

**BACHELOR OF ARTS IN HUMAN RESOURCES MANAGEMENT: ANNUAL ASSESSMENT PLAN & FINDINGS
2011-2012 ACADEMIC YEAR**

2011 – 2012 CURRICULUM MAP

	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5
	Evaluate internal and external organizational environments and the impact of their interrelationships on human resource functions.	Analyze the process of job analysis, staffing, appraisal and compensation, training, career planning, and organizational development.	Examine the interaction among management, labor, and labor law.	Assess and develop methods designed to prevent employer liability and labor relation issues (antidiscrimination statutes, employee and labor relations, union and non-union environment issues.	Analyze the ethical, legal, and safety challenges faced in the workplace.
<i>MGT 330: Management for Organizations</i>	I				
<i>BUS 303: Human Resources Management</i>	R	I	I		I
<i>BUS 318: Organizational Behavior</i>	R				
<i>ECO 204: Principles of Microeconomics</i>	R				
<i>MGT 435: Organizational Change</i>	R	R	R		
<i>ACC 205: Principles of Accounting</i>	R				
<i>BUS 311: Business Law I</i>				I	
<i>BUS 330: Principles of Marketing</i>	R	R	R		
<i>BUS 370: Organizational Development</i>		R		M	R
<i>BUS 372: Employee and Labor Relations</i>			M	M	R

<i>BUS 375: Employee Training</i>			R		M
<i>PHI 445: Personal and Organizational Ethics</i>				R	M
<i>BUS 401: Principles of Finance</i>	R				
<i>BUS 434: Compensation and Benefits Management</i>		M			
<i>MGT 490: Strategic Human Resources Planning</i>	M				

I (INTRODUCED) R (REINFORCED) M (MASTERED)

ANNUAL ASSESSMENT PLAN FINDINGS					
PLO 1 - Evaluate internal and external organizational environments and the impact of their interrelationships on human resource functions.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA

<p>Direct Measure 1: CPC Comprehensive Exam - Business Integration and Strategic Management Section</p>	<p>100% (of the sample selected) score at or above the average in the PAS “Online Campus” and “Traditional Campus” Aggregate Pools related to the Business Integration and Strategic Management section of the CPC comprehensive exam when compared to other competitive programs.</p>	<p>N/A</p>	<p>210</p>	<p>On average, Ashford University students in the BA Human Resources Management program scored above the average of the Peregrine Academic Services Traditional aggregate pool, but below the average of the Online aggregate pool on the Business Integration and Strategic Management section of the CPC.</p>	<p>3. DOES NOT MEET THE ACCEPTABLE TARGET</p>
<p>Direct Measure 2: CPC Comprehensive Exam-Score</p>	<p>90% (of the sample selected) score 400 or higher on the CPC comprehensive exam.</p>	<p>201</p>	<p>207</p>	<p>201 out of 207 (97.10%) BA Human Resource Management students sampled from July 1, 2011 to June 30, 2012 scored 400 or higher on the CPC comprehensive exam (Mean =</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>

				533.69, Standard Deviation = 78.69).	
Direct Measure 3: MGT 490 Final Project	70% (of the sample selected) must receive a basic, proficient, or distinguished evaluation on relevant content criteria mapped to this PLO.	561	609	561 out of 609 (92.12%) BA Human Resources Management records evaluated from July 1, 2011 to June 30, 2012 indicate basic, proficient, or distinguished performance on the MGT 490 Final Paper content criteria mapping to PLO 1.	1. EXCEEDS THE ACCEPTABLE TARGET
Indirect Measure 1: Alumni Survey	70% or more of the Ashford University alumni (within 5 years of graduation) will indicate that their Ashford University degree has contributed to career success by indicating either “Agree” or “Strongly Agree.” The three questions used to gauge career success include: <ul style="list-style-type: none"> • (#46) – I believe my Ashford degree will provide me with additional opportunities in my current career track. • (#52) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. • (#53) – Earning my degree from Ashford 	N/A	N/A	As the sample size for this measure is less than 10, findings will not be reported for the 2011-12 assessment cycle.	4. INSUFFICIENT DATA

