Professional Studies in Management (PSM) Department – 2020-2021 Annual Report

The following tables include:
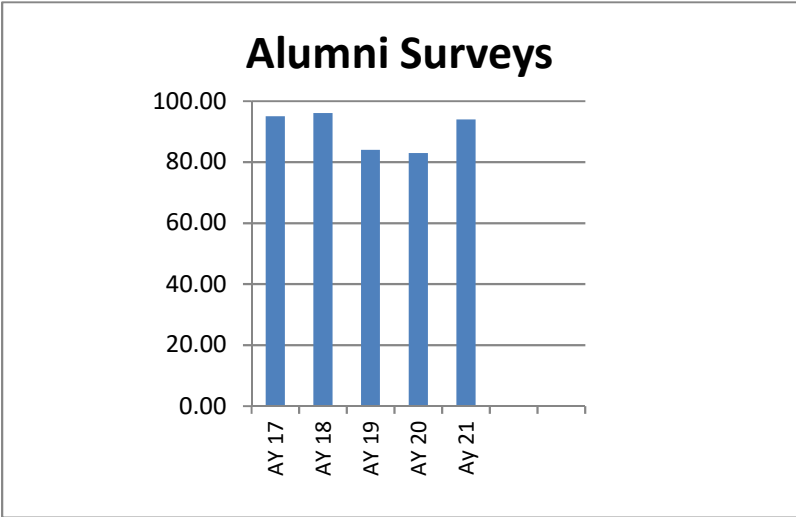- **Six Global Business Outcomes**
- **One Major Specific Outcome per program**
- **Three General Education Outcomes**

Each contain the relevant means of assessment, criterion for success, data, actions taken, and results of the actions taken.
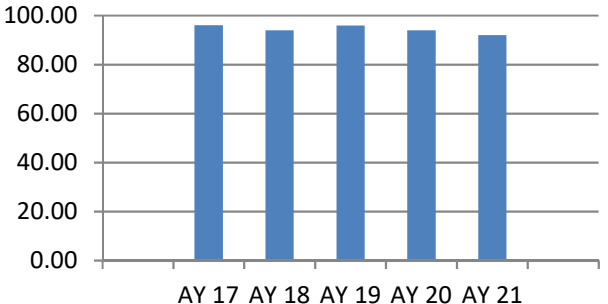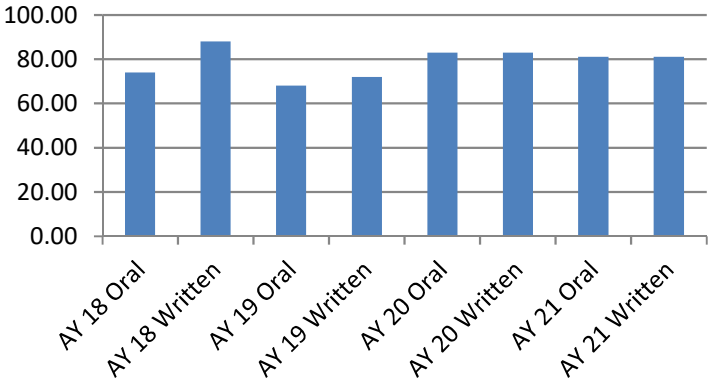
Performance Indicator	
<mark>**GB1: Ethics – Business graduates will develop and demonstrate a personal philosophy that integrates Christian principles with ethical business conduct.**</mark>	**Objectives:** 1. Students will demonstrate through application of both a personal philosophy and the ability to recognize/engage in ethical business conduct. (Philosophy of Life paper; Peregrine results (external measure); exit and alumni surveys)

		Analysis of Results			
Performance Measure (Competency)	**Description of Measurement Instrument**	**Areas of Success**	**Analysis and Action Taken**	**Results of Action Taken (occurs in the following year)**	**Insert Graphs or Tables of Resulting Trends for 3-5 Years (please graph all available data up to five years)**
75% of students will score 80% or higher on the assignment.	Philosophy of Life Summary Paper	30 of 34 students (88%)	Performance is as intended even with increasing the measure to 75% will score 80% or above.	No action taken.	Phil. of Life Assn. (bar chart, AY 17–AY 21)

