

**Division of Business – AA Business Administration Program**  
**Program Outcome and Core Competencies - Assessment Results/Action Plan**  
**Semester Averages: Fall 2021**

Overall Program Outcome	Assessment Method/Measurement	Semester Results			Action Plan
		Fall 20	SP 20	Fall 21	
Upon successful completion of this program, students will be able to:  demonstrate knowledge and skills based on program goals that prepare students to transfer to a four-year institution to earn a Baccalaureate Degree in a business discipline.	85% of all AA Business Administration students will achieve the core competencies by scoring 70% or higher on the required course assessment methods.	75%	72%	79%	Based on revised SLO's, faculty will discuss teaching strategies and identify areas of improvement.
<b>Division Outcome</b>	85% of all business students will achieve the core competencies by scoring 70% or higher on the required course assessment methods.	<b>76%</b>	<b>79%</b>	<b>81%</b>	<b>Faculty revised SLO's and goals for each program. Evaluate changes for modifications to assessment.</b>
<b>Student Retention Rates (Program)</b>		<b>83.8%</b>	<b>82.5%</b>	<b>85.5%</b>	<b>Continue Retention Strategies</b>

PCCUA and Division Core Competency	Division Core Competency and Goals	Program Goals  Upon completion of this program, students will be able to:	Student Learning Outcome – Courses Assessed		Assessment Method/Measurement	Semester Results			Action Plan
						Fall 20	Sp 20	Fall 21	
<b>Social and Civic Responsibility</b>	Demonstrate legal/ethical behavior that is appropriate for the business professional in today's society.	Apply the legal and ethical issues in business situations.	<b>BAN 233</b> <b>BAN 263</b>	<b>ES 213</b> ES 223	75% of students will score 70% or higher on the Social and Civic Responsibility student learning outcomes for selected courses.	<b>67%</b>	<b>48%</b>	<b>79%</b>	Faculty have shared teaching strategies along with developing additional units to ensure student learning and core competencies are met.
		Demonstrate business professional work ethic, attitude, and values as they relate to the business environment.							
<b>Technology Utilization</b>	Demonstrate the ability to use computer technology.	Demonstrate use of software and technology skills needed to perform in business environments.	<b>CT 113</b>		75% of students will score 70% or higher on the Technology Utilization student learning outcomes for selected courses.	<b>88%</b>	<b>84%</b>	<b>82%</b>	No Action Needed
<b>Analytical and Critical Thinking</b>	Develop a critical thinking approach in applying theory to application.	Analyze business, statistical, and economic transactions to prepare financial reports used for decision making in the business environments.	<b>BAN 213</b> <b>BAN 223</b> <b>BAN 233</b> <b>BMGT 283</b>	ES 213 ES 223 CT 113	75% of students will score 70% or higher on the Analytical and Critical Thinking student learning outcomes for selected courses.	<b>75%</b>	<b>72%</b>	<b>76%</b>	Strategies continued to improve critical thinking skills and help students better understand problem solving skills.
<b>Communication</b>	Communicate effectively in an oral or written manner in the business environment.	Demonstrate effective communication skills in a business professional manner.	<b>BAN 233</b> <b>BAN 263</b>	ES 213 ES 223	75% of students will score 70% or higher on the Communication student learning outcomes for selected courses.	<b>75%</b>	<b>80%</b>	<b>79%</b>	Students were weaker students. Implement more tutoring sessions and classroom activities for reinforcement of concepts.
<b>Cultural Awareness</b>	Acknowledge diverse groups of individuals possessing different beliefs, values, attitudes, and customs.	Demonstrate ability to interact in a professional manner with diverse groups.	<b>BAN 263</b>		75% of students will score 70% or higher on the Cultural Awareness student learning outcomes for selected courses.	<b>69%</b>	<b>76%</b>	<b>80%</b>	See comment above.