students who chose to drop the course: One of the students who stopped attending was from the online course. The instructor had met with her in person during office hours and continued to correspond and encourage her through email. The instructor offered to meet again with this student in person but the student failed to follow up. The second student who stopped attending was in a F2F delivery course. This student went on a six-week vacation with his parents in the middle of the semester. His attempt to return after the six-week hiatus was short-lived. The instructor corresponded with this student as well.

Recommended Actions: Program Coordinator will
• continue to examine and utilize the existing text |

				and innovative course offering material • solicit feedback from students • give thoughtful consideration to the development of either a Financial Accounting II course or an Excel-based financial accounting course (or a combination of the two)
	ILOC #1- The student/graduate will be able to apply accounting concepts and terms to accounting problems.	The Means of Assessment states: Students will be assessed on selected questions from the comprehensive final in Managerial Accounting (ACCT 234).	Two Accounting program majors were enrolled and completed the ACCT 234 course in the fall of 2019. The Success Criterion states: At least 75% of the students will achieve the mastery level (70% or greater) on selected questions from the comprehensive final in Managerial Accounting (ACCT 234). Both students (100%) achieved a 70% or higher on the final exam. The average comprehensive final exam grade was 80.5%.	Faculty acknowledges the success criterion was met and note the small sample size. The assessment method was deemed appropriate. They also note: At this time, the results indicate that the Managerial Accounting course (ACCT 234) meets Accounting Program requirements. The course is now offered using both on site, hybrid and online delivery options which has helped to me the needs of the diverse student body. "The student/graduate will be able to apply accounting concepts and terms to accounting problems" is relevant to an Accounting, Associate in Applied Science major. They suggest that the

				word "managerial" be placed before the word accounting.
			Nine Accounting program majors were enrolled and completed the ACCT 234 course in the spring of 2020. Nine students (100%) achieved a 70% or higher on the final exam. The average comprehensive final exam grade was 86%.	The success criterion was met. The results indicate that the Managerial Accounting course (ACCT 234) meets Accounting Program requirements. The current course text, text resources and content are considered appropriate. Faculty reviewed the results and noted: The criteria itself is appropriate but the wording of "mastery" should be changed to "proficiency". Also, this competency was addressed in the Fall and again this spring due to the minor modification of the success criteria increase of 70 to 75% of the students achieving the criteria of 70% or higher on the final comprehensive exam.
	ILOC #4- The student/graduate will be able to complete computerized accounting cycle tasks and reports using general ledger accounting software.	The Means of Assessment is listed as Final Project scores	Nine Accounting program majors were enrolled and completed the Acct 221 course in the Fall of 2021. The success criteria were met with eight of the nine students (89%) receiving a score of 70% or higher on the final course project and one student earning a score of 69.32%. The average comprehensive project grade for all nine students was 89.85%.	The success criterion was met. Faculty reviewed the results and noted: the final comprehensive project is considered adequate. The course material has been modified since the last ILOC completion and the text and software used reflect up to date accounting practices. "The student/graduate will be able to complete

				computerized accounting cycle tasks and reports using general ledger accounting software" is very relevant to an Accounting, Associate in Applied Science major. Recommended Actions: Consider the use of the software prevalent in the accounting industry. At this time, QuickBooks software continues to hold a significant market share among small and growing businesses.
	ILOC #3 The student/graduate will be able to analyze, record, and summarize the financial effects of a company's activities.	The Means of Assessment is listed as a selected question on the comprehensive final exam in ACCT 203.	Eight Accounting program majors were enrolled and eight completed the ACCT 203 course in the spring of 2021. All eight students, achieved a 70% or higher on the final exam and therefore, the success criteria (at least 75% of the students will achieve a score of 70% or higher on selected questions on the comprehensive final exam in ACCT 203) was met.	The success criterion was met. Faulty reviewed the data and determined the method of assessment was adequate. They also note the competency is still relevant to the practicing world. In addition, Since the last completion of ILOC # 3, the delivery of the course has expanded to include a remote offering. At this time, the course is offered in person, remotely and online and the results indicate that the Financial Accounting course (ACCT 203) meets Accounting Program requirements. Recommended Actions: Program Coordinator will