	University resulted in making me more employable.				
Indirect Measure 2: End of Course Survey	70% or more of students will express satisfaction on the End-of-Course survey for each course aligned with mastery of a program outcome by indicating either “High Quality” or “Very High Quality.” The three questions used to gauge student satisfaction include: <ul style="list-style-type: none"> • How would you rate the quality of the course material? • How would you rate the quality of the course? • How would you rate the quality of the instructor? 	66/67/67	76	A majority of BA Human Resources Management students sampled upon completion of MGT 490 (N = 76) indicated that they felt the course material (86.84%), course (88.16%), and instructor (88.16%) were high quality or very high quality.	1. EXCEEDS THE ACCEPTABLE TARGET
Indirect Measure 3: End of Program Survey	70% or more of students exiting the program will express satisfaction on the End of Program Survey by indicating either “Agree” or “Strongly Agree.” The five items used will be: <ul style="list-style-type: none"> • The courses I took in the business department were well taught. • The curriculum was relevant to my professional needs. • Feedback from faculty assessment was shared with students. • The instructors had the competencies to 	100/94/99/62/94	113	88.48% of BA Human Resources students sampled upon completion of the program during the 2011-12 assessment cycle indicated that they agreed or strongly agreed that the curriculum was relevant to their professional needs. 83.18%	3. DOES NOT MEET THE ACCEPTABLE TARGET

	<p>effectively teach the courses.</p> <ul style="list-style-type: none">• My instructors were prepared.			<p>agreed or strongly agreed that their instructors were prepared. 87.61% agreed or strongly agreed that the instructors had the competencies to teach within their field of study. 54.86% agreed or strongly agreed that feedback from faculty assessments was shared with students. 83.18% agreed or strongly agreed that the courses they took in the Business department were well taught.</p>	
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PLO 2 - Analyze the process of job analysis, staffing, appraisal and compensation, training, career planning, and organizational development.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
Direct Measure 1: CPC Comprehensive Exam - Business Leadership Section	100% (of the sample selected) score at or above the average in the PAS "Online Campus" and "Traditional Campus" Aggregate Pools related to the Business Leadership section of the CPC comprehensive exam when compared to other competitive programs.	N/A	210	On average, Ashford University students in the BA Human Resources Management program scored above the average of the Peregrine Academic Services Traditional aggregate pool,	3. DOES NOT MEET THE ACCEPTABLE TARGET

				but below the average of the Online aggregate pool on the Business Leadership section of the CPC.	
Direct Measure 2: CPC Comprehensive Exam-Score	90% (of the sample selected) score 400 or higher on the CPC comprehensive exam.	201	207	201 out of 207 (97.10%) BA Human Resource Management students sampled from July 1, 2011 to June 30, 2012 scored 400 or higher on the CPC comprehensive exam (Mean = 533.69, Standard Deviation = 78.69).	1. EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 3: BUS 434 Final Project	100% (of the sample selected) must score 70% or higher on final project and demonstrate an ability to analyze the process of job analysis, staffing, appraisal and compensation, training, career planning, and organizational development.	225/209	239/239	225 out of 239 (94.14%) BA Human Resources Management students sampled from July 1, 2011 to June 30, 2012 scored 70% or higher on the BUS 434 Final Paper.	3. DOES NOT MEET THE ACCEPTABLE TARGET

				209 out of 239 (88.94%) BA Human Resources Management students sampled from July 1, 2011 to June 30, 2012 scored 80% or higher on the BUS 434 Final Paper.	
Indirect Measure 1: Alumni Survey	70% or more of the Ashford University alumni (within 5 years of graduation) will indicate that their Ashford University degree has contributed to career success by indicating either “Agree” or “Strongly Agree.” The three questions used to gauge career success include: <ul style="list-style-type: none"> • (#46) – I believe my Ashford degree will provide me with additional opportunities in my current career track. • (#52) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. • (#53) – Earning my degree from Ashford University resulted in making me more employable. 	N/A	N/A	As the sample size for this measure is less than 10, findings will not be reported for the 2011-12 assessment cycle.	4. INSUFFICIENT DATA
Indirect Measure 2: End of Course Survey	70% or more of students will express satisfaction on the End-of-Course survey for each course aligned with mastery of a program outcome by indicating either “High Quality” or “Very High Quality.” The three	66/63/65	70	A majority of BA Human Resources Management students sampled upon completion	1. EXCEEDS THE ACCEPTABLE TARGET

