

International Assembly for Collegiate Business Education



Report of Outcomes Assessment Results

Institution:

Alaska Pacific University

Academic Business Unit:

Business Administration Department

Academic Year:

2016/17

International Assembly for Collegiate Business Education
11374 Strang Line Road
Lenexa, Kansas 66215
USA

Outcomes Assessment Results

For Academic Year: 2016/17

Section I: Student Learning Assessment

Business Administration Department	
Intended Student Learning Outcomes for Bachelor of Arts in Business Administration and Management	
1. <i>Manage Organizational Change</i> : Developed competencies in the core areas of business	
2. <i>Leadership</i> : Learn to identify different leadership strategies to motivate employees and effectively manage organizations	
3. <i>Global Strategy</i> : Acquired knowledge on techniques for achieving competitive advantage in the global market environment	
4. <i>Written & Oral Communication</i> : Developed written and oral communications skills for effective performance in the work place	
5. <i>Problem Solving</i> : Developed competencies in the methods of inquiry to solve organizational problems	
6. <i>Financial Management</i> : Attained an understanding of business financial management including financial statement analysis, financing and investing	
7. <i>Law & Ethics</i> : Understand the law of contracts & legal and ethical issues involved with business management	
8. <i>Research & Application</i> : Gained an understanding of the research process and its application	
Assessment Instruments for Intended Student Learning Outcomes— Direct Measures of Student Learning:	Performance Objectives (Targets/Criteria) for Direct Measures:
1. <i>Direct Measure 1</i> Senior Project: Written	<i>Objective (Target/Criterion) for Direct Measure 1</i> At least 80% of students receive a score of 70% or higher for each outcome SLOs 4, 5, 8
2. <i>Direct Measure 2</i> Senior Project: Oral	<i>Objective (Target/Criterion) for Direct Measure 2</i> At least 80% of students receive a score of 70% or higher for each outcome SLO 4

<p>3. <i>Direct Measure 3</i> Capsim Comp-XM</p>	<p><i>Objective (Target/Criterion) for Direct Measure 3</i> We revised our OAP in Nov 2015 to include Capstone CompXM as a direct measure to assess: SLOs 1, 2,3,6 & 7.</p> <p><i>The outcome goal for these SLOs are: 75% of students receive score of 65% or higher for each SLO</i></p> <p><i>The Capsim simulation and Comp-XM was first introduced in Fall 2018. Concurrently, we determined that the Senior Project for Business majors should be refocused on business issues and problems. We have prepared new guidelines and evaluation rubrics to that effect. When these are approved by University academic governance, we hope that the Senior Project will be re-instated as the primary culminating experience for Undergraduates and the primary source of direct measurement of</i></p>
<p>Assessment Instruments for Intended Student Learning Outcomes— Indirect Measures of Student Learning:</p>	<p>Performance Objectives (Targets/Criteria) for Indirect Measures:</p>
<p>1. <i>Indirect Measure 1</i> Student Survey</p>	<p><i>Objective (Target/Criterion) for Indirect Measure 1</i> At least 90% of students will indicate “met expectations” or “exceeds expectation” in achieving the intended learning outcomes for all outcomes</p>

Assessment Results: B.A. in Business Administration and Management

N=8

Summary of Results from Implementing Direct Measures of Student Learning:

1. **Senior project written.** 88% of students received 70% or higher
2. **Senior project oral.** 100% of students received 70% or higher
3. **Comprehensive exam.** no data collected; Capsim with Comp-XM was first introduced in Fall 2018

Summary of Results from Implementing Indirect Measures of Student Learning:

1. **Current student survey:** was not conducted in 2016-17 and/or is not accessible. We are double-checking SurveyMonkey archives to see if undergraduate student survey was conducted.
2. **Alumni Survey:** was not conducted during 2016-17 year