50% of students will score 60% or above on individual topic on external measurement (Peregrine).	PEREGRINE	60% of students scored at or above 60%. (6 of 10 students)	Goal met.	No action taken.	PEREGRINE chart
75% of students will agree or strongly agree on survey responses.	Exit Surveys-Question 1.1 (Program as adequately prepared you to demonstrate ethical business conduct)	Met or exceeded the performance measure. 25 of 26 (96%)	Performance is as intended even with the increase to 75%.	Will continue to monitor trends	Exit Survey -Ethics chart

PEREGRINE

(Bar chart — values approximately: AY17 ≈ 76, AY18 ≈ 50, AY 19 ≈ 62, AY 20 ≈ 38, AY 21 ≈ 60. Y-axis 0.00 to 100.00)

Exit Survey -Ethics

(Bar chart — values approximately: AY 17 ≈ 96, AY 18 ≈ 96, AY 19 ≈ 98, AY 20 ≈ 97, AY 21 ≈ 96. Y-axis 0.00 to 100.00)

60% of students will score satisfactory or above on survey responses.	Alumni Surveys - (Question 10.5: How satisfied are you with the following aspect of MNU's business program – Emphasis on Christian Ethics)	Met or exceeded the performance measure. 15 of 16 alumni surveys (94%) scored satisfactory or very satisfied.	Performance is as intended. (increased from 50% measure to 60% this year)	No action taken.	
					Alumni Surveys

Performance Indicator	
GB2: Communication – Business graduates will be able to communicate effectively using appropriate methods and tools.	Objectives: 1. Students will demonstrate effective written communication. (Capstone case study Final Paper) 2. Students will demonstrate effective oral presentation skills. (Oral presentation for Capstone case study)

		Analysis of Results			
Performance Measure (Competency)	Description of Measurement Instrument	Areas of Success	Analysis and Action Taken	Results of Action Taken (occurs in the following year)	Insert Graphs or Tables of Resulting Trends for 3-5 Years (please graph all available data up to five years)
75% of all students will score 75% or higher on the assignment.	CAPSTONE Case Study Oral Presentation (Formerly Applied Project Final Presentation) (ORAL)	90% exceeded the performance measure. (27 of 30 students)	Performance is as intended.	None taken. Changed to Capstone Case Study in AY 20.	**Capstone Present.** (bar chart: AY 18 ≈ 91, AY 19 ≈ 81, AY 20 ≈ 98, AY 21 ≈ 90; y-axis 0.00 to 100.00)
75% of all students will score 75% or higher on the assignment.	CAPSTONE Case Study Written Report (Formerly Applied Project Final Paper) (WRITTEN)	77% met or exceeded the performance measure. (23 of 30 students)	Performance is as intended.	None taken. Will continue to monitor for trends.	**Capstone Final Paper** (bar chart: AY 17 ≈ 96, AY 18 ≈ 84, AY 19 ≈ 78, AY 20 ≈ 97, AY 21 ≈ 77; y-axis 0.00 to 100.00)

75% will score satisfied or extremely satisfied on Exit Survey.	Exit Survey – Question 1.2 (adequately prepared you to effectively communicate in business)	Met or exceeded the performance measure. 24 of 26 (92%)	Performance is as intended.	Performance measure increased to 75% of students will agree or strongly agree (For AY 20)	**Exit Survey - Comm.** (Bar chart: AY 17, AY 18, AY 19, AY 20, AY 21, all near 90–95 on a 0–100 scale)
60% will score satisfied or extremely satisfied on Alumni Survey.	Alumni Surveys - (Questions 10.3 and 10.4 – rate the level of preparation you received from MNU's business program in oral and written communication skills)	Met or exceeded the performance measure. 13 of 16 alumni surveys (81%) scored satisfactory or very satisfied on oral communication. 13 of 16 (81%) scored satisfactory or very satisfied on written communication.	Performance is as intended.	Increased the performance measure to 60% of students will score satisfactory or above on survey responses (For AY 20)	**Alumni Survey - Comm.** (Bar chart: AY 18 Oral, AY 18 Written, AY 19 Oral, AY 19 Written, AY 20 Oral, AY 20 Written, AY 21 Oral, AY 21 Written, on a 0–100 scale)