	<p>questions used to gauge student satisfaction include:</p> <ul style="list-style-type: none"> • How would you rate the quality of the course material? • How would you rate the quality of the course? • How would you rate the quality of the instructor? 			<p>of BUS 434 (N = 70) indicated that they felt the course material (90.00%), course (90.00%), and instructor (92.86%) were high quality or very high quality.</p>	
<p>Indirect Measure 3: End of Program Survey</p>	<p>70% or more of students exiting the program will express satisfaction on the End of Program Survey by indicating either “Agree” or “Strongly Agree.” The five items used will be:</p> <ul style="list-style-type: none"> • The courses I took in the business department were well taught. • The curriculum was relevant to my professional needs. • Feedback from faculty assessment was shared with students. • The instructors had the competencies to effectively teach the courses. • My instructors were prepared. 	100/94/99/62/94	113	<p>88.48% of BA Human Resources students sampled upon completion of the program during the 2011-12 assessment cycle indicated that they agreed or strongly agreed that the curriculum was relevant to their professional needs. 83.18% agreed or strongly agreed that their instructors were prepared. 87.61% agreed or strongly agreed that the instructors had the competencies to</p>	<p>3. DOES NOT MEET THE ACCEPTABLE TARGET</p>

				teach within their field of study. 54.86% agreed or strongly agreed that feedback from faculty assessments was shared with students. 83.18% agreed or strongly agreed that the courses they took in the Business department were well taught.	
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PLO 3 - Examine the interaction among management, labor, and labor law.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
Direct Measure 1: CPC Comprehensive Exam – Management Section	100% (of the sample selected) score at or above the average in the PAS “Online Campus” and “Traditional Campus” Aggregate Pools related to the Management section of the CPC comprehensive exam when compared to other competitive programs.	N/A	593	On average, Ashford University students in the BA Human Resources Management program scored above the average of the Peregrine Academic Services Traditional aggregate pool, but below the	3. DOES NOT MEET THE ACCEPTABLE TARGET

				average of the Online aggregate pool on the Management section of the CPC.	
Direct Measure 2: CPC Comprehensive Exam-Score	90% (of the sample selected) score 400 or higher on the CPC comprehensive exam.	201	207	201 out of 207 (97.10%) BA Human Resource Management students sampled from July 1, 2011 to June 30, 2012 scored 400 or higher on the CPC comprehensive exam (Mean = 533.69, Standard Deviation = 78.69).	1. EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 3: BUS 372 Final Project	70% (of the sample selected) must receive a basic, proficient, or distinguished evaluation on relevant content criteria mapped to this PLO.	N/A	N/A	As the data for BUS 372 reflect fewer than 10 BA Human Resources Management students, findings will not be reported for the 2011-12 assessment cycle.	4. INSUFFICIENT DATA
Indirect Measure 1: Alumni Survey	70% or more of the Ashford University alumni (within 5 years of graduation) will	N/A	N/A	As the sample size for this measure is	4. INSUFFICIENT DATA

	<p>indicate that their Ashford University degree has contributed to career success by indicating either “Agree” or “Strongly Agree.” The three questions used to gauge career success include:</p> <ul style="list-style-type: none"> • (#46) – I believe my Ashford degree will provide me with additional opportunities in my current career track. • (#52) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. • (#53) – Earning my degree from Ashford University resulted in making me more employable. 			<p>less than 10, findings will not be reported for the 2011-12 assessment cycle.</p>	
<p>Indirect Measure 2: End of Course Survey</p>	<p>70% or more of students will express satisfaction on the End-of-Course survey for each course aligned with mastery of a program outcome by indicating either “High Quality” or “Very High Quality.” The three questions used to gauge student satisfaction include:</p> <ul style="list-style-type: none"> • How would you rate the quality of the course material? • How would you rate the quality of the course? • How would you rate the quality of the instructor? 	<p>60/64/67</p>	<p>80</p>	<p>A majority of BA Human Resources Management students sampled upon completion of BUS 372 (N = 80) indicated that they felt the course material (75.00%), course (80.00%), and instructor (83.75%) were high quality or very high quality.</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>