Intended Student Learning Outcomes					
Program ISLOs	Senior Project written	Senior Project oral	<i>Direct Measure 3</i>	Student Survey	Alumni Survey
	Performance Target Was...	Performance Target Was...	Performance Target Was...	Performance Target Was...	Performance Target Was...
1. <i>Manage Organizational Change:</i> Developed competencies in the core areas of business					
2. <i>Leadership:</i> Learn to identify different leadership strategies to motivate employees and effectively manage organizations					
3. <i>Global Strategy:</i> Acquired knowledge on techniques for achieving competitive advantage in the global market environment					
4. <i>Written & Oral Communication:</i> Developed written and oral communications skills for effective performance in the work place	Met 88% of students earned 70% or higher	Met 100% of students earned 70% or higher			

5. <i>Problem Solving</i> : Developed competencies in the methods of inquiry to solve organizational problems	Met 88% of students earned 70% or higher				
6. <i>Financial Management</i> : Attained an understanding of business financial management including financial statement analysis, financing and investing					
7. <i>Law & Ethics</i> : Understand the law of contracts & legal and ethical issues involved with business management					
8. <i>Research & Application</i> : Gained an understanding of the research process and its application	Met 88% of students earned 70% or higher				

Proposed Courses of Action for Improvement in Learning Outcomes for which Performance Targets Were Not Met:

1. **Course of Action 1**: The method of using Capsim Comp-XM was implemented in Fall 2018 in the required Capstone course (BAM 495).
2. **ISLOs 1,2,3,6,7**: Finish the process, begun in 2017, to create clear guidelines and grading rubrics that will require senior projects by business majors to demonstrate attainment of BAM Program ISLOs in addition to research methods, written and oral communication.
3. **ISLOs 1-8**. Reinstate undergraduate student survey as an exit survey to be delivered in-person to students as they complete the Capstone course. We have found that in-person delivery to the students finishing their capstone can regularly achieve 100% response while online delivery does not.

Business Administration Department

Intended Student Learning Outcomes for Master of Business Administration

N=24

1. Gain an appreciation of the local, domestic, and global environments as they relate to business leadership
2. Enhance business judgment and identify sound management methods including the ability to think critically and strategically
3. Attain an understanding of, and ability to appropriately leverage, interpersonal relationships and team work within an organization
4. Develop analytical expertise and functional frameworks drawn from a broad range of managerial skills including accounting, finance, economics, marketing, management, and law; understand organizational systems to accommodate and build on these functional areas
5. Acquire an ability to incorporate appropriate quantitative and qualitative data, including an appreciation for the value and costs of obtaining data, into management decisions
6. Establish outstanding multi-method communication skills appropriate for leadership positions
7. Recognize the value of effective and ethical leadership so they can lead themselves, others, and organizations

**Assessment Instruments for Intended Student Learning Outcomes—
Direct Measures of Student Learning:**

Performance Objectives (Targets/Criteria) for Direct Measures:

Capstone Presentation & Performance

General Program ISLOs Assessed by this Measure: *Outcomes List*

1. Gain an appreciation of the local, domestic, and global environments as they relate to business leadership
2. Enhance business judgment and identify sound management methods including the ability to think critically and strategically
3. Attain an understanding of, and ability to appropriately leverage, interpersonal relationships and team work within an organization
4. Develop analytical expertise and functional frameworks drawn from a broad range of managerial skills including accounting, finance, economics, marketing, management, and law;
5. Acquire an ability to incorporate appropriate quantitative and qualitative data, including an appreciation for the value and costs of obtaining data, into management decisions
6. Establish outstanding multi-method communication skills appropriate for leadership positions
7. Recognize the value of effective and ethical leadership so they can lead themselves, others, and organizations

Objective (Target/Criterion) for Direct Measure 1

*Capstone student presentation & performance: At least 65% of students receive an average score of 80% or higher (SLOs 1, 6 & 7)**

#1: Board Query (demonstrated appreciation for local environments): 17% achieved 80% or higher

[#6: Beginning Spring 2017, our use of Global Comp-XM generates a score for Business Communications Skills. see results below]

*#7: HR Functional score: 67% (of N=9 in F16) achieved 65% or higher**
Operations functional score: 83% achieved 65% or higher*