				• continue to examine and utilize the existing text and innovative course offering material • solicit feedback from students • continue to consider whether a second financial accounting course should be developed and offered to our students.
Business Administration (205)	ILOC #2 - The student will be able to apply the four functions of management to business situations.	The Means of Assessment of listed as: Scores on a comprehensive final exam.	There was a total of eight different sections and five instructors for Principles of Management during the Fall 2020 semester. There were thirty-two students in all. The average score for the final exam was 85% and 90% for the top 70% of student scores. The Success Criterion states: At least 70 % of the students that take the cumulative final in BUSN 123 will score 70% or higher.	The success criterion was met. The faculty reviewed the scores and noted, the intended outcome for Principles of Management, states that the student will be able to apply the four functions of management in business. The Assessment is measured by the comprehensive final exam in Principles of Management BUSN 123. The success criteria established states that at least 70% of the students will achieve a 70% or higher on the comprehensive final exam. The established goal was met. No recommendations were made.
	ILOC #3- The student/graduate will be able to apply analytical skills	The Means of Assessment is listed as a comprehensive final exam in BUSN 219.	Three sections of BUSN 219 were assessed in the fall of 2021. Two out of three of the sections (BUSN B60 and BUSN	The success criterion was not met. Faculty reviewed the results and noted: The

	to a business situation.		B01) exceeded the average score of 70% with scores of 72% and 74% respectively. One (BUSN M01) had an average score of 48% which was below the success criteria score. BUSN M01 only had 3 students. There was no section that had 70% of the students meeting the criteria. The percentages were as follows: BUSN B01 (4 out of 7 or 57%), BUSN B60 (5 out of 12 or 58%), and BUSN M01 (0 out of 3 or 0%). Two students did not take the exam and therefore were excluded from the statistics.	intended outcome for Business Statistics BUSN219, states that the student/graduate will be able to apply analytical skills to a business situation. A comprehensive exam that applies analytical skills to a business situation is the method chosen to measure the outcome. The success criteria established states that at least 70% of the students will achieve a 70% or higher on the comprehensive final exam in Business Statistics (BUSN 219). This seems to be a reasonable measurement therefore the success criteria should not be revised. Faculty recommended: a standard final exam that clearly meets the course intended outcomes; a review of the prerequisite course to ensure the students are prepared for the course; the development of different teaching methods, and a review of the progress.
Business Management (302)	ILOC #2- The student/graduate will be able to apply the four basic managerial functions to	At least 75% of the students will earn a 70% or greater on the comprehensive final exam in (BUSN 123).	Seven sections of BUSN 123 were assessed in the Fall of 2021. Fifteen Business Management majors were included in those sections.	Faculty reviewed the results and noted the success criterion was met and acknowledged the relatively

			The results were reported as: B01 1/2 passed = 50% B02 1/1 passed = 100% B60 4/4 passed = 100% B61 1/1 passed = 100% B70 2/2 passed = 100% plus 1 no show M01 1/1 passed = 100% L70 1/1 passed = 100% TOTAL = 11/12 passed = 91.6% The Success Criterion states: A minimum of 75% of Principles of Mgt. students who take the final exam will pass the comprehensive final exam with a 70% or better.	small sample size. The large concern is that we only collected data from 12 total students. The reviewing faulty considered the assessment method and noted there was no reason to change. The faculty noted, The exams, while differing in questions, ultimately covered the same material. This shows that at the very least, a college-wide adopted text is useful in aiding in content uniformity.
plan, organize, lead and control in a business Environment				
	ILOC #3- The student/graduate will be able to apply business leadership principles and concepts to various managerial situations	At least 75% of the students will earn a 70% or greater on the comprehensive final exam (BUSN 221)	Two sections of BUSN 221 were assessed. These results included five program majors. The Success Criterion states: At least 75% of students will earn 70% or greater on the comprehensive final exam (BUSN 221). The results were reported as: B01 1/1passed = 100% B60 4/4 passed = 100% TOTAL = 5/5 passed = 100 % The faculty report also included historical data for comparison: _Results Spring 2019_	The success criterion was met. The faculty reviewed the results and noted the small sample size. As noted, the faculty included additional data to the report, and suggests that when all data are considered, the five-semester average is 94.4%. Faculty suggested considering methods to compile larger data sets.

