

Assessment: Assessment Plan



Program (BUS)- Human Resources CT

Unit Mission: The mission of the certificate of achievement program in Human Resources is to provide students with an introduction to the field of human resources and to prepare the student for entry level positions in the field, or for students to continue their education at the associate level in general business or related business areas at GBC.

Outcome: Examine the voluntary nature of business activity

Examine the voluntary nature of business activity, and develop an appreciation for the reality that choices affect profitability and success in a business enterprise.

Outcome Status: Active

Assessment Year: 2016-2017

Start Date: 09/11/2017

Assessment Measures

Assignment - Written - (Direct Measurement):

MGT 201 Course: Hewlett Packard Case Study in MGT 201

Case focuses on the decision Meg Whitman made retaining the PC division as it was the major revenue generator and decisions needed to be made to improve the stream.

(Active)

Criterion: Average score for actual student submissions on Case Study exceeds 70%

Survey - (Indirect Measurement):

The outcome will be measured and assessed indirectly by way of a "Pre-Post Questionnaire" given to each student in his or her first semester and in the last semester of his or her program. Differences in the scores of these beginning students and the graduating students will then be analyzed on an ongoing basis. (Active)

Criterion: No specific quantitative criterion is specified at this time. However, we expect to see a difference in the self-declared levels of learning declared by the students from the start of their program to the end of their program.

Outcome: Apply appropriate human resource and relations skills

Apply appropriate human resource and relations skills in employment situations.

Outcome Status: Active

Assessment Year: 2017-2018

Start Date: 09/05/2016

Assessment Measures

Assignment - Written - (Direct Measurement):

Chapter 7 Case Study in MGT 283

Case focuses on making hiring decisions based on data rather than just interviews and gut feeling. The data approach has reduced turnover in this case example.

(Active)

Criterion: Average score for actual student submissions on Case Study exceeds 70%

Program (BUS)- Human Resources CT

Survey - (Indirect Measurement):

The outcome will be measured and assessed indirectly by way of a "Pre-Post Questionnaire" given to each student in his or her first semester and in the last semester of his or her program. Differences in the scores of these beginning students and the graduating students will then be analyzed on an ongoing basis. (Active)

Criterion: No specific quantitative criterion is specified at this time. However, we expect to see a difference in the self-declared levels of learning declared by the students from the start of their program to the end of their program.

Outcome: Evaluate the importance of ethical perspectives

Evaluate the importance of ethical perspectives in human resource decision making.

Outcome Status: Active

Assessment Year: 2018-2019

Start Date: 09/04/2017

Assessment Measures

Assignment - Written - New case Datotel Case Study paper

Case focuses on effective methods to demonstrate company appreciation for staff work results. Ethically it is emphasized that an approach that is perceived as valuable by the staff, may not align with the company current methods and changes need to be made for the good of all. (Active)

Criterion: Average score for actual student submissions on Case Study exceeds 70% (average was 82.9%)

Survey - (Indirect Measurement):

The outcome will be measured and assessed indirectly by way of a "Pre-Post Questionnaire" given to each student in his or her first semester and in the last semester of his or her program. Differences in the scores of these beginning students and the graduating students will then be analyzed on an ongoing basis. (Active)

Criterion: No specific quantitative criterion is specified at this time. However, we expect to see a difference in the self-declared levels of learning declared by the students from the start of their program to the end of their program.

Outcome: Wants and needs of internal customers, and understand how to take action

Determine the wants and needs of internal customers, and understand how to take action to fill those needs within the constraints of business organization and of the broader society.

Outcome Status: Active

Assessment Year: 2019-2020

Start Date: 09/03/2018

Assessment Measures

Exam - (Direct Measurement):

Exam 2 in MGT 283

A key topic in the exam is jobs and relations with employees. Emphasis on internal/external relations, employee retention, recruitment, positional analysis, and selection of human resources are address.

(Active)

Criterion: Average score for actual student submissions on Exam 2 exceeds 70%

Survey - (Indirect Measurement):

Program (BUS)- Human Resources CT

The outcome will be measured and assessed indirectly by way of a "Pre-Post Questionnaire" given to each student in his or her first semester and in the last semester of his or her program. Differences in the scores of these beginning students and the graduating students will then be analyzed on an ongoing basis. (Active)

Criterion: No specific quantitative criterion is specified at this time. However, we expect to see a difference in the self-declared levels of learning declared by the students from the start of their program to the end of their program.

Notes: For the year 2019-20, the plan will be reviewed with an eye toward revising the learner outcomes, measurements, and criteria as necessary.