**We recognize that the Board Query score and the HR and Operations functional scores are from Comp-XM, and not from the Student Presentations of Simulation outcomes. We have left the OAP language from 2015 unchanged because this report is for results and not for changing the OAP. We anticipate changing the OAP and/or the ISLOs to officially incorporate and exploit the use of the newer Global Comp-XM tool that we*

	<p><i>started using in Spring 2017.</i></p> <p><i>** The HR functional score is not available in Global Comp-XM, which was adopted in Spring 2017; hence this 67% result reflects 6 of N=9 students from Fall 2016</i></p>
<p><i>Capstone CompXm</i></p> <p>General Program ISLOs Assessed by this Measure: <i>Outcomes List</i></p> <ol style="list-style-type: none"> 1. Gain an appreciation of the local, domestic, and global environments as they relate to business leadership 2. Enhance business judgment and identify sound management methods including the ability to think critically and strategically 3. Attain an understanding of, and ability to appropriately leverage, interpersonal relationships and team work within an organization 4. Develop analytical expertise and functional frameworks drawn from a broad range of managerial skills including accounting, finance, economics, marketing, management, and law; 5. Acquire an ability to incorporate appropriate quantitative and qualitative data, including an appreciation for the value and costs of obtaining data, into management decisions 6. Establish outstanding multi-method communication skills appropriate for leadership positions 7. Recognize the value of effective and ethical leadership so they can lead themselves, others, and organizations 	<p><i>Objective (Target/Criterion) for Direct Measure 2</i></p> <p><i>Capstone Comp-XM and Global Comp-XM: 75% of students receive score of 65% or higher (SLOs 2, 3, 4, 5, 6, 7)</i></p> <p><i>#2: Balanced Scorecard: 92% achieved 65% or higher</i> <i>Strategy functional score: 96% achieved 65% or higher</i></p> <p><i>#3: HR functional score: 67% (of N=9 in F16) achieved 65% or higher</i> <i>Team Effectiveness score: 67% (of N=15 in S17) achieved 65% or higher</i></p> <p><i>#4: Accounting functional score: 71% achieved 65% or higher</i> <i>Finance functional score: 83% achieved 65% or higher</i> <i>Marketing functional score: 88% achieved 65% or higher</i></p> <p><i>#5: Accounting functional score: 71% achieved 65% or higher</i> <i>Finance functional score: 83% achieved 65% or higher</i></p> <p><i>#6: Business Communications score: 60% (of N=15 in S17) achieved 65% or higher</i></p> <p><i>#7: Ethics score: 33% (of N=15 in S17) achieved 65% or higher</i></p>

Assessment Instruments for Intended Student Learning Outcomes— Indirect Measures of Student Learning:	Performance Objectives (Targets/Criteria) for Indirect Measures:
<p>Student Exit Survey</p> <p>General Program ISLOs Assessed by this Measure: <i>Outcomes List</i></p> <ol style="list-style-type: none"> 1. Gain an appreciation of the local, domestic, and global environments as they relate to business leadership 2. Enhance business judgment and identify sound management methods including the ability to think critically and strategically 3. Attain an understanding of, and ability to appropriately leverage, interpersonal relationships and team work within an organization 4. Develop analytical expertise and functional frameworks drawn from a broad range of managerial skills including accounting, finance, economics, marketing, management, and law; 5. Acquire an ability to incorporate appropriate quantitative and qualitative data, including an appreciation for the value and costs of obtaining data, into management decisions 6. Establish outstanding multi-method communication skills appropriate for leadership positions 7. Recognize the value of effective and ethical leadership so they can lead themselves, others, and organizations 	<p><i>Objective (Target/Criterion) for Indirect Measure 1</i></p> <p><i>75% of students select “Agree” or higher in achieving each intended learning outcomes</i></p> <p><i>N=4</i></p> <ol style="list-style-type: none"> 1. <i>100% agreed or strongly agreed</i> 2. <i>100% agreed or strongly agreed</i> 3. <i>100% agreed or strongly agreed</i> 4. <i>75% agreed or strongly agreed</i> 5. <i>75% agreed or strongly agreed</i> 6. <i>100% agreed or strongly agreed</i> 7. <i>100% agreed or strongly agreed</i>
<p>Employer Focus Group</p> <p>General Program ISLOs Assessed by this Measure: <i>Outcomes List</i></p> <ol style="list-style-type: none"> 1. Gain an appreciation of the local, domestic, and global environments as they relate to business leadership 2. Enhance business judgment and identify sound management methods including the ability to think critically and strategically 3. Attain an understanding of, and ability to appropriately 	<p><i>Objective (Target/Criterion) for Indirect Measure 2</i></p> <p><i>75% of surveyed select “Agree” or higher for each SLO</i></p> <p><i>Focus group not conducted</i></p>