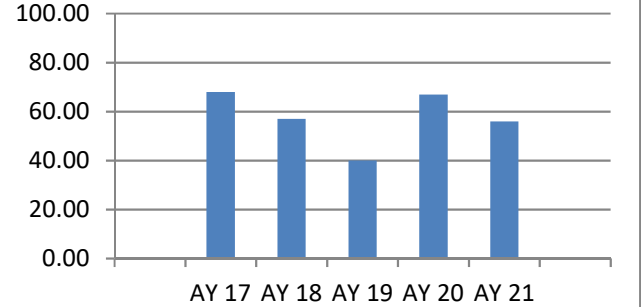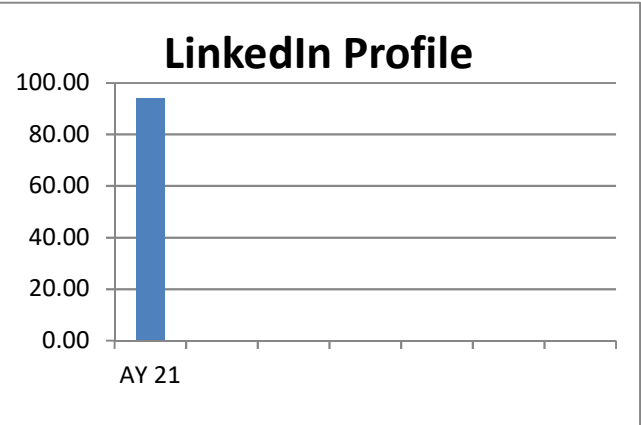| Performance Indicator					
GB3: Critical thinking – Business graduates will be able to demonstrate critical thinking skills and competencies in business content areas.	Objectives: 1. Students will demonstrate critical thinking skills and competencies within the business content (Professional Growth Plan paper and arctic survival simulation).				
		Analysis of Results			
Performance Measure (Competency)	Description of Measurement Instrument	Areas of Success	Analysis and Action Taken	Results of Action Taken (occurs in the following year)	Insert Graphs or Tables of Resulting Trends for 3-5 Years (please graph all available data up to five years)
75% will score 80% or above on Professional Growth Plan	Professional Growth Plan	100% met or exceeded the performance measure (17 of 17 students).	Performance is as intended.	Increased the performance measure to 75% of students will score 80% or higher on assignment for AY20.	

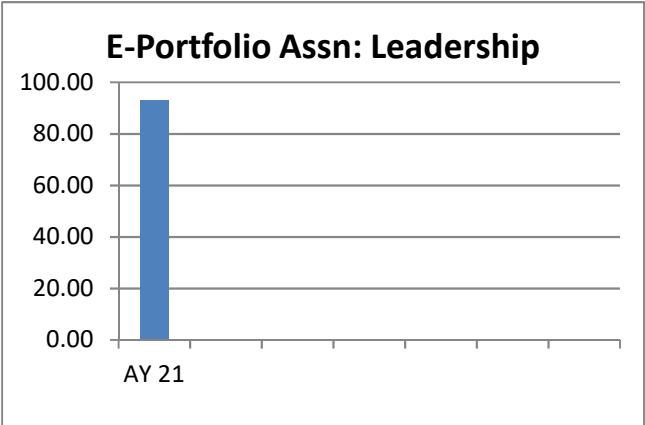|					
Not collected AY 21	Desert Survival and Arctic Survival Simulation rankings. For AY22 – we will use Arctic Survival simulation results only.	<mark>Due to an oversight, no data was collected during AY21.</mark>		For AY 22, 50% of Individual student scores on Arctic ranking will be at or below 50 points.	**Desert/Arctic Survival Rankings** (bar chart: y-axis 0.00 to 100.00; x-axis AY 16, AY 17, AY 18, AY 19, Ay 20)
75% will score satisfied or extremely satisfied on Exit Survey.	Exit Survey – Question 1.3 (adequately prepared you to demonstrate critical thinking)	Met or exceeded the performance measure. 25 of 26 (96%)	Performance is as intended.	Increased the performance measure to 75% of students will agree or strongly agree (for AY20)	**Exit Survey - Crit Think.** (bar chart: y-axis 0.00 to 100.00; x-axis AY 17, AY 18, AY 19, AY 20, AY 21)

