



**STARK STATE COLLEGE**  
**ASSESSMENT SUMMARY REPORT**

<b>Department/Division</b> <b>Business and Information Technology Division</b>	<b>Chair/Dean</b> <b>James Falter</b>
<b>Degree Program(s)/Major(s)/Certificate(s)</b> <b><u>Accounting and Finance:</u></b> 2001 Accounting – Corporate Major 2002 Accounting – CPA Major 2004 Bookkeeping One-Year Certificate 2005 Enrolled Agent One-Year Certificate 2006 Fundamental Payroll One-Year Certificate 2007 Accounting – Tax Major 2008 Accounting – Computer Information Major 2009 Accounting Services for Health Administration Major 2010 Banking Associate One-Year Certificate 2011 Accounting – Forensic Accounting Major 2012 Computer- Integrated Accounting One-Year Certificate 2017 Tax Preparer Career Enhancement Certificate 2018 QuickBooks Career Enhancement Certificate 2400 Finance  <b><u>Digital Media and Administrative Technologies Department</u></b> 2105 AAB Legal Assisting 2106 CERT Legal Assisting 2120 AAB Administrative Office Professional 2122 CERT Administrative Office Professional 2123 AAB Administrative Office Professional – Management Major 2124 AAB Administrative Office Professional – Virtual Office Professional Major 2127 CEC Administrative Services and Office Applications – Formatting and Office Skills 2128 AAB Training & Development Technology 2129 CEC Training & Development Technology – E-Learning Specialist 2130 CEC Training & Development Technology – Training & Development Specialist	<b>Academic Year (20xx/20xx)</b> <b>2018/2019</b>

2131 CEC Training & Development Technology – Training Software Applications Specialist  
2156 CEC Administrative Services and Office Applications – Desktop Publishing  
2158 AAB Judicial Court Reporting Major  
2159 CEC Judicial Court Reporting – Captioning/Cart  
5024 CEC Administrative Services and Office Applications – Microsoft Applications Professional  
5300 AAS 3D Motion Graphics Technology  
5460 AAS Music Production and Engineering  
5461 CEC Commercial Music Technology – Music Production  
5500 AAS Computer Graphic Arts  
5501 AAS Computer Graphic Arts – Digital Photography Major  
5502 CEC Graphic Design  
5503 CEC Digital Photography  
5550 AAS Digital Video Media

**Management and Marketing Department**

2055 AAB Business Management  
2060 AAB Business Management – Health Services Major  
2061 AAB Business Management – Finance Major  
2062 AAB Business Management – Human Resources Major  
2067 AAB Business Management – Kent State BBA Degree Major  
2071 CERT Entrepreneurship  
2072 CEC Entrepreneurship  
2079 AAB Business Management – Entrepreneurship Major  
2080 AAB Business Management – Culinary Arts  
2081 AAB Business Management – Sports Management Major  
2300 AAB Marketing and Sales Management

**Computer Science and Information Systems:**

5000 AAB Computer Technology

5011 AAB Computer Technology – Help Desk/Computer Support Specialist Major

5014 CERT Data Analytics

5026 CERT Computer Maintenance & Desktop Support Technician

5030 CEC Management Information Systems – Help Desk and Computer User Support

5100 AAB Web Design and Development

5125 CERT Web Design

5200 AAB Computer Programming and Database

5204 CERT Database Systems

5205 AAB Computer Programming and Database – Geographic Information Systems Major

5208 CERT Geographic Information Systems Specialist

5255 CEC Computer Science and Engineering – C++ Programming

5256 CEC Video Game Design

5257 CEC Computer Science and Engineering – Java Programming

5258 CEC Computer Science

5206 CEC Computer Programming and Database – Microsoft SQL Server

5250 AAS Computer Science & Engineering

5253 AAS Computer Science & Engineering – Video Game Design and Development Major

5350 AAS Computer Engineering

5400 AAS Computer Network Administration & Security Technology

5402 AAS Computer Network Administration & Security Technology - Unix/Linux Administration Major

5403 AAS Computer Network Administration & Security Technology – Cisco Network Administration Major

5450 AAS Cyber Security and Computer Forensics

5475 AAS Computer Science & Engineering – Mobile Application Development Major

5476 CERT Mobile Development

5576 CEC Geographic Information Systems – Geospatial Technology Professional

The annual assessment summary report assists the College in documenting assessment progress and provides department chairs with assessment data needed to complete their academic program review. Department chairs will summarize information for the courses assessed in their department during the academic year. Chairs will forward their department summary report to their dean by June 10. Deans will summarize information for the courses assessed in their division and forward their division report to the Provost by July 1. The Provost will prepare an Academic Affairs' assessment report by July 29.