leverage, interpersonal relationships and team work within an organization

4. Develop analytical expertise and functional frameworks drawn from a broad range of managerial skills including accounting, finance, economics, marketing, management, and law;
5. Acquire an ability to incorporate appropriate quantitative and qualitative data, including an appreciation for the value and costs of obtaining data, into management decisions
6. Establish outstanding multi-method communication skills appropriate for leadership positions
7. Recognize the value of effective and ethical leadership so they can lead themselves, others, and organizations

Assessment Results: *Master of Business Administration*

Summary of Results from Implementing Direct Measures of Student Learning:

Capstone Presentation & Performance: Students demonstrate this outcome in teams. See results in above table.

CompXM: Scores in the functional domains of Accounting, Finance, Strategy, Marketing, Operations, and HR were generally above national averages. However, several individual learning outcome targets were not met. See results in above table

Summary of Results from Implementing Indirect Measures of Student Learning:

Exit Survey: All targets met

Employer Focus Group: Not conducted

Intended Student Learning Outcomes					
Program ISLOs	Capstone Presentation	Comp-XM Exam	Exit Survey	Employer Focus Group	
	Performance Target Was...	Performance Target Was...	Performance Target Was...	Performance Target Was...	
1. Gain an appreciation of the local, domestic, and global environments as they relate to business leadership	Not met		Met		
2. Enhance business judgment and identify sound management methods including the ability to think critically and strategically		Met	Met		
3. Attain an understanding of, and ability to appropriately leverage,		Not met	Met		

interpersonal relationships and team work within an organization				
4. Develop analytical expertise and functional frameworks drawn from a broad range of managerial skills including accounting, finance, economics, marketing, management, and law; understand organizational systems to accommodate and build on these functional areas		Partially met	Met	
5. Acquire an ability to incorporate appropriate quantitative and qualitative data, including an appreciation for the value and costs of obtaining data, into management decisions		Partially met	Met	
6. Establish outstanding multi-method communication skills appropriate for leadership positions		Not Met	Met	
7. Recognize the value of effective and ethical leadership so they can lead themselves, others, and organizations		Not Met	Met	

Proposed Courses of Action for Improvement in Learning Outcomes for which Performance Targets Were Not Met:

1. Course of Action 1: All faculty should be briefed on these results with emphasis on each reported functional score that falls short of the target. These are: HR, Accounting, Business Communications, and Ethics
2. ISLO #3: The MBA Leadership course was redesigned effective 2018 to de-emphasize teambuilding exercises and to add a textbook, a term paper, and additional reflection and discussion.

Business Administration Department

Intended Student Learning Outcomes for Executive Master of Business Administration in Strategic Leadership

N=0

1. Gain an appreciation of the local, domestic, and global environments as they relate to business leadership
2. Enhance business judgment and identify sound management methods including the ability to think critically and strategically
3. Attain an understanding of, and ability to appropriately leverage, interpersonal relationships and team work within an organization
4. Develop analytical expertise and functional frameworks drawn from a broad range of managerial skills including accounting, finance, economics, marketing, management, and law; understand organizational systems to accommodate and build on these functional areas
5. Develop analytical expertise and functional frameworks drawn from a broad range of managerial skills including accounting, finance, economics, marketing, management, and law; understand organizational systems to accommodate and build on these functional areas
6. Establish outstanding multi-method communication skills appropriate for leadership positions
7. Recognize the value of effective and ethical leadership so they can lead themselves, others, and organizations