			• *B01 2/2passed = 100%* • *B60 6/6 passed = 100%* • *J01 - NO EXAM GIVEN* • *TOTAL = 8/8 passed = 100 %* *Results Spring 2018* • *B01 8/8 passed = 100%* • *B60 12/13 passed = 92%* • *J01 1/1passed = 100%* • *TOTAL = 21/22 passed = 96 %* *Results Spring 2016* • *B01 8/9 passed = 88%* • *B60 7/7 passed = 100%* • *L70 5/5 passed = 100%* • *J01 4/4 passed = 100%* • *TOTAL = 24/25 passed = 96 %* *Results spring 2015* • *B01 4/5 passed = 80%* • *B99 1/1 passed = 100%* • *M51 6/8 passed = 75%* • *B51 1/1 passed = 100%* • *TOTAL = 12/15 passed = 80%*	
Computer Support Specialist (303A)	ILOC #3- The student/graduate will be able to illustrate essential computer skills by managing, maintaining, troubleshooting, installing, and configuring a variety of personal computer client operating systems.	The Means of Assessment is listed as the final exam in Microcomputing Operating Systems (COMP244), which is based on CompTIA A+ certification level questions.	This competency was assessed in the spring of 2021. The success criterion for this competency states: At least 80% of the students will achieve a score of 75% or higher on the final exam in COMP 244. Results were submitted for four program majors. The results were as follows:	The success criterion was not met. The faculty reviewed the results and noted the competency remained relevant to the practicing world. It was noted that "perhaps some hands-on in the lab could help students understand the simulate/virtual environment

			Student Score Pass/Fail Student 1 82% Failed Student 2 85% Passed Student 3 89% Passed Student 4 60% Failed	and how to set something like this up on their own or at their job." It was suggested to possible mirror the hands-on activities, like those done in COMP 215. Faculty also noted that more powerful computers in the lab and increased administrative access would be beneficial. It was suggested to continue to collect data to build a larger set.
	ILOC #3- The student/graduate will be able to illustrate essential computer skills by managing, maintaining, troubleshooting, installing, and configuring a variety of personal computer client operating systems.	The Means of Assessment is listed as the final exam in Microcomputing Operating Systems (COMP244), which is based on CompTIA A+ certification level questions.	There were two sections for Microcomputing Operating Systems (COMP 244) during the Spring 2019 semester. The students who are Computer Support Specialist Majors in each section, and their score on the exam are as follows. The success criterion states: At least 80% of the students will earn a 75% or higher on the final exam in Microcomputing Operating Systems (COMP244), which is based on CompTIA A+ certification level questions. COMP244 B01 Student Score 　1　　　54.75 　2　　　54.75 　3　　　72.75 COMP244 B70	Faculty reviewed the scores. A small sample size was noted. Faculty included the following analysis: The intended outcome for Microcomputing Operating Systems COMP244, states that the student/graduate will be able to illustrate essential computer skills by managing, maintaining, troubleshooting, installing, and configuring a variety of personal computer client operating systems. The assessment measured is with the final exam in Microcomputing Operating Systems (COMP244), which is based on CompTIA A+ certification level questions. The success criteria established states that at least 80% of the students will

			1 0.00	earn a 75% or higher on the final exam in Microcomputing Operating Systems (COMP244), which is based on CompTIA A+ certification level questions. After collecting final exam data, no students, 0.0% attained the 75% or higher success criteria. This seems to be an unreasonable measurement therefore the success criteria should be revised. The recommendation is for the faculty teach Microcomputing Operating Systems COMP244 to consider determining the means of assessment and the success criteria.
Human Resource Management (225)	ILOC #2- The student/graduate will be able to utilize critical thinking skills to interpret human performance management skills.	Means of Assessment: Performance Management case studies scores in BUSN 281	This competency was assessed in the spring of 2020. The success criterion states: At least 80% of students will achieve a score of 70% or greater on the Performance Management case study. Results were submitted for five program majors. Student 1 A Student 2 B Student 3 B Student 4 C Student 5 A The results indicate that 100% of program majors met or	Faculty reviewed the results and noted that the success criterion was met. Faculty concluded the competency was sound and relevant to the practicing world, and noted "the students' assignment grades include all pertinent information geared towards how well the students are applying what they have learned in HR Applications." The faculty note the course is mainly taught by adjunct faculty and suggests. It was

			exceeded the competency.	recommended to continue to collect data and to consider a possible revision of the success criterion after a baseline is established.
	ILOC #1- The student/graduate will be able to apply employment laws to various business situations.	Means of Assessment: Sexual harassment case assignment scores in BUSN 124	This outcome was assessed in the fall of 2020. Results were submitted for three program majors. Student 1 83% Student 2 82% Student 3 82% The success criterion states: At least 75% of students will achieve an 80% or greater on the Sexual Harassment case assignment in Employment Law (BUSN 124). The success criterion was met.	Faculty analyzed the results and notes the success criterion was exceeded by all program majors. The faculty believe the process is sound and relevant to the practicing world and notes: "The students' assignment grades cover the entire concept of sexual harassment and requires them to watch a true story about the first ever sexual harassment case in the U.S." Faculty also note: "Since the last analysis of this ILOC, technology has drastically changed; allowing this course to be offered online and via iTV though maintaining the course objectives and integrity of the competency we are measuring. This has enabled us to ensure students have the necessary skills and knowledge to succeed during their practicums." Finally, faculty noted that the competency was assessed during the COVID-19 Epidemic and suggested comparing results in the

