CBE AOL Closing the Loop Form

Program: MBA   Date: May 4, 2021

Learning Goal: LG 2: Students who graduate will be effective communicators in a diverse and global environment.

Learning Objective: LO 2B: Students who graduate will apply effective written communication skills in a diverse and global environment.

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Closing-the-Loop

1. Review Learning Objective (LO) assessment data in the current Assessment Report.
2. Review previous LO assessment data and improvement actions taken since then in the AOL Summary Report.
3. Document below the effectiveness of past improvement actions in improving student learning or the AOL process (this is what is known as "closing-the-loop").

> 1. Current assessment data shows that 81% of our students meet or exceed expectations. All traits above the target of 75%.
>
> 2. Previous data from the 2017 assessment report show that 100% of our students meet or exceed expectations. All traits above the target of 75%.
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> 3. While it is difficult to see from the data, an emphasis on feedback on papers seems to have improved student written communication.

4. Document below your evaluation of current LO assessment data compared to the benchmark and the need for new improvement actions. Consider not just the overall average LO score but also score on individual traits shown in the Assessment Report and derived from the LO rubric.

> The general feeling among faculty in our discussions is that the nature of communication is changing. This is true for both oral and written communication and has become most apparent in the past year as education has adopted remote learning technology to cope with the COVID pandemic.
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> Many new forms of written communication medium are emerging, including comments, chat, blogs, discussion boards and other short format forms of communication and dialogue. This has changed the dynamic in the classroom, as some students seem to be more adapt than others at using any given medium. This opens up new avenues for using classroom experiences to develop skills in using remote communication technologies and mediums more effectively.

5. Record below a list of recommended course-level or programmatic actions to improve student learning or the AOL process.
   a. Sort the list from most recommended to least.
   b. Given our mature AOL system, ideas should not be limited to just AOL system improvements.
   c. For each improvement action proposal, list the project leader, timeline to completion, required resources, expected ease of implementation (hard, medium, easy), and expected impact on student learning (low, medium, high).
   d. You may use ease of implementation and impact on student learning to rank improvements.

e. There is no guarantee that improvement ideas will be approved. They need to be reviewed by the program director, curriculum committee and dean.

1. Coming out of our experience during the one and one-half years of remote learning due to COVID restrictions on face-to-face classroom meetings, and the changes in work-life arrangements in organizations with an increasingly flexible embrace of remote work, we see an opportunity to mix face-to-face and remote learning modalities to improve communication student skills in a professional setting.
2. The core courses in the MBA program are already designated as for either on-ground or hybrid modes of instruction. Two of the course, MGMT 603 and MGMT 693 will need to be similarly designated.
3. MGMT 603 and MGMT 693 will need to go through the appropriate approval process to be designated for both on-ground and hybrid delivery.