Figure 4.2 - Standard #4 Measurement and Analysis of Student Learning and Performance							
Use this table to supply data for Criterion 4.2.							
Performance Indicator			D	efinition			
1. Student Learning Results	A student learning outcome is one that measures a specific competency attainment. Examples of a direct assessment (evidence) of student learning attainment that might be used include: capstone performance, third-party examination, faculty-designed examination, professional performance, licensure examination). Add these to the description of the measurement instrument in column two: Direct - Assessing student performance by examining samples of student work large feedback from the student or other persons who may provide relevant information. Formative - An assessment conducted during the student's education. Summative - An assessment conducted at the end of the student's education. Internal - An assessment instrument that was developed within the business unit. External - An assessment instrument that was developed outside the business unit. Comparative - Compare results between classes, between online and on ground classes, Between professors, between programs, between campuses, or compare to external results such as results from the U.S. Department of Education Research and Statistics, or results from a vendor providing comparable data.						
			Analysis of Results				
Identified in Criterion 4.2	Identified in Criterion 4.1 What is your measurement instrument or process?	Identified in C Current Results	Analysis of Results	Identified in Criterion 4.4 Action Taken or Improvement made	Identified in Criterion 4.2 Insert Graphs or Tables of Resulting Trends (3-5 data points preferred)		
Measurable goal	Do not use grades.	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?			
What is your goal?	(Indicate type of instrument) direct, formative, internal, comparative						
	In	ternal Assessments - Co	ollege of Liberal Arts	and Sciences Learning Go	pals		
Life Long Learning: Students will acquire the interest and ability to further one's learning - Recognize that the quest for understanding and meaning requires developing a capacity for self- examination, discipline, and tolerating ambiguity	Indirect, Formative, Internal, Student Survey	Experiencing an upward trend	Students need additional opportunities to reflect and be in the moment	We have added more reflection exercises and writing assignments to the Management Seminar course	Percentage Thought Internship Provided Capacity For Self-Examination and Reflection 100 80 60 40 20 0 AY 2013/14 AY 2014/15 AY 2015/16 Capacity for Self-Examination and Reflection Benchmark		

			Analysis of Results		
Identified in Criterion 4.2	Identified in Criterion 4.1 What is your measurement instrument or process?	Identified in C Current Results	Analysis of Results	Identified in Criterion 4.4 Action Taken or Improvement made	Identified in Criterion 4.2 Insert Graphs or Tables of Resulting Trends (3-5 data points preferred)
Measurable goal	Do not use grades.	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?	
What is your goal?	(Indicate type of instrument) direct, formative, internal, comparative				
Life Long Learning: Students will acquire the interest and ability to further one's learning - Recognize that the quest for understanding and meaning requires developing a capacity for self-examination, discipline, and tolerating ambiguity	Indirect, Formative, Internal, Student Survey	Experiencing an upward trend	There are many opportunities for students to experience diverse environments	We are working with the Internship Office and the students' internship sites to ensure that the students are getting opportunities to work in diverse situations.	Percentage Thought Internship Provided Opportunity To Work With People From Different Backgrounds 80 60 40 20 38 38 AY 2013/14 AY 2014/15 AY 2015/16 Ability to Work With People From Different Backgrounds Benchmark
Life Long Learning: Students will acquire the interest and ability to further one's learning - Recognize that the quest for understanding and meaning requires developing a capacity for self-examination, discipline, and tolerating ambiguity	Indirect, Formative, Internal, Student Survey	Experiencing an upward trend	Help students to select and/or identify internship opportunities that allow them to explore new ideas and interests	We have added two 2-credit Leader and Professional Development courses to the curriculum to help our students explore new opportunities that span their aptitudes and interests and to determine the best internship opportunities	Percentage Thought Internship Provided Opportunity To Explore New Ideas and Interests 100 80 60 40 20 44 50 69 AY 2013/14 AY 2014/15 AY 2015/16 Desire to Explore New Ideas and Interests Benchmark
Oral Communication Ability: Students will be able to covey information and ideas effectively - Deliver effective oral presentations	Direct, Formative, Internal Rubric for Oral Presentation Foundations of Management - Freshmen Course The benchmark score is 18 out of 24 points	Students are performing below the benchmark.	Students need additional opportunities to give business presentations	We have developed and approved a new set of teaching standards for the core curriculum courses. Students will have to do group presentations in all core courses.	Oral Communications Skills - Foundations of Management 24 20 16 12 8 16.26 14.7 Fall 2015 Fall 2016 Average Benchmark