**Assessment Instruments for Intended Student Learning Outcomes—
Direct Measures of Student Learning:**

Performance Objectives (Targets/Criteria) for Direct Measures:

Capstone Presentation & Performance
ISLOs Assessed by this Measure: 1,6,7

Objective (Target/Criterion) for Direct Measure 1

Capstone student presentation & performance: At least 65% of students receive an average score of 80% or higher (SLOs 1, 6 & 7)

Capstone Comp-Xm
ISLOs Assessed by this Measure: 2,3,4,5

Objective (Target/Criterion) for Direct Measure 2

Capstone CompXM: 75% of students receive score of 65% or higher (SLOs 2, 3, 4 & 5)

**Assessment Instruments for Intended Student Learning Outcomes—
Indirect Measures of Student Learning:**

Performance Objectives (Targets/Criteria) for Indirect Measures:

<p>Student Exit Survey</p> <p>General Program ISLOs Assessed by this Measure: 1,2,3,4,5,6,7</p>	<p>At least 75% of students select “Agree” or higher in achieving each intended learning outcomes</p>
<p>Employer Focus Group</p> <p>General Program ISLOs Assessed by this Measure: <i>Outcomes List</i></p> <ul style="list-style-type: none"> • Gain an appreciation of the local, domestic, and global environments as they relate to business leadership • Enhance business judgment and identify sound management methods including the ability to think critically and strategically • Attain an understanding of, and ability to appropriately leverage, interpersonal relationships and team work within an organization • Develop analytical expertise and functional frameworks drawn from a broad range of managerial skills including accounting, finance, economics, marketing, management, and law; • Acquire an ability to incorporate appropriate quantitative and qualitative data, including an appreciation for the value and costs of obtaining data, into management decisions • Establish outstanding multi-method communication skills appropriate for leadership positions • Recognize the value of effective and ethical leadership so they can lead themselves, others, and organizations 	<p>75% of participants choose “Agree” or higher for each SLO</p>

Assessment Results: Executive Master of Business Administration in Strategic Leadership

Summary of Results from Implementing Direct Measures of Student Learning:

1. **Capstone presentation.** No results reported. No student in this program did Capstone course in 2016/17
2. **Comp-XM Exam:** No results reported. No student in this program did Capstone course in 2016/17

Summary of Results from Implementing Indirect Measures of Student Learning:

1. **Exit Survey:** No results reported. No student in this program did Capstone course in 2016/17

2. **Employer Focus Group:** Not conducted

Intended Student Learning Outcomes				
Program ISLOs	Capstone Presentation	Comp-XM Exam	Exit Survey	Employer Focus Group
	Performance Target Was...	Performance Target Was...	Performance Target Was...	Performance Target Was...
1. Gain an appreciation of the local, domestic, and global environments as they relate to business leadership	NA	NA	NA	NA
2. Enhance business judgment and identify sound management methods including the ability to think critically and strategically	NA	NA	NA	NA
3. Attain an understanding of, and ability to appropriately leverage, interpersonal relationships and team work within an organization	NA	NA	NA	NA
4. Develop analytical expertise and functional frameworks drawn from a broad range of managerial skills including accounting, finance, economics, marketing, management, and law; understand organizational systems to accommodate and build on these functional areas	NA	NA	NA	NA
5. Develop analytical expertise and functional frameworks drawn from a broad range of managerial skills including accounting, finance, economics, marketing, management, and law; understand organizational systems to accommodate and build on these functional areas	NA	NA	NA	NA
6. Establish outstanding multi-method communication skills appropriate for leadership positions	NA	NA	NA	NA
7. Recognize the value of effective and ethical leadership so they can lead themselves, others, and organizations	NA	NA	NA	NA

Business Administration Department

Intended Student Learning Outcomes for Accelerated Business Administration and Management/ Master of Business Administration