1. Briefly summarize the data that was collected related to each of the General Learning Outcomes and the plans for improvement if below 70%.

During the 2017-2018 AY, A total of 94 courses were assessed and 9 courses were re-assessed within the BIT Division's five departments). The following classes fell below the 70% threshold

- Effective Communication (GLO1): Seven classes fell below the 70% threshold and will be reassessed.
- Quantitative Literacy (GLO2): Ten classes fell below the 70% threshold and will be reassessed.
- Information Literacy (GLO3): Four classes fell below the 70% threshold and will be reassessed.
- Critical Thinking (GLO4): Nine classes fell below the 70% threshold and will be reassessed.
- Global and Diversity Awareness (GLO5): Three classes fell below the 70% threshold and will be reassessed.
- Civic, Professional, and Ethical Responsibility (GLO6): Six classes fell below the 70% threshold and will be reassessed.

1a. Courses assessed/total number of eligible courses in your department or division during this past academic year =  $114/277 = 41\%$  (ex.  $8/45=18\%$ )

**Eligible courses reflect all approved courses in your department/division, including courses with an effective date, during this academic year. Re-assessed courses should not be included in this section. Report re-assessed courses in 1b below.** (Please provide numbers, including zero (0), in the blanks below. If not applicable, indicate with an NA.)

Faculty :	24 FT	14 Adjunct		
Modality:	30 F2F	25 W2	38 W3	5 W4
Campus:	76 Main	4 Satellite	1 College Credit Plus	0 Early College
Time:	61 Day	10 Evening	0 Weekend	

1b. Courses re-assessed/total number of eligible courses in your department or division =  $9/115 = 7.8\%$  (ex.  $8/45=18\%$ )  
(Please provide numbers, including zero (0), in the blanks below. If not applicable, indicate with an NA.)

Faculty :	6 FT	6 Adjunct		
Modality:	16 F2F	0 W2	18 W3	0 W4
Campus:	10 Main	5 Satellite	1 College Credit Plus	0 Early College
Time:	13 Day	3 Evening	0 Weekend	

1c. Programs, options, certificates affected by assessment/eligible programs, majors, certificates=  $53/53 = 100\%$  (ex.  $1/3=33\%$ )

1d. Departments participating in assessment/eligible departments= **4/4 = 100% (To be completed by Deans ONLY)** (ex. 4/4=100%)

2. List the evaluation methods used to evaluate the GLOs and PLOs. Refer to examples on the course assessment templates and in the assessment handbook available on *mystarkstate*.

General Learning Outcomes (GLOs)		Program Learning Outcomes (PLOs)
Practice Documents (keyboarding)	Effective Communication (GLO1) Information Literacy (GLO3) Critical Thinking (GLO4)	PLO's are under review and being updated for all departments in the BIT Division for the 2016-2019, three year, cycle.
Documents (keyboarding)	Effective Communication (GLO1) Information Literacy (GLO3) Critical Thinking (GLO4)	
Prescriptive Analysis	Effective Communication (GLO1) Information Literacy (GLO3)	
Chapter Tests and Exams	Effective Communication (GLO1) Quantitative Literacy (GLO2) Information Literacy (GLO3) Critical Thinking (GLO4) Global and Diversity Awareness (GLO5) Civic, Professional, and Ethical Responsibility (GLO6)	
Quizzes	Effective Communication (GLO1); Quantitative Literacy (GLO2); Information Literacy (GLO3); Critical Thinking (GLO4); Global and Diversity Awareness (GLO5); Civic, Professional, and Ethical Responsibility (GLO6)	
Research Projects	Effective Communication (GLO1); Quantitative Literacy	

