

Program Outcomes and Assessment

Degree Program: Bachelor of Applied Science (B.A.S.) Degree Program

Contact Person: Christie H. Burton

Program Mission Statement:

The BAS program began in 1996 in an effort to provide seamless education to students who hold career associate degrees from Commission on College regionally accredited institutions. The majors in the BAS program, Administrative Management and Technology Management, prepare graduates to move into or increase their competence in supervisory positions found in a variety of contemporary workplace settings such as, corporate, retail, manufacturing or small enterprise.

Learning Outcomes

Outcome 1: Critical thinking and research. Students will be able to identify and describe key organizational principles and will be able to analyze business situations in a critical manner from practice gained in progressive business problem-solving situations.

Outcome 2: Ethical decision making. Students will recognize the legal and ethical considerations that impact business administration and will demonstrate their application in business problem-solving situations.

Outcome 3: Business acumen. Students will identify key concepts necessary for career success in today's global economy and will demonstrate their application in professional contexts.

Outcome 4: Workplace technology skills. Students will use information technology systems to achieve course requirements and to make solid business decisions.

Outcome 5: Management and supervisory skills. Students will recognize and apply supervisory and management concepts at levels required for effective performance in professional contexts.

Assessment Methods/Type of Evidence:

Data Collection 1:

Students will develop and write responses to various business scenarios for each learning module; students will select one major course concept, will conduct scholarly research on it and will present their findings by writing an end-of-course research paper (TECH 3101).

Students will read and research several case studies involving ethical questions. They will prepare written analyses by identifying the ethical issues, recognizing the impacted stakeholders, establishing several alternative solutions having more “ethical” outcomes and selecting the most appropriate course of action (TECH 3104).

Students will prepare a series of comprehensive written responses to case study scenarios, synthesizing learning from previous courses, in the program capstone course (TECH 4850).

Data Collection 2:

Students will practice ethical decision-making in a group-based practical exercise; students complete exam questions (TECH 3101).

Students will practice ethical decision-making in a group-based practical exercise; students complete a series of exams involving key ethics issues facing businesses today including an end-of-course comprehensive exam (TECH 3104).

Students will prepare a series of comprehensive written responses to case study scenarios, synthesizing learning from previous courses, in the program capstone course (TECH 4850).

Data Collection 3: Students will complete writing assignments and quizzes related to international management and national culture; students will select a multinational corporation, will conduct research to identify its strategies and SWOT characteristics and will present their findings in an oral class presentation (TECH 4115).

Students will complete a series of chapter quizzes associated with economic business decisions in both micro and macro economics. Final quizzes relate directly to global business and include third world economies (emerging) as well as international trade and finance (TECH 3111).

Data Collection 4: Students will use the various functions in GAView to access course materials, participate in class discussions, complete assessments, view podcasts and/or submit assignments (TECH 3101, TECH 3104, TECH 3111, TECH 4115).

Data Collection 5: Students will complete video case studies (TECH 3101). Students will prepare a series of comprehensive written responses to case study scenarios, synthesizing learning from previous courses, in the program capstone course (TECH 4850).

Data Collection Overview for Administrative and Technology Management (BAS Program)

Learning Outcome	Assessment Method/Type of Evidence	When/Where will Data Collection Take Place	Who will collect data
Students will be able to identify and describe key organizational principles and will be able to analyze business situations in a critical manner from practice gained in progressive business problem-solving situations.	Writing assignments; scholarly research paper; written case study analysis	TECH 3101; TECH 3104	Course Instructor
Students will recognize the legal and ethical considerations that impact business administration and will demonstrate their application in business problem-solving situations.	Practical exercises, exam questions, written case study analysis	TECH 3101; TECH 3104	Course Instructor
Students will identify key concepts necessary for career success in today's global economy and will demonstrate their application in professional contexts.	Writing assignments, quizzes, oral or written communication activities, written case study analysis	TECH 3111; TECH 4115	Course Instructor
Students will use information technology systems to achieve course requirements and to make solid business decisions.	Writing assignments, assessments, chat rooms, discussion boards, assignment submission, podcasts	TECH 3101, TECH 3104, TECH 3111, TECH 4115	Course Instructor

Students will recognize and apply supervisory and management concepts at levels required for effective performance in professional contexts.	Video case studies, written case study analysis	TECH 3101, TECH 4850	Course Instructor
--	---	----------------------	-------------------

Discussion of Results and Changes

Learning Outcome 1:

Critical thinking and research. Students will be able to identify and describe key organizational principles and will be able to analyze business situations in a critical manner from practice gained in progressive business problem-solving situations.