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60% will score satisfied or extremely satisfied on Alumni Survey.	Alumni Surveys - (Questions 10.5 –Please rate the level of preparation you received from MNU's business program in problem solving and decision making skills)	Met or exceeded the performance measure. 15 of 16 alumni surveys (94%) scored satisfactory or very satisfied.	Performance is as intended.	Increased the performance measure to 60% of students will score satisfactory or above on survey responses (for AY20)	**Alumni Survey** AY 14 AY 17 AY18 AY 19 AY 20 AY 21

Performance Indicator	
<mark>GB4: Technology – Business graduates will be able to effectively use technology to enhance business processes and presentation.</mark>	Objectives: 1. Students will use technology to enhance business processes and assist with future preparation (E-Portfolio and LinkedIn Profile in Strategic Career Management, Virtual Meeting held in Communication and Conflict Management, E-Portfolio assignment in Leadership Challenges, and Exit and Alumni Surveys).

		Analysis of Results			
Performance Measure (Competency)	Description of Measurement Instrument	Areas of Success	Analysis and Action Taken	Results of Action Taken (occurs in the following year)	Insert Graphs or Tables of Resulting Trends for 3-5 Years (please graph all available data up to five years)
75% will score 80% or above on assignment.	E-Portfolio (using Google sites) will be created by each student to include resume, personal mission statement, training summary, life roadmap and one other artifact. <mark>Also, in Leadership Challenges (Mod 9), students will be required to update their portfolio with an additional item that relates to this curriculum</mark> – see below.	Met performance measure in 17 of 17 (100%).	Goal met for this year. Will continue to collect data and assess trends. We will emphasize to students this is a marketing tool they can use throughout their career and encourage them to keep it up to date.	Increased the performance measure to 75% of students will score 80% or higher on assignment for AY 20. No other action taken this year.	**E-Portfolio** — bar chart with values 100.00, 80.00, 60.00, 40.00, 20.00, 0.00 axis; bars for AY 17, AY 18, AY 19, AY 20, AY 21.

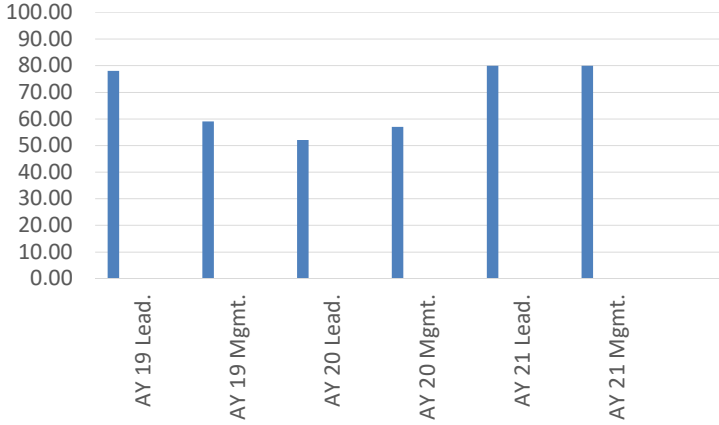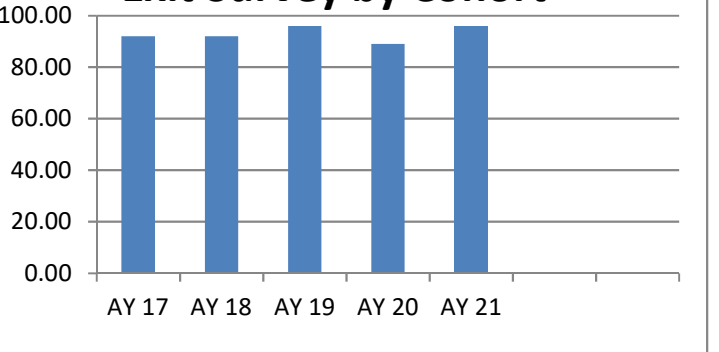|					
75% will score 80% or above on assignment.	Virtual Meeting Score (In Communication & Conflict Mgmt course, students will work as a group and hold a virtual business meeting. Will be graded on a rubric)	4 of 5 groups (80%) scored 80% or above on the assignment.	**NEW MEASURE** **Goal met.**	No action taken.	**Virtual Bs. Meeting** 100.00 80.00 60.00 40.00 20.00 0.00 AY21 n/a
75% will score satisfied or extremely satisfied on Exit Survey.	Exit Survey – Question 1.4 (whether tech. skills increased as a result of the OL program)	18 of 26 students scored satisfactory or very satisfied on this question. (69%)	Goal not met. This was a higher goal set in AY 20.	New tech. assignments added this year, so we will continue to see if that makes a difference in results. Also increased performance measure to 75% of students will agree or strongly agree for AY20. No additional action taken.	**Exit Survey** 100.00 80.00 60.00 40.00 20.00 0.00 AY 17 AY 18 AY 19 AY20 AY 21