N=2

1. Gain an appreciation of the local, domestic, and global environments as they relate to business leadership
2. Enhance business judgment and identify sound management methods including the ability to think critically and strategically
3. Attain an understanding of, and ability to appropriately leverage, interpersonal relationships and team work within an organization
4. Develop analytical expertise and functional frameworks drawn from a broad range of managerial skills including accounting, finance, economics, marketing, management and law
5. Acquire an ability to incorporate appropriate quantitative and qualitative data, including an appreciation for the value and costs of obtaining data, into management decisions
6. Establish outstanding multi-method communication skills appropriate for leadership positions
7. 7. Recognize the value of effective and ethical leadership so they can lead themselves, others, and organizations

**Assessment Instruments for Intended Student Learning Outcomes—
Direct Measures of Student Learning:**

Performance Objectives (Targets/Criteria) for Direct Measures:

Capstone Comp-XM

General Program ISLOs Assessed by this Measure: 1,2,3,4,5,6,7

Capstone student presentation & performance: At least 65% of students receive an average score of 80% or higher (SLOs 1, 6 & 7)*

#1: Board Query (demonstrated appreciation for local environments): 0% achieved 80% or higher

[#6: Beginning Spring 2017, our use of Global Comp-XM generates a score for Business Communications Skills. see results below]

#7: Operations functional score: 100% achieved 65% or higher
HR Functional score: Not generated for these students**

Capstone Comp-XM and Global Comp-XM: 75% of students receive score of 65% or higher (SLOs 2, 3, 4, 5, 6, 7)

#2: Balanced Scorecard: 100% achieved 65% or higher

	<p>Strategy functional score: 100% achieved 65% or higher</p> <p>#3: Team Effectiveness score: 50% achieved 65% or higher</p> <p>#4: Accounting functional score: 100% achieved 65% or higher Finance functional score: 100% achieved 65% or higher Marketing functional score: 50% achieved 65% or higher</p> <p>#5: Accounting functional score: 100% achieved 65% or higher Finance functional score: 100% achieved 65% or higher</p> <p>#6: Business Communications score: 50% achieved 65% or higher</p> <p>#7: Ethics score: 50% achieved 65% or higher</p> <p>*We recognize that the Board Query score and the HR and Operations functional scores are from Comp-XM, and not from the Student Presentations of Simulation outcomes. We anticipate changing the OAP and/or the ISLOs to officially incorporate and exploit the use of the newer Global Comp-XM tool that we started using in Spring 2017.</p> <p>** The HR functional score is not available in Global Comp-XM, which was adopted in Spring 2017, when both students completed the Capstone.</p>
<p><i>Direct Measure 2: Master Thesis</i></p> <p>General Program ISLOs Assessed by this Measure: <i>Outcomes List</i></p> <ol style="list-style-type: none"> 1. <i>Manage Organizational Change</i>: Developed competencies in the core areas of business 2. <i>Leadership</i>: Learn to identify different leadership strategies to motivate employees and effectively manage organizations 3. <i>Global Strategy</i>: Acquired knowledge on techniques for achieving competitive advantage in the global market environment 4. <i>Written & Oral Communication</i>: Developed written and oral communications skills for effective performance in the work place 5. <i>Problem Solving</i>: Developed competencies in the methods of 	<p>75% of students will receive a score of 80% or higher for all outcomes</p> <p>The Accelerated BAM/MBA students have not completed their Master Thesis</p>

<p>inquiry to solve organizational problems</p> <p>6. <i>Financial Management</i>: Attained an understanding of business financial management including financial statement analysis, financing and investing</p> <p>7. <i>Law & Ethics</i>: Understand the law of contracts & legal and ethical issues involved with business management</p> <p>8. <i>Research & Application</i>: Gained an understanding of the research process and its application</p>	
Assessment Instruments for Intended Student Learning Outcomes— Indirect Measures of Student Learning:	Performance Objectives (Targets/Criteria) for Indirect Measures:
<p><i>Student Exit Survey</i></p> <p>Program ISLOs Assessed by this Measure: 1,2,3,4,5,6,</p>	<p>75% of students select “Agree” or higher in achieving each intended learning outcomes</p> <p>data not collected from these two students</p>
<p><i>Employer Focus Group</i></p> <p>General Program ISLOs Assessed by this Measure: <i>Outcomes List</i></p>	<p><i>Objective (Target/Criterion) for Indirect Measure 2</i></p> <p><i>Not conducted</i></p>