Results and Changes (listed by year – from 2005 to present):

Results

- 2005
TECH 3101: Spring 2005 (section 22725) final course grades resulted in 93% being successful. No changes were made.
- 2006
TECH 3101: Spring 2006 (section 23682) final course grades resulted in 89% being successful.
Fall 2006 (section 85118) research paper grades resulted in 97% being successful; writing assignments grade resulted in 97% being successful.

Additionally, the school commissioned a survey in 2006 of Bachelor of Applied (BAS) graduates to gather feedback on the curriculum and to determine how graduates used their degrees. The survey revealed several suggestions that graduates thought would improve the program: add courses in ethics, entrepreneurship or E commerce and technology. Respondents also stated that classes should be coordinated so that they all relate to each other. This information was presented the following spring (2007) to the BAS Advisory Board. See changes that follow.

- 2007
TECH 3101: Spring 2007 (section 24755) final course grades resulted in 83% being successful.
Fall 2007 (section 85870) research paper grades resulted in 100% being successful; writing assignments grade resulted in 86% being successful.

On March 15, 2007, the first BAS Advisory Committee met with former graduates to ascertain their opinions about how the BAS program could stay abreast of changes in the work environment and employer requirements so that our students will be sufficiently prepared upon graduation. The program coordinator led the meeting and introduced the data obtained from the 2006 survey. Committee members expressed support for adding an ethics course and a capstone course that would help

students tie together the major-related courses and assess students' overall learning in the program. For this reason, OFFC 3110 from the Administrative Management major and TECH 3110 from the Technology Management major, each a four-credit hour course, were replaced with TECH 3104 Ethics (3) and TECH 4850 (1) Seminar in Administrative and Technology Management. TECH 3101 was amended to include content from OFFC 3110/TECH 3110 as necessary. The first offering of the ethics course was in fall 2007 and the seminar course was in fall 2008.

- 2008

TECH 3101: Spring 2008 (section 25513) final course grades resulted in 88% being successful. Fall 2008 (section 86643) research paper grades resulted in 100% being successful; writing assignment grades resulted in 87% being successful. No changes were made.

TECH 3104: Fall 2008 (section 86648) Jaikumar case study grades resulted in 92% being successful. No changes were made.

- 2009

TECH 3101: Spring 2009 (section 24687) final course grade resulted in 88% being successful. No changes were made.

TECH 3104: Fall 2009 (section 23872) Jaikumar case study grades resulted in 92% being successful. No changes were made.

Changes

- 2007

TECH/OFFC 3110 (4) was replaced with TECH 3104(3) and TECH 4850 (1).

Learning Outcome 2:

Ethical decision making. Students will recognize the legal and ethical considerations that impact business administration and will demonstrate their application in business problem-solving situations.

Results and Changes (listed by year – from 2005 to present):

Results

- 2006

TECH 3101: Fall 2006 (section 85118) 97% of students were successful on exam two; 97% of students participated in ethics game and gave positive feedback about its usefulness in helping them to determine how different stakeholders view ethics.

- 2007
TECH 3101: Fall 2007 (section 85870) 97% of students were successful on exam two; 85% participated in ethics game and gave positive feedback about its usefulness in helping them to determine how different stakeholders view ethics.
- 2008
TECH 3101: Fall 2008 (section 86643) 93% of students were successful on exam two; 89% participated in the ethics game and gave positive feedback about its usefulness in helping them to determine how different stakeholders view ethics. No changes were made.

TECH 3104: Fall 2008 (section 86648) 92% of students were successful on the first exam. No changes were made.
- 2009
TECH 3104: Fall 2008 (section 86648) 92% of students were successful on the first exam. No changes were made.

Changes

- 2006—An ethics game was added to TECH 3101 in response to results obtained from the BAS graduate survey (see results under learning outcome #1 for more detail). Adding this in-class exercise was intended to add more depth to a topic that was already covered in the assigned readings and chapter exam.
- 2007—TECH 3104 Ethics and TECH 4850 Seminar courses replaced OFFC/TECH 3110 in the list of required courses for both Administrative Management and Technology Management.