60% will score satisfied or extremely satisfied on Alumni Survey.	Alumni Surveys - (Questions 10.7 – Please rate whether tech. skills increased as a result of OL program)	9 of 16 alumni surveys (56%) scored satisfactory or very satisfied.	Measure was not met.	New tech. assignments added this year, so will continue to see if that affects alumni results. No additional action taken.	**Alumni Survey**

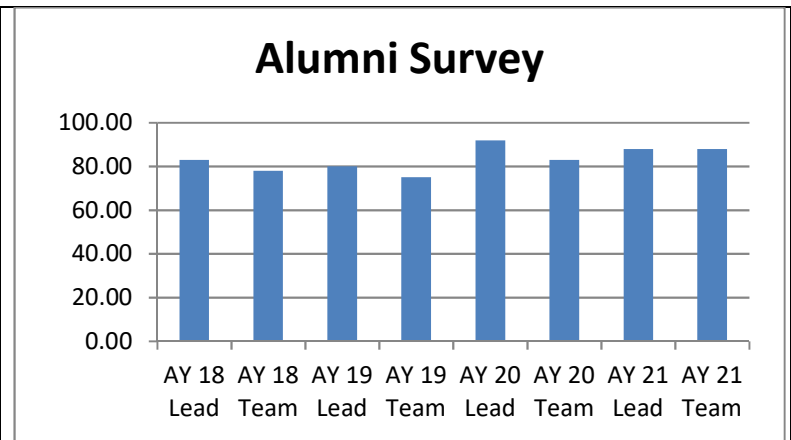|					
75% will score 80% or above on assignment.	Students will created a LinkedIn profile during *Strategic Career Mgmt.* course following a rubric.	16 of 17 students (94%) scored 80% or above	**NEW MEASURE** Goal met.	No action taken.	**LinkedIn Profile**

n/a

75% will score 80% or above on assignment.	In *Leadership Challenges and Best Practices* course, students will add to their existing E-portfolio. Students will choose a famous quotation and provide an explanation of why it represents their leadership philosophy.	38 of 41 (93%) scored 80% or above.	NEW MEASURE Goal met.	No further action taken.	

E-Portfolio Assn: Leadership
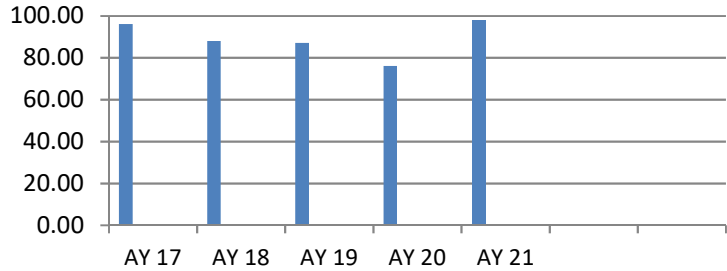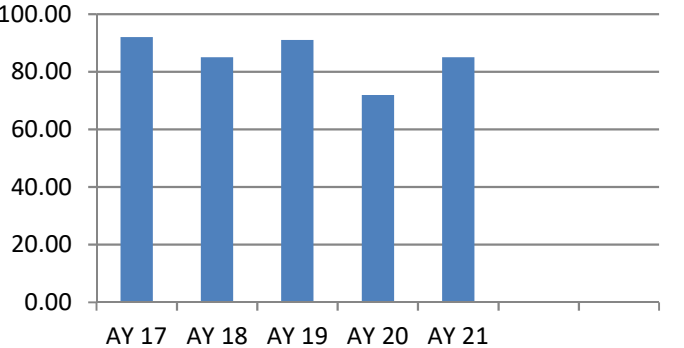
AY 21