Assessment Results: Accelerated Business Administration and Management/ Masters in Business Administration

Summary of Results from Implementing Direct Measures of Student Learning:

Comp-XM Exam: 100% of 2 students scored 65% or higher on Balanced Scorecard, strategy, accounting, finance, and operations. 50% scored 65% or higher on communications, ethics, team effectiveness, and marketing.

Master’s Thesis: No data.

Summary of Results from Implementing Indirect Measures of Student Learning:

1. Student Exit Survey: No data

2. Employer focus group not conducted in 2016/17

Intended Student Learning Outcomes					
General Program ISLOs		Capstone Comp-XM exam	Thesis	Exit Survey	Employer Focus Group
		Performance Target Was...	Performance Target Was...	Performance Target Was...	Performance Target Was...

1. <i>Program Learning Outcome 1</i>	Not met	NA	NA	NA
2. <i>Program Learning Outcome 2</i>	Met	NA	NA	NA
3. <i>Program Learning Outcome 3</i>	Not met	NA	NA	NA
4. <i>Program Learning Outcome 4</i>	Partially met	NA	NA	NA
5. <i>Program Learning Outcome 5</i>	Met	NA	NA	NA
6. <i>Program Learning Outcome 6</i>	Not met	NA	NA	NA
7. <i>Program Learning Outcome 7</i>	Not met	NA	NA	NA

Proposed Courses of Action for Improvement in Learning Outcomes for which Performance Targets Were Not Met:

- Course of Action 1:** All faculty should be briefed on these results with emphasis on each reported functional score that falls short of the target. These are: Team Effectiveness, Marketing, Communications, and Ethics. Also, the very small sample size (N=2) suggests that results for this degree should be first pooled with prior and then years' results for the same degree program.

Section II: Operational Assessment (Note: Complete this section only if you received first-time accreditation or reaffirmation of accreditation after January 1, 2011.)

<i>Business Administration Department</i>	
Operational Assessment	
Intended Operational Outcomes:	
1. Outcomes assessment process documentation	
2. (a) Adequate and qualified faculty (b) Satisfied faculty	
3. Sufficient infrastructure to support course delivery	
4. Satisfied Employers	
5. Market relevance of degree offerings	
6. Frequency of offerings and availability of courses	
7. Interdepartmental collaborative events	
8. Interdisciplinary course offerings	
9. Alumni relations, community partnerships	
Assessment Measures/Methods for Intended Operational Outcomes:	Performance Objectives (Targets/Criteria) for Operational Assessment Measures/Methods:
1. Deadlines met Intended Operational Outcomes Assessed by this Measure: 1	Revised OAP by November 15, 2015
2. Department Input Intended Operational Outcomes Assessed by this Measure: 2	(a) All available positions filled with qualified faculty; adjunct faculty appropriately qualified (b) 90% of Faculty are more than “somewhat satisfied”