			Analysis of Results		
Identified in Criterion 4.2	Identified in Criterion 4.1	Identified in (Criterion 4.2	Identified in Criterion 4.4	Identified in Criterion 4.2
	What is your measurement instrument or process?	Current Results	Analysis of Results	Action Taken or Improvement made	Insert Graphs or Tables of Resulting Trends (3-5 data points preferred)
Measurable goal	Do not use grades.	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?	
What is your goal?	(Indicate type of instrument) direct, formative, internal, comparative				
Written Communication Ability: Students will be able to covey information and ideas effectively - Create well-written business reports	Direct, Formative, Internal Rubric for Oral Presentation Foundations of Management - Freshmen Course The benchmark score is 18 out of 24 points	Students are performing below the benchmark.	Students need additional opportunities to develop/hone their writing skills	We have developed and approved a new set of teaching standards for the core curriculum courses. Students will have to do group presentations in all core courses.	Written Communications Skills - Foundation of Management 24 20 16 12 8 16.65 17.5 4 0 Fall 2015 Fall 2016 Average Benchmark
Critical Thinking: Students will develop the ability to solve unfamiliar problems and generate new meaning - Demonstrate the ability to use skills in quantitative reasoning and be able to analyze, interpret, and model in a variety of contexts	The benchmark score is 26 out of 32 points	Students are performing below the benchmark.	Make sure that students are aware of the supplemental instruction opportunities available to them	We have developed and approved a new set of teaching standards for the core curriculum courses. Students will have to do individual and group modeling and analysis assignments in all quantitative courses. This includes Excel modelling.	Critical Thinking Skills - Corporate Finance 32 28 24 20 16 12 25 23.875 8 4 0 Fall 2015 Fall 2016 Average Benchmark

			Analysis of Results		
Identified in Criterion 4.2	Identified in Criterion 4.1	Identified in (Criterion 4.2	Identified in Criterion 4.4	Identified in Criterion 4.2
	What is your measurement instrument or process?	Current Results	Analysis of Results	Action Taken or Improvement made	Insert Graphs or Tables of Resulting Trends (3-5 data points preferred)
Measurable goal	Do not use grades.	What are your current results?	What did you learn from the results?	What did you improve or what is your next step?	
What is your goal?	(Indicate type of instrument) direct, formative, internal, comparative				
Program Outcome: Students demonstrate knowledge of the functional areas for BSBM program	Summative, External, Comparative data derived from Business MFT	A goal of 152 was set as a benchmark with an average score of 141 overall in 2017. This is the first time that the ETS MFT has been used. It is now a standard part of our capstone course. The test will be administered according to the following schedule: (1) Spring 2017, (2) Fall Term 2 2017, (3) Spring 2018, (4) Summer Term 2 2018, (5) Fall Term 2 2018, (6) Spring 2019. This cadence will	The results of the MFT confirmed the necessity to update our business core curriculum as indicated from our benchmarking study.	Added new courses in Business Analytics, Marketing, Operations Management, Management Information Systems, Human Resources Management, and Business Law	MFT Knowledge of Foundation Composite Scores 155 150 145 141 140 134 135 130 125 Spring 2017 Fall 2017 Spring 2018 Summer 2018 Fall 2018 School Average National Average Score
Program Outcome: Students demonstrate knowledge of the functional areas for BSBM program	Summative, External, Comparative data derived from Business MFT	A goal of 152 was set as a benchmark with an average score of 141 overall in 2017	The revised and enhanced BSBM curriculum will provide students with more in-depth across the foundational courses	Added new courses in Business Analytics, Marketing, Operations Management, Management Information Systems, Human Resources Management, and Business Law	MFT Average Score by Student Group 155 150 145 145 140 134 136 130 132 130 125 120 115 Traditional Division Average LCAL BHCC Average Score Spring 2017 National Average