Performance Indicator					
<mark>GB5: Management & Leadership – Business graduates will demonstrate awareness, understanding, as as appropriate, mastery of management and leadership theories and skills and adaptability.</mark>	**Objectives:** 1. Students will be able to show awareness and understanding of management and leadership theories and skills, and mastery of adaptability (Leadership Challenges Summary Paper, Peregrine, Exit and Alumni Surveys).				
	Analysis of Results				
Performance Measure (Competency)	**Description of Measurement Instrument**	**Areas of Success**	**Analysis and Action Taken**	**Results of Action Taken (occurs in the following year)**	**Insert Graphs or Tables of Resulting Trends for 3-5 Years (please graph all available data up to five years)**
75% will score 80% or above on Leadership Challenges Summary Paper	Leadership Challenges Summary Paper	40 of 41 students (98%) met or exceeded the performance measure	Performance was as intended.	No action taken.	**Lead.Chall. Paper** AY 17 AY 18 AY 19 AY 20 AY 21

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50% of individual scores will be at or above 60% based on individual topic on external measurement (Peregrine).	Peregrine	80% of students scored at or above 60% on individual scores in Leadership. 80% scored at or above 60% on individual scores in Management. Out of 10 students	Performance was met. Performance was met	Increased the performance measure to 50% will score at or above 60% on individual topic on Peregrine. Second year at higher measure – will continue to monitor.	Peregrine Test: Leadership & Mgmt. *(bar chart: AY 19 Lead. ≈78, AY 19 Mgmt. ≈59, AY 20 Lead. ≈52, AY 20 Mgmt. ≈56, AY 21 Lead. ≈80, AY 21 Mgmt. ≈80)*
75% will score satisfied or extremely satisfied on Exit Survey.	Exit Survey – Question 1.5 (adequately prepared us to understand management and leadership theories/practices	Met or exceeded performance measure. 25 of 26 students (96%)	Performance is as intended.	Increased the performance measure to 75% of students will agree or strongly agree for AY 20.	Exit Survey by Cohort *(bar chart: AY 17 ≈92, AY 18 ≈92, AY 19 ≈96, AY 20 ≈89, AY 21 ≈96)*

60% will score above average or excellent on Alumni Survey.	Alumni Surveys - (Questions 10.1 and 10.8 –Please rate the level of preparation you received from MNU's business program in leadership skills) 10.1 is Leadership 10.8 is teamwork	Met or exceeded this measure. 14 of 16 alumni surveys (88%) scored satisfactory or very satisfied on Leadership question and on Teamwork question.	Performance is as intended.	Increased the performance measure (for AY 20) to 60% of students will score satisfactory or above on survey responses. Goal still met.	**Alumni Survey** (bar chart) AY 18 Lead, AY 18 Team, AY 19 Lead, AY 19 Team, AY 20 Lead, AY 20 Team, AY 21 Lead, AY 21 Team, values ranging 0.00–100.00

Performance Indicator	
<mark>GB6 – Future Preparation. Business graduates will be prepared for the external marketplace, for future employment, career advancement, graduate studies, and/or professional certifications.</mark>	**Objectives:** 1. Students will show understanding of strategic career management through a professional growth plan. 2. Students will show application of career self-management (Leadership challenges paper, exit and alumni surveys).

Analysis of Results					
Performance Measure (Competency)	Description of Measurement Instrument	Areas of Success	Analysis and Action Taken	Results of Action Taken (occurs in the following year)	Insert Graphs or Tables of Resulting Trends for 3-5 Years (please graph all available data up to five years)
75% will score 80% or above on Professional Growth Plan	Professional Growth Plan	100% met or exceeded the performance measure (17 of 17students)	Performance is as intended.	Increased the performance measure to 75% of students will score 80% or higher on assignment for AY20. No additional action.	**Prof. Growth Plan** Bar chart showing values near 100 for AY 17, AY 18, AY 19, AY 20, AY 21 (y-axis 0.00 to 100.00).