<p>Indirect Measure 3: End of Program Survey</p>	<p>70% or more of students exiting the program will express satisfaction on the End of Program Survey by indicating either “Agree” or “Strongly Agree.” The five items used will be:</p> <ul style="list-style-type: none"> • The courses I took in the business department were well taught. • The curriculum was relevant to my professional needs. • Feedback from faculty assessment was shared with students. • The instructors had the competencies to effectively teach the courses. • My instructors were prepared. 	<p>100/94/99/62/94</p>	<p>113</p>	<p>88.48% of BA Human Resources students sampled upon completion of the program during the 2011-12 assessment cycle indicated that they agreed or strongly agreed that the curriculum was relevant to their professional needs. 83.18% agreed or strongly agreed that their instructors were prepared. 87.61% agreed or strongly agreed that the instructors had the competencies to teach within their field of study. 54.86% agreed or strongly agreed that feedback from faculty assessments was shared with students. 83.18%</p>	<p>3. DOES NOT MEET THE ACCEPTABLE TARGET</p>
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				agreed or strongly agreed that the courses they took in the Business department were well taught.	
PLO 4 - Assess and develop methods designed to prevent employer liability and labor relation issues (antidiscrimination statutes, employee and labor relations, union and non-union environment issues.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
Direct Measure 1: CPC Comprehensive Exam – Global Dimensions of Business Section	BA Human Resource Management students, on average, must score at or above the average in the PAS “Online Campus” and “Traditional Campus” Aggregate Pools related to the Global Dimensions of Business section of the CPC comprehensive exam when compared to other competitive programs.	N/A	207	On average, Ashford University students in the BA Human Resources Management program scored above the average of the Peregrine Academic Services	3. DOES NOT MEET THE ACCEPTABLE TARGET

				Traditional aggregate pool, but below the average of the Online aggregate pool on the Global Dimensions of Business section of the CPC.	
Direct Measure 2: CPC Comprehensive Exam-Score	90% must score 400 or higher on the CPC comprehensive exam.	201	207	201 out of 207 (97.10%) BA Human Resource Management students sampled from July 1, 2011 to June 30, 2012 scored 400 or higher on the CPC comprehensive exam (Mean = 533.69, Standard Deviation = 78.69).	1. EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 3: BUS370 Final Paper	70% (of the sample selected) must receive a basic, proficient, or distinguished evaluation on relevant content criteria mapped to this PLO.	117/93	132	117 out of 132 (88.64%) BA Human Resources Management records evaluated from July 1, 2011 to June 30, 2012 indicate basic, proficient, or	1. EXCEEDS THE ACCEPTABLE TARGET

				<p>distinguished performance on the BUS 370 Week 3 Assignment content criteria mapping to PLO 4.</p> <p>93 out of 132 (70.45%) BA Human Resources Management records evaluated from July 1, 2011 to June 30, 2012 indicate proficient or distinguished performance on the BUS 370 Week 3 Assignment content criteria mapping to PLO 4.</p>	
<p>Indirect Measure 1: End of Course Survey</p>	<p>70% or more of students will express satisfaction on the End-of-Course survey for each course aligned with mastery of a program outcome by indicating either “High Quality” or “Very High Quality.” The three questions used to gauge student satisfaction include:</p> <ul style="list-style-type: none"> • How would you rate the quality of the course material? • How would you rate the quality of the course? 	N/A	80/89	<p>A majority of BA Human Resources Management students sampled upon completion of BUS 372 (N = 80) indicated that they felt the course material (75.00%), course (80.00%), and</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>

	<ul style="list-style-type: none"> • How would you rate the quality of the instructor? 			<p>instructor (83.75%) were high quality or very high quality.</p> <p>: A majority of BA Human Resources Management students sampled upon completion of BUS 370 (N = 89) indicated that they felt the course material (84.27%), course (91.01%), and instructor (93.26%) were high quality or very high quality.</p>	
Indirect Measure 2: Alumni Survey	<p>70% or more of the Ashford University alumni (within 5 years of graduation) will indicate that their Ashford University degree has contributed to career success by indicating either “Agree” or “Strongly Agree.” The three questions used to gauge career success include:</p> <ul style="list-style-type: none"> • (#46) – I believe my Ashford degree will provide me with additional opportunities in my current career track. • (#52) – Earning my degree from Ashford University gives me the confidence to pursue 	N/A	N/A	As the sample size for this measure is less than 10, findings will not be reported for the 2011-12 assessment cycle.	4. INSUFFICIENT DATA