			Analysis of Results		
Identified in Criterion 4.2	Identified in Criterion 4.1	Identified in (v	Identified in Criterion 4.4	Identified in Criterion 4.2
	What is your measurement	Current Results	Analysis of Results	Action Taken or	Insert Graphs or Tables of Resulting Trends
	instrument or process?			Improvement made	(3-5 data points preferred)
Measurable goal	Do not use grades.	What are your current	What did you learn	What did you improve or	
		results?	from the results?	what is your next step?	
What is your goal?	(Indicate type of instrument) direct, formative, internal, comparative				
Program Outcome: Students demonstrate knowledge of the functional areas for BSBM program	Summative, External, Comparative data derived from Business MFT	A goal of 75% was set as a benchmark with an average score of 39% in 2017	The revised and enhanced BSBM curriculum will provide students with more depth across the foundational courses	Added new courses in Business Analytics, Marketing, Operations Management, Management Information Systems, Human Resources Management, and Business Law	Business Foundation Sub scores % Correct 0.8 0.7 0.6 0.5 0.4 0.3 0.4 0.3 0.4 0.3 0.4 0.3 0.2 0.1 0 Percent Correct Spring 2017 Percent Correct Fall 2017 Benchmark
Program Outcome: Students demonstrate knowledge of the functional areas for BSBM program	Summative, External, Comparative data derived from Business MFT	A goal of 75% was set as a benchmark with an average score of 34% in 2017	The revised and enhanced BSBM curriculum will provide students with more depth across the foundational courses	We have added LearnSmart and Connect from McGraw-Hill to help our students master the concepts in financial and managerial accounting	Accounting Statement of Cash Flows Standard costing Product costing systems Product costing systems Nonroutine decision making International Accounting Income Statement and Statement Cost/volume/profit analysis Cost concepts Cost concepts Budgeting Balance Sheet Balance Sheet Activity based costing Description: O 20 40 60 80 100

			Analysis of Results		
Identified in Criterion 4.2	Identified in Criterion 4.1	Identified in (Criterion 4.2	Identified in Criterion 4.4	Identified in Criterion 4.2
	What is your measurement	Current Results	Analysis of Results	Action Taken or	Insert Graphs or Tables of Resulting Trends
	instrument or process?			Improvement made	(3-5 data points preferred)
Measurable goal	Do not use grades.	What are your current	What did you learn	What did you improve or	
		results?	from the results?	what is your next step?	
What is your goal?	(Indicate type of instrument)				
	direct, formative, internal,				
	comparative				
Program Outcome: Students demonstrate knowledge of the functional areas for BSBM program	Summative, External, Comparative data derived from Business MFT	A goal of 75% was set as a benchmark with an average score of 36% in 2017	The revised and enhanced BSBM curriculum will provide students with more depth across the foundational courses	We have added Aplia and Excel modeling of economic theories to help our students increase their understanding of macro and microeconomics	Supply and demand Scarcity and opportunity cost Resource markets Production possibilities frontier Production and costs Product market structures Money and banking system Monetary/fiscal policy Models of consumer choice Measurement of economic Market failure International trade & policy Economic systems Balance of payments Aggregate demand and supply 0 10 20 30 40 50 60 70 80
Program Outcome: Students demonstrate knowledge of the functional areas for BSBM program	Summative, External, Comparative data derived from Business MFT	A goal of 75% was set as a benchmark with an average score of 53% in 2017	The revised and enhanced BSBM curriculum will provide students with more depth across the foundational courses	We have added a course in human resources management and revised the organizational behavior course to include ethics.	Total quality management Strategic analysis Policy determination Managing diversity Leadership and motivation Leadership and motivation International and Cross Cultural History and theory Group/team dynamics Group/team dynamics Functions Entrepreneurship Communication Communication 0 20 40 60 80 100
					■ Benchmark ■ Percentage Correct

			Analysis of Results		
Identified in Criterion 4.2	Identified in Criterion 4.1	Identified in (Criterion 4.2	Identified in Criterion 4.4	Identified in Criterion 4.2
	What is your measurement instrument or process?	Current Results	Analysis of Results	Action Taken or Improvement made	Insert Graphs or Tables of Resulting Trends (3-5 data points preferred)
Measurable goal	Do not use grades.	What are your current	What did you learn	What did you improve or	(5-5 data points preterred)
g		results?	from the results?	what is your next step?	
What is your goal?	(Indicate type of instrument) direct, formative, internal, comparative				
Program Outcome: Students demonstrate knowledge of the functional areas for BSBM program	Summative, External, Comparative data derived from Business MFT	A goal of 75% was set as a benchmark with an average score of 32% in 2017	The revised and enhanced BSBM curriculum will provide students with more depth across the foundational courses	We have added two new courses into the core curriculum, Business Analytics I and II, to help increase our students quantitative reasoning skills	Quantitative Business Analysis Time series forecasting Statistical process control Statistical process control Statistical concepts in QA Sampling and estimation Measures of central tendency and Linear programming Linear programming Hypothesis testing Distributions Counting rules Correlation and regression Correlation and regression Conditional/joint probabilities 0 10 20 30 40 50 60 70 80
Program Outcome: Students demonstrate knowledge of the functional areas for BSBM program	Summative, External, Comparative data derived from Business MFT	A goal of 75% was set as a benchmark with an average score of 34% in 2017	The revised and enhanced BSBM curriculum will provide students with more depth across the foundational courses	We have added LearnSmart and Connect from McGraw-Hill to help our students master the concepts in corporate finance	Working capital management Valuation of securities Valuation of securities Time value of money Risk and return Risk and return International Finance Financial statement analysis Financial markets and environment Cost of capital Capital structure Capital structure Capital structure Capital budgeting 0 10 20 30 40 50 60 70 80

