

2021

AOE: Administration and Information Systems Assessment

ASSESSMENT TEAM

Beginning in 2021, the Area of Emphasis (AOE) degrees assess Program Learning Outcomes (PLOs) through the mapping of course Student Learning Outcomes (SLOs) to PLOs. This is done through Nuventive Improve using the following process (include visuals):

1. The Institutional Effectiveness office assigns courses to the AOE program using the required and elective courses identified in the College Catalog.
2. Assigned discipline faculty use the matrix in Nuventive to map Course Student Learning Outcomes (SLO) to AOE Program Learning Outcomes (PLO).

AOE - BUS: Business Administration & Infor...		BUS-20 - Business Math*			
		* is owned by another Unit(Discipline - BUS)			
PLOs	SLO 1 Demonstrate speed and accuracy in analyzing common business problems using applied***	SLO 2 Explain, analyze, and apply quantitative methods to solve problems within business relatec***	SLO 3 Demonstrate an understanding of mathematical skills required in other business***	SLO 4 Compare and discriminate between mathematical processes in order to select the appropriate***	
PLO 1 Categorize basic administrative terms,theories and principles.					
PLO 2 Demonstrate basic understanding of economic systems; i.e., the manner in which goods are produced and distributed in a society and the mea ...					
PLO 3 Understand and apply fundamental management principles, such as profit/loss, balancing accounts, conflict resolution, effective customer ...	✓		✓		
PLO 4 Perform functions such as preparation of memoranda, utilization of spreadsheets, adherence to schedules and responding effectively to changes ...					

3. Reports of mapped SLO benchmark attainment are pulled from Nuventive.

Course ID	Course Name	SLO Name	SLO	Benchmark Met	SLO Status
ACC-1A	Principles of Accounting I	SLO 1	Demonstrate knowledge of the accounting cycle and financial statements through	Yes	Active
		SLO 2	Analyze and utilize knowledge for financial		Active
		SLO 3	Recognize the role and importance of ethics		Active
ACC-1B	Principles of Accounting	SLO 1	Solve problems, analyze, explain, and apply	No	Active
				Yes	Active
		SLO 2	Recognize the role of ethics in managerial		Active
				Yes	Active
		SLO 3	Identify, use, and appropriately apply	N/A	Active
			No	Active	
			Yes	Active	

Mastery of PLOs is assessed by taking the average of mapped SLOs that have met benchmarks. This average, is then compared to the benchmark set for PLOs (also known as the benchmark of benchmarks). The default benchmark of benchmarks is set at 70%, however, this can be changed if deemed necessary by the various disciplines involved in the AOE or by the Norco Assessment Committee.

In Fall 2021, all PLOs for the Administration and Information Systems AOE degree were assessed using the method described above. SLO assessment from Fall 2014 to Spring 2021 was used for the assessment of all PLOs.

The following were the assessment outcomes for PLOs 1-6:

	# of Courses Mapped	# of Courses with Assessment	# of SLO Assessments	% SLO Assessments meeting Benchmarks	Benchmark of Benchmarks
PLO 1-Categorize basic administrative terms, theories and principles.	3	1	2	50%	70%
PLO 2 - Demonstrate basic understanding of economic systems; i.e., the manner in which goods are produced and distributed in a society and the means by which economic growth is achieved and sustained.	8	3	14	100%	70%
PLO 3 - Understand and apply fundamental management principles, such as profit/loss, balancing accounts, conflict resolution, effective customer relations and time management.	5	0	0	n/a	70%
PLO 4 - Perform functions such as preparation of memoranda, utilization of spreadsheets, adherence to schedules and responding effectively to changes in the work environment.	5	0	0	n/a	70%
PLO 5 - Implement the fundamental concepts from courses in business, public administration, economics and/or information systems	13	5	18	83%	70%
PLO 6 - Locate, process, and utilize information effectively.	9	1	3	67%	70%

PLOs 2 & 5 met their benchmark of benchmarks for this assessment with 100% and 80% of SLO assessment meeting benchmarks, respectively. PLOs 1 and 6 did not meet benchmarks. Both of these PLOs only had one course's SLO assessments to assess the PLO. This is not recommended since student performance in SLOs of one class is not indicative of program mastery unless it is a capstone course. Finally,

PLOs 3 and 4 were not able to be assessed since none of the mapped courses had any assessment. One of the reasons for this was that many courses in Accounting and Business had recently changed all course SLOs through the curriculum revision process and these disciplines had not been able to assess the new SLOs.

These outcomes were discussed at the Norco Assessment Committee on April 6th, 2022.

Discussion

- The PLOs are more general and not too difficult to map SLOs too. If the PLO is more specific, fewer SLOs may map.
- BEIT faculty recently mapped to use reports for ACBSC- Business school accreditation.
- PLO 2, 3, and 5 scored lower on their benchmarks but also seem to indicate a deeper level of knowledge.
 - Cultural (Geography) connects to this deeper level of knowledge and may affect the attainment of student learning in the PLO.
- Recommendation to do a FLEX mapping workshop.
- Future of AOE- Thoughts on eliminating Area of Emphasis degrees.
 - Guided Pathways is working to keep students on paths, AOE don't align well.
 - From a Counseling perspective, the AOE serve students well.
 - Do not have ADT majors in every area the CSUs have (for example Humanities).
 - It's hard to identify which path the students in AOE are on.
 - Completion in AOE does not lead to as much transferable credit in the major at the four-year institution.
 - Most students who complete AOE are completing random courses at the college.
 - Concerned that removing AOE would cut down on the college completion rate.
 - Because of catalog rights, the AOE can be eliminated and they would slowly phase out. New degrees would have to be developed for students on pathways that AOE had captured.
 - Please note many students change their minds about degrees during their educational journey here, AOE help capture the credits they have obtained.
 - Suggestion to continue the discussion focusing on making the connection between workplace skills and degrees including ADTs.
 - Suggestion- There is no formal way to articulate liberal arts/GE skills. There could be value in working on how to provide students with ways to talk about those things in a marketable way. This could be connected to e-portfolios or badges.

	Courses Involved
<p>PLO 1-Categorize basic administrative terms, theories and principles.</p>	<p>MAG-44</p>
<p>PLO 2 - Demonstrate basic understanding of economic systems; i.e., the manner in which goods are produced and distributed in a society and the means by which economic growth is achieved and sustained.</p>	<p>ECO-8, ECO-7, ECO-4,</p>
<p>PLO 3 - Understand and apply fundamental management principles, such as profit/loss, balancing accounts, conflict resolution, effective customer relations and time management.</p>	<p>n/a</p>
<p>PLO 4 - Perform functions such as preparation of memoranda, utilization of spreadsheets, adherence to schedules and responding effectively to changes in the work environment.</p>	<p>n/a</p>

PLO 5 - Implement the fundamental concepts from courses in business, public administration, economics and/or information systems

ECO-8, ECO-7, ECO-4, BUS-20, MAG-44

PLO 6 - Locate, process, and utilize information effectively.

BUS-20