	(GLO2); Information Literacy (GLO3); Critical Thinking (GLO4); Global and Diversity Awareness (GLO5); Civic, Professional, and Ethical Responsibility (GLO6)	
Case Studies and Briefs	Effective Communication (GLO1); Quantitative Literacy (GLO2); Information Literacy (GLO3); Critical Thinking (GLO4); Global and Diversity Awareness (GLO5); Civic, Professional, and Ethical Responsibility (GLO6)	
Discussion Forums	Effective Communication (GLO1); Quantitative Literacy (GLO2); Information Literacy (GLO3); Critical Thinking (GLO4); Global and Diversity Awareness (GLO5); Civic, Professional, and Ethical Responsibility (GLO6)	
Team Research Paper	Effective Communication (GLO1); Quantitative Literacy (GLO2); Information Literacy (GLO3); Critical Thinking (GLO4); Global and Diversity Awareness (GLO5); Civic, Professional, and Ethical Responsibility (GLO6)	
In-Class Activities	Effective Communication (GLO1); Quantitative Literacy (GLO2); Information Literacy (GLO3); Critical Thinking (GLO4); Global and Diversity	

	Awareness (GLO5); Civic, Professional, and Ethical Responsibility (GLO6)	
In-Class Team Presentations	Effective Communication (GLO1); Quantitative Literacy (GLO2); Information Literacy (GLO3); Critical Thinking (GLO4); Global and Diversity Awareness (GLO5); Civic, Professional, and Ethical Responsibility (GLO6)	
Online Assignments	Effective Communication (GLO1); Quantitative Literacy (GLO2); Information Literacy (GLO3); Critical Thinking (GLO4); Global and Diversity Awareness (GLO5); Civic, Professional, and Ethical Responsibility (GLO6)	
Homework Assignments	Effective Communication (GLO1); Quantitative Literacy (GLO2); Information Literacy (GLO3); Critical Thinking (GLO4); Global and Diversity Awareness (GLO5); Civic, Professional, and Ethical Responsibility (GLO6)	
Peer Evaluations	Effective Communication (GLO1); Quantitative Literacy (GLO2); Information Literacy (GLO3); Critical Thinking (GLO4); Global and Diversity Awareness (GLO5); Civic, Professional, and Ethical Responsibility (GLO6)	

Written Reports	Effective Communication (GLO1); Quantitative Literacy (GLO2); Information Literacy (GLO3); Critical Thinking (GLO4); Global and Diversity Awareness (GLO5); Civic, Professional, and Ethical Responsibility (GLO6)	
Class Discussions and Participation	Effective Communication (GLO1); Quantitative Literacy (GLO2); Information Literacy (GLO3); Critical Thinking (GLO4); Global and Diversity Awareness (GLO5); Civic, Professional, and Ethical Responsibility (GLO6)	
Comprehensive Final Exam	Effective Communication (GLO1); Quantitative Literacy (GLO2); Information Literacy (GLO3); Critical Thinking (GLO4); Global and Diversity Awareness (GLO5); Civic, Professional, and Ethical Responsibility (GLO6)	
Production progress checks	Effective Communication (GLO1) Information Literacy (GLO3) Critical Thinking (GLO4) Civic, Professional, and Ethical Responsibility (GLO6)	
Presentations	Effective Communication (GLO1) Global and Diversity Awareness (GLO5)	



	Civic, Professional, and Ethical Responsibility (GLO6)	
Capstone Projects	Effective Communication (GLO1) Quantitative Literacy (GLO2) Information Literacy (GLO3) Critical Thinking (GLO4) Global and Diversity Awareness (GLO5) Civic, Professional, and Ethical Responsibility (GLO6)	
Logistics/Critical Thinking exercises	Effective Communication (GLO1) Quantitative Literacy (GLO2) Information Literacy (GLO3) Critical Thinking (GLO4) Global and Diversity Awareness (GLO5) Civic, Professional, and Ethical Responsibility (GLO6)	
Negotiation exercises	Global and Diversity Awareness (GLO5)	
Strategy Formulation and Decision Making exercises	Effective Communication (GLO1) Quantitative Literacy (GLO2) Information Literacy (GLO3) Critical Thinking (GLO4) Global and Diversity Awareness (GLO5) Civic, Professional, and Ethical Responsibility (GLO6)	

3. Include evidence of students achieving or not achieving the learning outcomes. List each course assessed and re-assessed with the GLOs for each course including the complete data and percentages.