		Analysis of Results			
Identified in Criterion 4.2	Identified in Criterion 4.1	Identified in (Criterion 4.2	Identified in Criterion 4.4	Identified in Criterion 4.2
	What is your measurement	Current Results	Analysis of Results	Action Taken or	Insert Graphs or Tables of Resulting Trends
	instrument or process?			Improvement made	(3-5 data points preferred)
Measurable goal	Do not use grades.	What are your current	What did you learn	What did you improve or	
		results?	from the results?	what is your next step?	
What is your goal?	(Indicate type of instrument)				
	direct, formative, internal,				
	comparative				
Specialization Outcome: Students will be able to apply marketing principles and concepts to make appropriate decisions regarding product, promotion, price, and distribution systems to meet target marketing goals (Marketing, Brand Design and Marketing, and Digital marketing)	Summative, External, Comparative data derived from Business MFT	A goal of 75% was set as a benchmark with an average score of 39% in 2017	The revised and enhanced BSBM curriculum will provide students with more depth across the foundational courses	We have added Excel modeling to the curriculum to help our students grasp marketing strategies and concepts.	Strategic marketing planning Strategic marketing planning Segmenting consumer and Segmenting consumer and Segmenting consumer and Scanning the marketing environment Marketing services Marketing services Marketing services Marketing research and Marketing research and Marketing of social causes Marketing mix International Marketing International Marketing Consumer and organizational 0 20 40 60 80 100
Program Outcome: Students demonstrate knowledge of the functional areas for BSBM program	Summative, External, Comparative data derived from Business MFT	A goal of 75% was set as a benchmark with an average score of 41% in 2017	The revised and enhanced BSBM curriculum will provide students with more depth across the foundational courses	We have changed our course in business law to be a required course.	Legal and Social Environment Tort Law Social responsibility Employment law Courts and legal systems Contract and sales law Consumer protection Constitution and business Business Organizations Antitrust law Antitrust law Administrative law 0 10 20 30 40 50 60 70 80

			Analysis of Results		
Identified in Criterion 4.2	Identified in Criterion 4.1	Identified in (Criterion 4.2	Identified in Criterion 4.4	Identified in Criterion 4.2
	What is your measurement	Current Results	Analysis of Results	Action Taken or	Insert Graphs or Tables of Resulting Trends
	instrument or process?			Improvement made	(3-5 data points preferred)
Measurable goal	Do not use grades.	What are your current	What did you learn	What did you improve or	
		results?	from the results?	what is your next step?	
What is your goal?	(Indicate type of instrument) direct, formative, internal, comparative				
Program Outcome: Students demonstrate knowledge of the functional areas for BSBM program	Summative, External, Comparative data derived from Business MFT	A goal of 75% was set as a benchmark with an average score of 51% in 2017	The revised and enhanced BSBM curriculum will provide students with more depth across the foundational courses	We have added a course in management information systems to the curriculum	Information Systems Transaction processing Systems Systems investigation and analysis Software Technology Software Technology Security/ privacy/ and ethical issues Network and internet technology Network and internet technology Management information systems Enterprise systems Decision support & expert systems Decision support & expert systems Database management systems Database management systems Database management systems Decision support & expert systems
Specialization Outcome: Students will be able to understand and apply concepts in international business (International Business)	Summative, External, Comparative data derived from Business MFT	A goal of 75% was set as a benchmark with an average score of 31% in 2017	The revised and enhanced BSBM curriculum will provide students with more depth across the foundational courses	We have added a course Managing in the Global Economy to help our students grasp international business.	International Issues International trade & policy International Marketing International Marketing International Finance International and Cross Cultural Management International Accounting Balance of payments 0 10 20 30 40 50 60 70 80