			future to non-COVID semesters.
	ILOC #4 The student/graduate will be able to communicate effectively in a human resources environment.	Means of Assessment: Practicum site evaluation in BUSN 213.	This competency was assessed in the spring of 2021. Results were submitted for two program majors. Student 1 91% Student 2 96% The success criterion states: At least 80% of students will achieve a score of 80% or higher on their practicum site evaluation in BUSN 213. The success criterion was met.	The faculty reviewed the results. A small sample size is noted. The faculty believe the competency is very relevant to the practicing world and the assessment method is adequate as it focuses solely on practicum experience. Faculty note students are well prepared, and the program enjoys a high graduation and placement rate. It was recommended to continue to assess the competency in Non-COVID semesters and to establish a larger data set.
Office Administration - Medical (312)	Intended Learning Outcome or Competency: The student/graduate will be able to perform administrative office procedures in a medical/business setting.	Means of Assessment: Site supervisor final evaluation scores in OADM 281.	This ILOC was assessed in the spring of 2020. The success criterion states: At least 90% of the students in OADM 281 will achieve an overall performance rating of outstanding or above average from their practicum site supervisor in Medical Office Administration Practicum (OADM 281). Scores for two program majors were included. Both students achieve a score of 100%.	The success criterion was met. Faculty noted the following after review of the process and results: The following is a summary regarding the results that students will be able to perform administrative office procedures in a medical/business setting by having a site supervisor complete a final evaluation regarding their competencies in a medical/business setting. The results indicate that 100% of students scored outstanding on the site

				supervisor final evaluation. The success criterion was met by the Medical Office students. The criteria of success should remain the same. Most of students do receive an overall performance rating of outstanding or above average as long as they adhere to the objectives and practices they have been taught in previous courses. The site supervisor final evaluation is a good assessment measure because all of the departmental syllabus objectives can be assessed in this evaluation. Site supervisors are given a set of instructions before completing the evaluation, cautioned not to give the student perfect ratings on the different competencies, and are also given an email with detailed instructions on how to complete the evaluation. If necessary, a phone call is done by the Program Coordinator to clarify any further questions on the final evaluation, which the site supervisor may have. At this time the result is not indicating that any area of

				the program should be improved. Students need to adhere to all of the administrative practices taught in previous courses and treat the practicum as the first step to gaining entry into the administrative workplace. The competencies being assessed are relevant to employment in an office administration. No additional recommendations were made.
Office Administration – Executive (308)	ILOC #4- The student/graduate will be able to demonstrate desktop publishing proficiency using the Microsoft Publisher application.	The Means of Assessment is listed as the Microsoft Publisher portfolio.	This competency was assessed in the spring of 2021. Data was submitted for six program majors. The results were: Student 1 99% Student 2 95% Student 3 95% Student 4 80% Student 5 91% Student 6 69% The results of the assessment, Microsoft Publisher Portfolio, show that 83% of the students in the Executive Office Administration Program received a 70% or higher. Therefore, the success criteria that 80% of the students will score a 70% or higher was met.	The success criterion was met. Faculty reviewed the results and offered the following analysis of the results: The following is a summary regarding the results that students will be able to demonstrate desktop publishing proficiency by creating and organizing a Microsoft Publisher portfolio. The results indicate that 83% of students scored 70% or higher on the portfolio project. This was stated in the Analysis of Result Statement above and the success criteria, that 80% of the students should score 70% or higher, was referenced. Therefore, the

				success criteria were met by the Executive Office students. The criteria of success should remain the same. Most students score 70% or higher if they complete the project and follow the directions on the provided rubric. The portfolio project is a comprehensive assessment measure because all the departmental syllabus objectives can be assessed in this project. At this time the result is not indicating that any area of the program should be improved. The project is made available to students the first day of class in Blackboard and a digital sample portfolio is available for viewing. Students are also emailed several times throughout the semester to remind them to begin working on the project. The competency being assessed is relevant to office administration staff, who are responsible for creating such publications as flyers, business card mock-ups, labels, letterheads, fax templates, envelopes, etc. The competency should be assessed again in the next

				cycle. No additional recommendations were made.