	<p>new job opportunities.</p> <ul style="list-style-type: none"> • (#53) – Earning my degree from Ashford University resulted in making me more employable. 				
<p>Indirect Measure 3: End of Program Survey</p>	<p>70% or more of students exiting the program will express satisfaction on the End of Program Survey by indicating either “Agree” or “Strongly Agree.” The five items used will be:</p> <ul style="list-style-type: none"> • The courses I took in the business department were well taught. • The curriculum was relevant to my professional needs. • Feedback from faculty assessment was shared with students. • The instructors had the competencies to effectively teach the courses. • My instructors were prepared. 	100/94/99/62/94	113	<p>88.48% of BA Human Resources students sampled upon completion of the program during the 2011-12 assessment cycle indicated that they agreed or strongly agreed that the curriculum was relevant to their professional needs. 83.18% agreed or strongly agreed that their instructors were prepared. 87.61% agreed or strongly agreed that the instructors had the competencies to teach within their field of study. 54.86% agreed or strongly agreed that feedback from faculty</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>

				assessments was shared with students. 83.18% agreed or strongly agreed that the courses they took in the Business department were well taught.	
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PLO 5 - Analyze the ethical, legal, and safety challenges faced in the workplace.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA

<p>Direct Measure 1: CPC Comprehensive Exam - Business Ethics Section</p>	<p>BA Human Resource Management students, on average, must score at or above the average in the PAS "Online Campus" and "Traditional Campus" Aggregate Pools related to the Business Ethics section of the CPC comprehensive exam when compared to other competitive programs.</p>	<p>N/A</p>	<p>211</p>	<p>On average, Ashford University students in the BA Human Resources Management program scored above the average of the Peregrine Academic Services Traditional aggregate pool, but below the average of the Online aggregate pool on the Business Ethics section of the CPC.</p>	<p>3. DOES NOT MEET THE ACCEPTABLE TARGET</p>
<p>Direct Measure 2: CPC Comprehensive Exam-Score</p>	<p>90% must score 400 or higher on the CPC comprehensive exam.</p>	<p>201</p>	<p>207</p>	<p>201 out of 207 (97.10%) BA Human Resource Management students sampled from July 1, 2011 to June 30, 2012 scored 400 or higher on the CPC comprehensive exam (Mean = 533.69, Standard Deviation = 78.69).</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>

<p>Direct Measure 3: CPC Comprehensive Exam – Legal Environment of Business Section</p>	<p>BA Human Resource Management students, on average, must score at or above the average in the PAS “Online Campus” and “Traditional Campus” Aggregate Pools related to the Legal Environment of Business section of the CPC comprehensive exam when compared to other competitive programs.</p>	<p>N/A</p>	<p>208</p>	<p>On average, Ashford University students in the BA Human Resources Management program scored above the average of the Peregrine Academic Services Traditional aggregate pool, but below the average of the Online aggregate pool on the Legal Environment of Business section of the CPC.</p>	<p>3. DOES NOT MEET THE ACCEPTABLE TARGET</p>
<p>Direct Measure 4: BUS375 Final Project</p>	<p>70% (of the sample selected) must receive a basic, proficient, or distinguished evaluation on relevant content criteria mapped to this PLO.</p>	<p>11/10</p>	<p>13</p>	<p>11 out of 13 (84.62%) BA Human Resources Management records evaluated from July 1, 2011 to June 30, 2012 indicate basic, proficient, or distinguished performance on the BUS 375 Final Paper content</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>

				<p>criteria mapping to PLO 5.</p> <p>10 out of 13 (76.92%) BA Human Resources Management records evaluated from July 1, 2011 to June 30, 2012 indicate proficient or distinguished performance on the BUS 375 Final Paper content criteria mapping to PLO 5.</p>	
<p>Indirect Measure 1: Alumni Survey</p>	<p>70% or more of the Ashford University alumni (within 5 years of graduation) will indicate that their Ashford University degree has contributed to career success by indicating either “Agree” or “Strongly Agree.” The three questions used to gauge career success include:</p> <ul style="list-style-type: none"> • (#46) – I believe my Ashford degree will provide me with additional opportunities in my current career track. • (#52) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. • (#53) – Earning my degree from Ashford 	N/A	N/A	<p>As the sample size for this measure is less than 10, findings will not be reported for the 2011-12 assessment cycle.</p>	<p>4. INSUFFICIENT DATA</p>

