

CBE AOL Closing the Loop Form

Program: MS in Accountancy Date: 10/9/2020

Learning Goal: 4. Students who graduate will be able to communicate effectively and professionally.

Learning Objective: 4B: Build oral communication skills to deliver a well-organized, informative, and persuasive oral presentation within a professional context.

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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").

For the Summer 2016 assessment, the oral presentation on capstone project was used to assess LO4B. The assessment results indicate that 92% students met or exceeded expectations on the overall rubric score. The results for individual traits are: 100% for Trait 1 (Organization), Trait 2 (Graphics/Slides), Trait 3 (Subject Knowledge/Content) and Trait 6 (Time Management) and 88% for Trait 4 (Style) and Trait 5 (Delivery).

We implemented the improvement action recommended for 2018/19 to create a new course ACCT 671 to improve students' oral communication skills. The results from Fall 2019 assessment show that ACCT 671 was effective in improving students' oral communication skills, including students' confidence, self-efficacy and fundamental skills of gesture, posture, pacing, eye contact, derailers, voice, tone and body language. Compared to the 2016 assessment, the Fall 2019 assessment results suggest that MSA students improved performance in LO4B. Overall, 100% of the students met or exceed expectations.

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 Fall 2019 assessment results show that 100% of the students overall score met or exceeded expectations in all five traits and no students scored "0-2" (below expectations) for any of the five traits. Students did very well in following the instructions for visual aids and time management traits. However, the instructor for ACCT 671 mentioned that students need more work on organization and delivery. Students are encouraged to practice more in the future.

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.

The following improvements are recommended for the next assessment:

1) Have the class on Sunday, have fewer days, longer hours for each session. For example, classes will meet on three Sundays for eight hours each or four Sundays for six hours each. The advantages include:

- If the first Sunday class is before the first class for the semester, students will get to know each other better and build relationships. Teamwork will improve accordingly.
- Holding classes every other week will have strong positive impacts on student learning because it takes time for students to warm up. 8-hour day will help students build skills better, build deeper relationships, and facilitate group projects better.

Implementation: medium

Impact on student learning: high impact, more rested students will be more focused, not to worry about midterms next day, improve learning for Saturday classes.

- 2) Have four facilitators in class, "Train the trainer option": Train the MSA students to be trainers for the next cohort of MSA class.
- 3) Consider improving the rubrics by including more complete skills to be developed in ACCT 671 course in the next assessment cycle.