



College of Business & Economics

Assurance of Learning

Program Learning Objective (PLO): Teamwork
Winter 2015

BSBA

PLO3; LO3C

BSBA Learning Goal 3: Students who graduate will be effective communicators in a diverse and global environment.

Learning Objective 3C: Students who graduate will apply effective team working skills.

Assessed Term: Winter 2015

Mapped Course: MGMT 4650

Curriculum Alignment:

Students take MGMT 4650 as a capstone course. This is a core course and is typically attended by graduating seniors in the BSBA program. The course takes a top management perspective and integrates the functional disciplines into decision-making. Emphasis is placed on evaluating complex business situations, integrating theory with practices, and *presenting* comprehensive strategic business plans. This course requires group work as part of successful completion.

Participating Faculty: 2 members

Methods & Procedures:

Students participate in a CAPSIM simulation embedded in the capstone course. Students are placed into groups to run a company throughout the duration of the course and must work in teams ranging from 3 to 4 members.

Winter 2015 piloted a new method for assessing oral communications. To prevent conflation of assessment with grading, and to accurately retrieve reliable and consistent data, external assessors were used in the assessment of Oral Communications and Teamwork. Faculty from the business communications department were brought in to be external assessors in capstone courses. The faculty used the AAC&U Teamwork rubric, which was previously selected by faculty upon review of measurement tools (see above). Assessment personnel would coordinate with teaching faculty and assessing faculty on dates and times, as well as proper procedures. Communications faculty assessed students according to rubric and noted observations regarding possible edits to improve the rubric and make the tool more applicable to the program and effective in measuring the learning objective overall.

Assessment Measurement Tool Used:

- External faculty assessors
- AACU VALUE Teamwork rubric

Status of Assessment: Completed

Artifacts Archived: Score sheets with faculty feedback reported and saved.

Performance Targets:

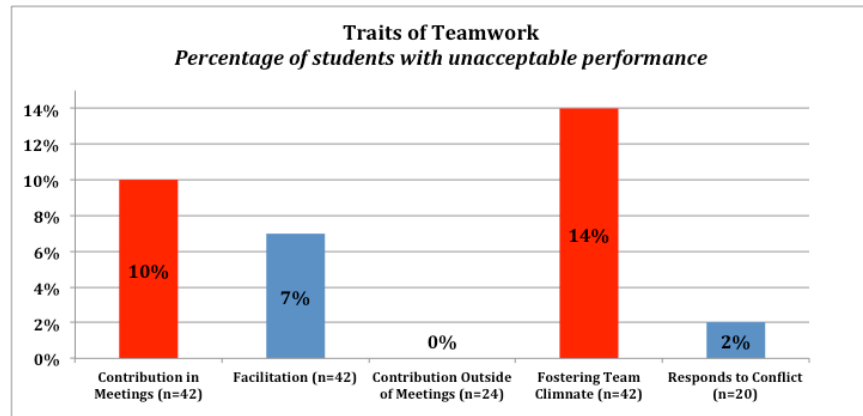
- 70% of students will meet or exceed expectations.
- Less than 10% of students will score “1” (below expectations) on any “trait” in the rubric.

Data Summary & Analysis:

There are two targets set for this skill, (1) 70% of students will meet or exceed expectations; and (2) less than 10% of students will score “1” (below expectations) on any “trait” in the rubric. Traits #4 and #5 could not be assessed for all students. Overall rubric score reflects averages of Trait #1, #2 and #4 only. Overall rubric score is: 61% met expectations.

	Trait 1	Trait 2	Trait 3	Trait 4	Trait 5
N =	42	42	24	42	20
Meets Expectations	80%	48%	36%	55%	27%
Does Not Meet Expectations	20%	52%	21%	45%	21%
Not Assessable (n/a)	0%	0%	43%	0%	52%

With regard to the individual components of oral communication that are described on the rubric, our proficiency benchmark was set at less than 10% of our students scoring “below expectations” on any single trait assessed.



Findings show students failed to meet proficiency benchmarks for two traits: (1) Contribution in meetings and (2) Fostering Constructive Team Climate. A student was deemed below expectations in Contribution in meetings if student “shares ideas but does not advance the work of the group.” A student was deemed below expectations in Fostering Team Climate if student “supports a constructive team climate by doing any one [as opposed to doing multiple actions] of the following: treats team members respectfully by being polite and constructive in communication; uses positive vocal or written, facial expressions, and/or body language to convey a positive attitude about the team and its work; motivates teammates by expressing confidence about the importance of the task and the team’s ability to accomplish it.”

Preliminary Closing the Loop Suggestions:

- Continue development for Oral Communication & Leadership Workshops including scale up initiatives to reach both entering transfer students and exiting graduating students

[End of Report]