3. Course evaluations Intended Operational Outcomes Assessed by this Measure: 3	Course evaluation score for satisfaction with faculty > 2.5
4. Alumni/Employer focus groups & Business Advisory Board/Curriculum review Intended Operational Outcomes Assessed by this Measure: 4, 5 - Satisfied Employers (Outcome 4) - Market relevance of degree offerings (Outcome 5)	IOO #4: Focus group: 80% of participants response: Satisfied or, Very Satisfied IOO #5: Focus group, Curriculum review, and Business Advisory Board: 80% participants response: Moderate –to High relevance
5. Course Schedules Intended Operational Outcomes Assessed by this Measure: 6, 8	IOO #6: All core courses offered at least once per year and 75% of core courses offered at least twice per year. IOO #6: Number of electives is at least one per year IOO #8: Number of interdisciplinary course offerings is at least one per year
6. Current student survey Intended Operational Outcomes Assessed by this Measure: 6	At least 75% of respondents are “satisfied” or “very satisfied” with “Frequency of course offering”
7. Calendar of events - department Intended Operational Outcomes Assessed by this Measure: 7	Number of collaborative events per year at least 1 Department sponsored community event per year: at least 1
8. Newsletters Intended Operational Outcomes Assessed by this Measure: 9	Newsletters
Summary of Results from Implementing Operational Assessment Measures/Methods:	
1. Deadlines met: Revised OAP completed by Nov 15, 2015	
2. Departmental input: (a) Partly Achieved. One position that opened in 2016-17 was filled during spring 2017 and assumed teaching in Fall 2017. Adjunct faculty appropriately qualified; (b) No data	
3. Course evaluations/student survey: 84% of 45 MBA Students who responded to the question on the “current student survey” were “Satisfied” or “Very Satisfied” that there was an “effective learning environment” at APU	

4. Focus Groups / Advisory Board / Curriculum Review: Focus group not conducted. An alumni focus group was conducted in summer 2018 that included students from this cohort. The FG results indicated satisfaction with employability and also concerns about potential gaps in curriculum. The FG results are being used to generate a broader alumni survey.

5. Course schedules: For **Undergraduate** BAM program: Of 20 core courses, 60% were offered 2 or more times, 40% only one time. At least one elective course was offered. For **Graduate MBA program:** Of 9 core courses, 89% were offered 2 or more times and 44% were offered 3 times. The one course not offered (spreadsheet modeling) reflects a scheduling shift due to faculty turnover.

6. Current Student survey: 80% of 45 current MBA student respondents were “satisfied” or “very satisfied” with “Frequency of course offering”. No data collected for undergraduates. No data collected on satisfaction with interdisc. offerings.

7. Calendar of Events: Summary of Results for Measure/Method 7: Business faculty initiated and/or participated actively in several collaborative events and community partnerships. Examples include a community focus group on supporting minority business development, The Alaska Start-Up Week, and the U.S. Arctic Research Commission “Arctic Renewable Energy Working Group.”

8. Newsletters: No newsletters were sent to alumni during 2016-17

Summary of Achievement of Intended Operational Outcomes:

Intended Operational Outcomes	Deadlines met	Department input	Course evaluations/ student survey	Focus Groups / Advisory Board / Curriculum Review	Course schedules	Current Student survey	Calendar of Events	Newsletters
	Performance Target Was...	Performance Target Was...	Performance Target Was...	Performance Target Was...	Performance Target Was...	Performance Target Was...	Performance Target Was...	Performance Target Was...
1. Outcomes assessment process documentation	Met	NA	NA	NA	NA	NA	NA	NA
2. (a) Adequate and qualified faculty (b) Satisfied faculty	NA	(a) Met / (b) NA	NA	NA	NA	NA	NA	NA
3. Sufficient infrastructure to support course delivery	NA	NA	Met	NA	NA	NA	NA	NA
4. Satisfied Employers	NA	NA	NA	NA	NA	NA	NA	NA
5. Market relevance of degree offerings	NA	NA	NA	NA	NA	NA	NA	NA
6. Frequency of offerings and availability of courses	NA	NA	NA	NA	Met	Met	NA	NA
7. Interdepartmental collaborative events	NA	NA	NA	NA	NA	NA	Met	NA

8. Interdisciplinary course offerings	NA	NA	NA	NA	Met	NA	NA	NA
9. Alumni relations, community partnerships	NA	NA	NA	NA	NA	NA	Met	Not Met

Proposed Courses of Action for Improvement in Operational Outcomes for which Performance Targets Were Not Met:

- IOO #8:** The reorganization of APU into 3 institutes in Summer 2017 presents more opportunities for interdisciplinary courses. Business programs are under the Institute of Business and Public Policy. The Institute should continue to pursue the “public policy” aspects of its title.
- IOO #4:** Going forward focus groups of employers will be conducted on a regular basis by the new Dean of Curriculum and Instruction.