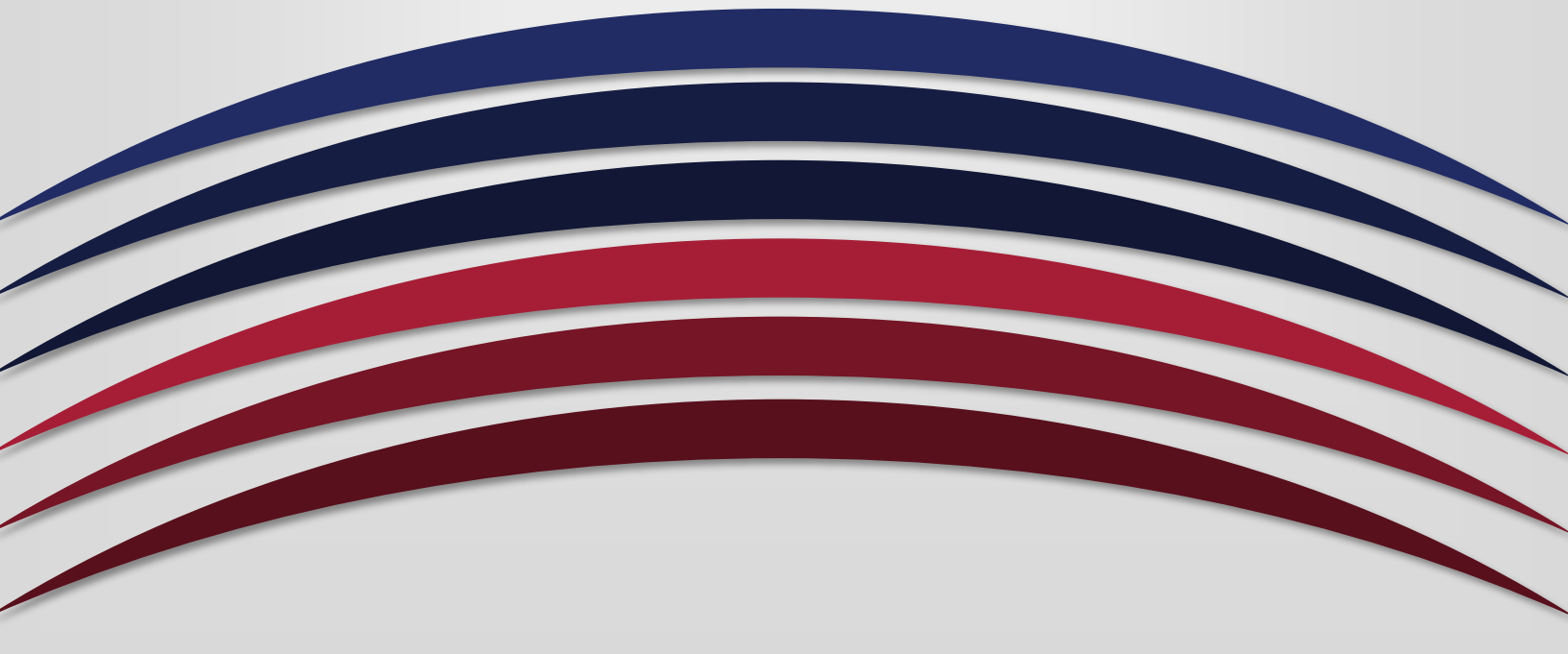


UNIVERSITY OF ARKANSAS
PULASKI TECH

Assessment Report:
2018-2019

**Due to Chair/Program Director and
Assessment Coordinator by
September 4th**



Course-Level Learning Outcomes

1. What are the Course-Level Outcomes (CLOs)?

Demonstrate supervisory skills using technical, human relations and conceptual skills needed to be a successful supervisor.

2. Which CLOs were addressed for this academic year? (2018-2019)

Students will demonstrate ability to apply theories and methods to the solution of common types of problems related to their academic field.

3. Which CLOs are being addressed in your assessment plan next academic year? (2019-2020)

The CLO being assessed will continue to be Competency in Discipline for Office Supervision and Management. Below is the plan for the Office Supervision Management program.

4. Explain the assessment cycle.

The assessment cycle takes place at the end of every semester for Office Supervision and Management majors. The goal is to study for the Certified Supervisor (CS) certification, which is an additional credential to the Certificate of Proficiency, Technical Certificate and Associates of Science in Business. Graduating students are certified in first-line supervisory management designed for entry level managers through the Institute of Certified Professional Managers (ICPM).

5. What are the assessment methods? Are they direct or indirect?

The direct assessment method used is the Certified Supervisor (CS) certification exam (previously called the Foundations of Management (FOM) certification exam).

6. What are the assessment goal(s)?

The assessment goal is for all Office Supervision and Management graduating students to pass the certification exam. Since the Spring 2017 semester we have had a 100% success rate.

7. What were the findings for this academic year? (2018-2019)

Fall 2018 - Students average score for Category 1 was 3.5, Category 2 was 3.5, Category 3 was 4.0, Category 4 was 4.0, Category 5 was 3.5 and Category 6 was 4.50. These results suggest that the areas of concern for the SP18 cohort was improved upon by the Fall 2018 cohort. Continued emphasis will be placed on the categories whose average was 3.5. These scores fall somewhere between having an adequate to good understanding. The goal is an average of 4 , which is a good understanding in ALL categories.

Spring 2019 - The average score for Category 1 was 4, Category 2 was 4, Category 3 was 4.0, Category 4 was 3.0, Category 5 was 4.0 and Category 6 was 3.0. These results suggest that the areas of concern for the FA18 cohort were about the same.

8. What is your analysis of the findings?

The results are based on individual student performance while at the same time observing the patten in different categories for the group. The students are doing well yet it depends on the strength of the students in the various categories. Due to a change in the textbook in the Fall 2019 semester there may be some change forth coming. The Institute of Certified Professional Managers (ICPM) have assured lead faculty that the grading scale is still the same and that it was the updating of a new textbook and to change the name from Foundations of Management (FOM) certification to Certified Supervisor (CS) Certification. Overall, graduating Office Supervision Management majors have a good to adequate understanding of their responsibilities as a first-line manager.

9. What is the action plan for the next academic year? (2019-2020) Explain.

Review and emphasis will be placed on the categories where the average was 3.0. These scores fall somewhere between having an adequate to good understanding. The goal is an average of 3.5 to 4, which is an adequate to good understanding in all categories. The good news is that there has been a 100% certification pass rate since the Spring 2017 semester.