75% will score 80% or above on Leadership Challenges Summary Paper	Leadership Challenges Summary Paper	98% met or exceeded the performance measure 40 of 41 students).	Performance is as intended.	Increased the performance measure to 75% of students will score 80% or higher on assignment for AY 20	**Lead.Chall. Paper** Bar chart showing values for AY 17 through AY 21, y-axis 0.00 to 100.00.
75% will score satisfied or extremely satisfied on Exit Survey.	Exit Survey: Question 2.2 (adequately prepared me to enter or advance in chosen career and/or grad studies	85% (22 of 26 students)	Performance is as intended.	Increased the performance measure to 75% of students will agree or strongly agree for AY 20. Will continue to monitor for trends.	**Exit Survey** Bar chart showing values for AY 17 through AY 21, y-axis 0.00 to 100.00.

60% will score above average or excellent on Alumni Survey.	Alumni Surveys - (Questions 11.1 –My academic experiences in MNU's program better prepared me to manage my career and increased my confidence in approaching career opps/ career advancement.	Goal was met. 15 of 16 alumni (94%) .	Performance as intended.	Increased the performance measure to 60% of students will score satisfactory or above on survey responses for AY 20	**Alumni Survey**

Performance Indicator	
OL 1–(Major Specific Measure)	**Objectives:** 1. Students will demonstrate practical knowledge of problem solving, teamwork, management and leadership skills (Leadership Challenges Summary Paper, Peregrine, exit and alumni surveys).

		Analysis of Results			
Performance Measure (Competency)	**Description of Measurement Instrument**	**Areas of Success**	**Analysis and Action Taken**	**Results of Action Taken (occurs in the following year)**	**Insert Graphs or Tables of Resulting Trends for 3-5 Years (please graph all available data up to five years)**
75% will score 80% or above on Leadership Challenges Summary Paper	Leadership Challenges Summary Paper	98% met or exceeded the performance measure (40 of 41 students).	Performance is as intended.	Assignment measured for AY22 will be changed to the Capstone Case Study Final Paper – this represents a more comprehensive project showing what students learned about problem solving, teamwork, mgmt. and leadership.	**Lead.Chall. Paper** AY 17 AY 18 AY 19 AY 20 AY 21

50% of individual scores will be at or above 60% based on individual topic on external measurement (Peregrine).	Peregrine	8 of 10 students (80%) in Leadership 8 of 10 students (80%) in Mgmt.	Performance was met.	Increased the performance measure to 50% will score at or above 60% on national averages on Peregrine. Continue to monitor for trends.	**Peregrine Test: Mgmt. and Leadership** AY 19 Lead. · AY 19 Mgmt. · AY 20 Lead · AY 20 Mgmt. · AY 21 Lead · AY 21 Mgmt.
75% will score satisfied or extremely satisfied on Exit Survey.	Exit Survey – Question 1.5 (adequately prepared us to understand management and leadership theories/practices)	Met or exceeded performance measure. 25 of 26 students; (96%)	Performance is as intended.	Increase the performance measure to 75% of students will agree or strongly agree.	**Exit Survey** AY 17 · AY 18 · AY 19 · AY 20 · AY 21

60% will score above average or excellent on Alumni Survey.	Alumni Surveys - (Questions 10.1 and 10.8 –Please rate the level of preparation you received from MNU's business program in leadership skills) 10.1 is Leadership 10.8 is teamwork	Met or exceeded this measure. 14 of 16 students (88%) Leadership 14 of 16 students (88%) Teamwork	Performance is as intended.	Increased the performance measure to 60% of students will score satisfactory or above on survey responses (for AY 20)	**Alumni Survey**

Alumni Survey

100.00
80.00
60.00
40.00
20.00
0.00

AY 19 Lead. | AY 19 Team | AY 20 Lead | AY 20 Team | AY 21 Lead | AY 21 Team