Learning Outcome 3:

Business acumen. Students will identify key concepts necessary for career success in today's global economy and will demonstrate their application in professional contexts.

Results and Changes (listed by year – from 2005 to present):

Results

- 2005
TECH 3111: Spring 2005 (section 22728) final course grade resulted in 94% being successful. No changes were made.

- 2006
TECH 3111: Spring 2006 (section 23686) final course grade resulted in 100% being successful. No changes were made.
- 2007
TECH 3111: Spring 2007 (section 24770) final course grade resulted in 82% being successful. No changes were made.
- 2008
TECH 3111: Spring 2008 (section 25519) final course grade resulted in 78% being successful. No changes were made.
- 2009
TECH 3111: Spring 2009 (section 23873) final course grade resulted in 96% being successful. No changes were made.

A new course, TECH 4115 Global Technology, was proposed to the University curriculum committee in response to the increasing diversity of the workplace and the globalization of business. The program curriculum team observed that organizations and institutions are increasingly linked in a global society as a consequence of technological innovations. It was determined that students need to better understand this changing landscape and that the international community is an interdependent system. This course was first offered in fall 2009.

Learning Outcome 4:

Workplace technology skills. Students will use information technology systems to achieve course requirements and to make solid business decisions.

Results and Changes (listed by year – from 2005 to present):

Results

- 2005
A review of our required courses revealed that 36% were offered in the partial online format, using WebCT Vista. No changes were made.
- 2006
The 2006 BAS graduate survey revealed that in addition to new courses, respondents suggested that the program would be improved by increasing the number of partial and fully online courses, as well as expanding the use of technology in courses

that currently used WebCT Vista. The curriculum team agreed to pursue the gradual conversion of BAS courses to the online format and to expand the amount of technology incorporated into BAS courses. As a result, TECH 3101 was developed into a 100% online format.

- 2007
A review of our required courses revealed that the number of partial or fully online sections of TECH 3101 increased, resulting in two sections being offered in spring 2007.
- 2008
TECH 3104 was offered in the partial online format for the first time in spring 2008.
- 2009
The first offering of TECH 4115 was in fall 2009 and was offered in the partial online format. A review of our required courses revealed that 83% are offered in the partial or fully online format, via GAView.

Changes

- 2006
TECH 3101 was offered in the 100% online format for the first time.
- 2007
A second online section of TECH 3101 was offered in spring 2007.
- 2008
TECH 3104 was offered in the partial online format for the first time in spring 2008.
- 2009
TECH 4115 was offered in the partial online format for the first time in fall 2009.

Learning Outcome 5:

Management and supervisory skills. Students will recognize and apply supervisory and management concepts at levels required for effective performance in professional contexts.

Results and Changes (listed by year – from 2005 to present):

Results

- 2006

TECH 3101: Fall 2006 (section 85119) grades on the White Mile case study resulted in 86% being successful. No changes were made.

As a result of feedback received from a 2006 graduate survey and 2007 Advisory Committee meeting recommending the addition of an ethics course and a course that helps students to synthesize courses in the program, TECH 3104 Ethics and TECH 4850 Seminar were added. Please see learning outcome #1 under 2007 for more detail.

Additional reasoning for adding TECH 4850 follows. This “capstone” course, designed to be taken in a student’s senior year, will cover relevant topics in today’s workforce. This course is needed to expose and to familiarize students with the current issues that they are likely to encounter in the modern workforce. By exploring current issues in a topical manner, instructors have the flexibility to respond to shifting business/industry issues and focus on the relevant best practices, innovative techniques, legal developments, etc. The Integrative Studies, Political Science, and Psychology programs at CSU offer a similar course: INTE 4500, POLI 4500, PSYC 4500. This course was first offered in fall 2008.

- 2007

TECH 3101: Fall 2007 (section 85873) grades on the White Mile case study resulted in 88% being successful. No changes were made.

- 2008

TECH 3101: Fall 2008 (section 86644) grades on the White Mile case study resulted in 88% being successful. No changes were made.

TECH 4850: Fall 2008 (section 87472) final course grades resulted in 89% being successful.

- 2009

TECH 4850: Spring 2009 (section 24634) final course grades resulted in 92% being successful.

TECH 4850: Summer 2009 (section 53881) final course grades resulted in 89% being successful.

Changes

- 2008

TECH 4850 was added to the required course list in 2007 and first offered in 2008.