

**Division of Business – AAS Business Management Program**  
**Program Outcome and Core Competencies - Assessment Results/Action Plan**  
**Semester Averages: Spring 2022**

Overall Program Outcome	Assessment Method/Measurement	Semester Results			Action Plan
		Sp 21	Fall 21	Sp 22	
Upon successful completion of this program, students will be able to:  apply skills based on program goals that demonstrate the ability to perform in the business environment as a mid-level manager.	85% of all Business Management students will achieve the core competencies by scoring 70% or higher on the required course assessment methods.	79%	85%	77%	Continue faculty collaboration meetings to discuss and share teaching strategies
	85% of AAS internship students will achieve the core competencies by scoring 75% or higher on the Internship supervisor evaluations and simulations or projects.	100%	100%	100%	Faculty will meet to review evaluation instrument and additional assessment measurements.
	85% of AAS students will score 70% or higher in the Integrated Office Projects capstone course.	67%	100%	75%	Continue Teaching Strategies
<b>Division Outcome</b>	<b>85% of all business students will achieve the core competencies by scoring 70% or higher on the required course assessment methods.</b>	<b>79%</b>	<b>81%</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>85.0%</b>	<b>84.8%</b>	<b>92.4%</b>	<b>Continue Retention Strategies</b>

PCCUA and Division Core Competency	Division Core Competency	Program Goals  Upon completion of this program, students will be able to:	Student Learning Outcome – Courses Assessed		Assessment Method/Measurement	Semester Results			Action Plan
						Sp 21	Fall 21	Sp 22	
Social and Civic Responsibility	Demonstrate legal/ethical behavior that is appropriate for the business professional in today's society.	Apply the legal and ethical issues to business situations.	BAN 233 BAN 263 BMGT 233	BMGT 273 ES 213 ES 223	75% of students will score 70% or higher on the Social and Civic Responsibility student learning outcomes for selected courses.	66%	85%	71%	Utilize case studies for classroom activities and discussion on legal and ethical issues.
		Demonstrate business professional work ethics, attitude, and values as it relates to a business manager.							
Technology Utilization	Demonstrate the ability to use computer technology.	Demonstrate the use of software and technology skills needed to perform in the business environment.	BAN 283 BMGT 273 CT 113 CT 233	CT 273 CT 1233 CT 1283 OT 133	75% of students will score 70% or higher on the Technology Utilization student learning outcomes for selected courses.	83%	87%	77%	Develop more practice or review problems before tests.
Analytical and Critical Thinking	Develop a critical thinking approach in applying theory to application.	Analyze business and statistical transactions, apply accounting functions, and prepare financial statements/reports used for decision making in the business environment.	BAN 113 BAN 213 BAN 223 BAN 233 BAN 283 BMGT 233 BMGT 273	BMGT 283 ES 213 ES 223 CT 113 CT 233 CT 273 CT 1233 CT 1283	75% of students will score 70% or higher on the Analytical and Critical Thinking student learning outcomes for selected courses.	77%	82%	79%	Develop activities and projects to promote critical thinking skills.
Communication	Communicate effectively in an oral or written manner in the business environment.	Demonstrate effective communication skills in a business professional manner.	BAN 233 BAN 263 BMGT 233	BMGT 273 ES 213 ES 223	75% of students will score 70% or higher on the communication student learning outcomes for selected courses.	87%	86%	75%	Implement classroom activities to demonstrate communication skills in the workplace.
Cultural Awareness	Acknowledge diverse groups of individuals possessing different beliefs, values, attitudes, and customs.	Demonstrate ability to interact in a professional manner with diverse groups.	BAN 113 BAN 263	BMGT 233 BMGT 273 CT 233	75% of students will score 70% or higher on the Cultural Awareness student learning outcomes for selected courses.	84%	84%	82%	Continue Teaching Strategies