Course Assessed or Re-Assessed	GLO1: Effective Communication	GLO2: Quantitative Literacy	GLO3: Information Literacy	GLO4: Critical Thinking	GLO5: Global & Diversity Awareness	GLO6: Civic, Professional, & Ethical Responsibility
97	3025/3609 = 84%	2363/2960 = 80%	1434/1552 = 92%	3064/3655 = 84%	881/1049 = 84%	1553/1785 = 87%

It should be noted that each metric for the above GLO's improved from the year prior.

4. Outline and summarize the action plans that have been developed to improve student learning based on the evidence for this year.

Each department continually reviews and monitors each course and their respective programs to ensure student learning outcomes are met. In addition to improving evaluation methods, improvement plans incorporate course sequencing/alignment, tutoring, advising, communication, training of faculty, and early intervention are studied, reviewed, updated and/or implemented.

In support of continual improvement in student learning, each of the five departments within the Division of Business and Information Technology implements supporting initiatives, including the following:

- Analyze methods and timing of assessments
- Assessing the validity of questions
- Continually improve grading rubrics, study guides and review exercises
- Expand group assignments and team-based, active learning
- Evaluate the effectiveness of study chats, their structure and timing within a class
- Implement revisions to study guides, within course management system (Blackboard)
- Improve pre/post test assessment continually
- Revise and adjust assessment methods in courses that fall below the threshold; focusing on key learning outcomes (concepts)
- Update audio lectures and utilize "virtual" flashcards into online courses
- Utilize synchronous "live" review sessions for online courses

**5. What steps did you take to ensure shared responsibility from faculty/staff/students/advisory boards/etc. for student learning and assessment of student learning?**

The assessment process is a coordinated process for each of the five departments within the BIT division. Each department has established processes in place for assessment of student learning outcomes and continuous improvement.

As agenda items for the five departments, all SLO, GLOS, PLOS, Assessment Summary Reports, and APRs are actively discussed throughout the academic year. Department chairs and faculty work together to ensure shared responsibility for assessing student learning. All faculty members throughout the five departments are responsible for assessing all courses during the three-year assessment cycle and re-assessing any evaluation methods that fall below the minimum standard. Fulltime faculty members mentor adjunct faculty teaching courses they coordinate. Fulltime faculty monitor all material for courses they coordinate including syllabi, master courses, and evaluation methods. These efforts in made with the goal of assuring learning objectives are met.

The assessment process is actively monitored by the respective department chairs. Advisory board members are updated on the assessment process at the department advisory board meetings which occur in fall and spring semester.

**6. Identify the steps you plan to take to improve the effectiveness of the efforts to assess and improve student learning for next year.**

Steps for Improvement	Resource(s) Needed
Discuss Assessment in Department Staff Meetings	N/A
Discuss Assessment in Advisory Board Meetings	N/A
Review all syllabi at the beginning of each semester to ensure alignment of GLOs with course objectives and methods of evaluation	N/A
Continued mentoring of Adjunct faculty by Fulltime faculty	N/A
Enhance Assessment training for all faculty, including Adjuncts	N/A
Add additional review of material covered in previous courses	N/A
Creation of new homework assignments and revisions to existing homework assignments	N/A
Continued assessment training, including Academic Program Review training for all faculty, including Adjuncts	N/A

Communicate assessment process to students	N/A
Conduct department “best practice” meetings (including adjunct and college credit plus instructors each semester)	NA
Development of course coordinator checklist and duties to ensure the methods of evaluation align with the GLOs.	NA
Continue to development master courses for key courses in the department. This is continually updated each semester.	NA
Monitor a newly developed advising guideline to ensure proper placement of students.	NA
Blackboard/BANNER training	E-Learning/SSC Instructional and videos available.
Software Updates/New Purchases	Based on budget allocation
Implement technology in the classroom where possible to increase student success	Based on budget allocation
Professional Development Training	Based on budget allocation
Instructional Equipment and software	Based on budget allocation
Class Observation	NA
Cross departmental faculty forum meetings	NA