	University resulted in making me more employable.				
Indirect Measure 2: End of Course Survey	<p>70% or more of students will express satisfaction on the End-of-Course survey for each course aligned with mastery of a program outcome by indicating either “High Quality” or “Very High Quality.” The three questions used to gauge student satisfaction include:</p> <ul style="list-style-type: none"> • How would you rate the quality of the course material? • How would you rate the quality of the course? • How would you rate the quality of the instructor? 	N/A	93/99	<p>A majority of BA Human Resources Management students sampled upon completion of PHI 445 (N = 93) indicated that they felt the course material (90.32%), course (89.25%), and instructor (87.10%) were high quality or very high quality.</p> <p>A majority of BA Human Resources Management students sampled upon completion of BUS 375 (N = 99) indicated that they felt the course material (87.88%), course (84.85%), and instructor (81.82%) were</p>	1. EXCEEDS THE ACCEPTABLE TARGET

				high quality or very high quality.	
Indirect Measure 3: End of Program Survey	<p>70% or more of students exiting the program will express satisfaction on the End of Program Survey by indicating either “Agree” or “Strongly Agree.” The five items used will be:</p> <ul style="list-style-type: none"> • The courses I took in the business department were well taught. • The curriculum was relevant to my professional needs. • Feedback from faculty assessment was shared with students. • The instructors had the competencies to effectively teach the courses. • My instructors were prepared. 	100/94/99/62/94	113	<p>88.48% of BA Human Resources students sampled upon completion of the program during the 2011-12 assessment cycle indicated that they agreed or strongly agreed that the curriculum was relevant to their professional needs. 83.18% agreed or strongly agreed that their instructors were prepared. 87.61% agreed or strongly agreed that the instructors had the competencies to teach within their field of study. 54.86% agreed or strongly agreed that feedback from faculty assessments was shared with</p>	1. EXCEEDS THE ACCEPTABLE TARGET

				students. 83.18% agreed or strongly agreed that the courses they took in the Business department were well taught.	
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OVERALL RECOMMENDATIONS

During the 2011-12 assessment cycle, BA Human Resources Management students met or exceeded the acceptable and ideal targets for all assignment-based direct measures, but failed to meet the acceptable target for the BUS 434 Final Paper (PLO 2). This may be due to the more stringent target set for this indirect measure. In addition, BA Human Resources Management students consistently scored below the average of the Peregrine Academic Services Online aggregate pool on sections of the CPC exam associated with specific PLOs, despite scoring above the average of the Traditional aggregate pool on these sections and exceeding the acceptable and ideal targets set for the CPC exam score, overall.

Survey-based findings indicate favorable student opinions of their degree program, their instructors, and courses associated with mastery of a program learning outcome. However, students did not meet the acceptable target set for the End of Program Survey. Upon closer review, this appears to be related to one item, "Feedback from faculty assessments was shared with students," which only 54.86% of BA Human Resources Management students sampled upon completion of the program agreed or strongly agreed with. It may be beneficial for the Program Chair and Faculty of the College of Business and Professional Studies to examine this item further.

Overall, it is recommended that College of Business and Professional Studies Faculty review each program assessment plan (including measures used and targets set) in preparation for the 2012-13 assessment cycle. In addition to measures highlighted by unmet targets, Faculty may want to particularly review targets set for assignments in courses using Waypoint, CPC Exam sections, and all survey measures to ensure that these targets remain appropriate and meaningful.

ANNUAL ASSESSMENT PLAN ACTION ITEM STATUS REPORT				
OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
<i>PLO3</i>	<i>The revised BUS 311 course guide once the course revisions have been approved by the Executive Dean of the CBPS. Faculty will review and compare student learning outcome data related to the student achievement of PLO 3 pre and post action.</i>	<i>Academic Department Chair, Faculty, Course Developer, Instructional Designers, Program Manager, Curriculum Coordinators</i>	<i>Complete</i>	<i>December 2012</i>
Action Details	<i>Revise BUS 311: Business Law I to adequately address and introduce PLO 3.</i>			