Division of Business – AA Business Administration Program
Program Outcome and Core Competencies - Assessment Results/Action Plan
Semester Averages: Spring 2023

Overall Program Outcome	Assessment Method/Measurement	Semester Results			Action Plan
		Sp 22	Fall 22	Sp 23	
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.	67%	75%	68%	Faculty will meet to identify areas of deficiency and implement teaching strategies to improve learning outcomes. Specific courses will be identified.
Division Outcome	85% of all business students will achieve the core competencies by scoring 70% or higher on the required course assessment methods.	**76%**	**89%**	**76%**	Continue to monitor; New strategies are being implemented with revised assessments.
Student Retention Rates (Program)		**91.7%**	**85.0%**	**87.9%**	Benchmark was met; Continue Retention Strategies

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
						Sp 22	Fall 22	Sp 23	
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 in business situations. Demonstrate business professional work ethic, attitude, and values as they relate to the business environment.	**BAN 233 BAN 263**	**ES 213** ES 223	75% of students will score 70% or higher on the Social and Civic Responsibility student learning outcomes for selected courses.	**59%**	**71%**	**43%**	ES 213 and ES 223 were the courses that had the lowest assessments. Faculty developed videos and additional teaching units to help students in these subject areas.
Technology Utilization	Demonstrate the ability to use computer technology.	Demonstrate use of software and technology skills needed to perform in business environments.	**CT 113**		75% of students will score 70% or higher on the Technology Utilization student learning outcomes for selected courses.	**83%**	**80%**	**79%**	Continue monitoring
Analytical and Critical Thinking	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.	**BAN 213 BAN 223 BAN 233 BMGT 283**	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.	**73%**	**80%**	**77%**	Strategies continued to improve critical thinking skills and help students better understand problem solving 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**	ES 213 ES 223	75% of students will score 70% or higher on the Communication student learning outcomes for selected courses.	**66%**	**70%**	**74%**	Instructors will provide tutoring sessions to help students with Resumes. Will also provide additional units to reinforce concepts.
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 263**		75% of students will score 70% or higher on the Cultural Awareness student learning outcomes for selected courses.	**56%**	**72%**	**69%**	See comment above.