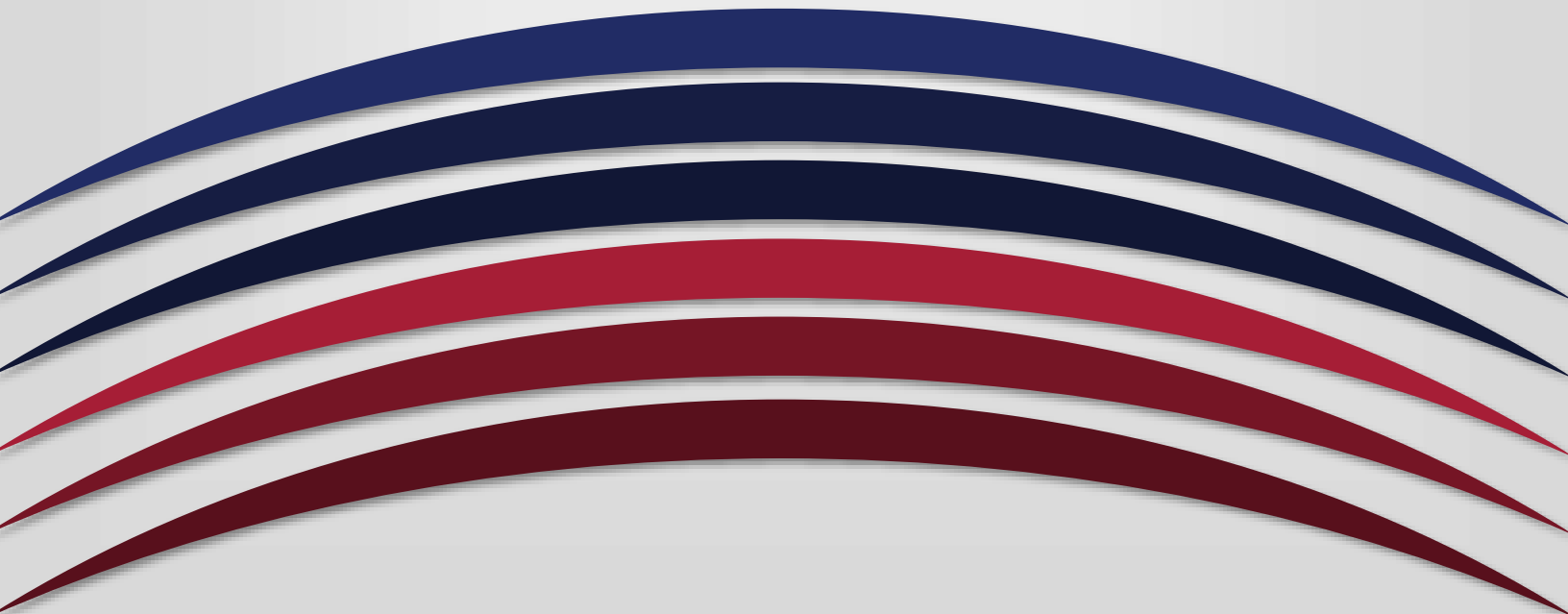


UNIVERSITY OF ARKANSAS
PULASKI TECH

Assessment Report:
2020-2021:
(BUS 1643 Human Relations)



1. Name of individual compiling report: Rebecca Sterling

2. Date of submission: October 13, 2021

3. Is the assessment plan (*Check or highlight one*)

☐ an initial plan for the
program

☒ a revision of an old plan

☐ unaltered from
previous year

Course-Level Learning Outcomes-

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

Upon completion of this course, you should be able to:

- A. Understand the basic principle of human relations and various ways that people interact with others in organizations.
- B. Develop or enhance basic skills in communication, thinking, and personal qualities such as:
 - 1) Individual responsibility
 - 2 Self-esteem and self-management
 - 3) Sociability
 - 4) Integrity
- C. Utilize improved interpersonal skills when working in teams, leading, teaching, and motivating others, working with people from culturally diverse backgrounds, and/or serving a variety of customers/clients.
- D. Evaluate the potential effectiveness of various leadership styles and motivational techniques.
- E. Utilize the Internet to obtain the latest information and as a tool for continued learning.

2. Which CLOs were addressed for this academic year? (2020-2021)

- Demonstrating problem solving through case study analysis

3. Which CLOs are being addressed in your assessment plan next academic year? (2021-2022)

- Understand the basic principle of human relations and various ways that people interact with others in organizations. (this will be handled through a comprehensive final exam)
- Demonstrating problem solving through case study analysis

4. Explain the assessment cycle.

- Every semester; Spring 2020, Fall 2020; Spring 2021...

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

Direct - Case Study This activity was administered in two online courses of BUS 1643 Human Relation's Classes during week 15 of the 16--week semester. The students were provided a sample case study document on the Merger of A T & T and Time Warner.

The final project/case study is a problem-solving application applying the 3-Step Problem Solving Approach. Students will use the case study to apply the systems model of change for diagnosing problems and identifying the targets of change.

Step 1: Define the problems facing John Stankey and the new merged AT& T Time Warner Company

Step 2: Identify the potential causes.

Step 3: Make Your Recommendations

After applying the 3-Step Problem - Solving Approach in the form of a worksheet. The student will write a short paper 3-page paper (MLA format) summarizing the information in the case study and how they applied the 3-Step Problem-Solving Approach to come to their conclusion/recommendations.

To successfully complete this project, the student will need to list the steps and their answers to each step in a worksheet and write a two-page narrative summarizing their conclusions. The final project is worth 200 points.

Direct – Comprehensive Final Exam

6. What are the assessment goal(s)?

Increase the effectiveness of the learning process to make it more qualitative and efficient.

Teach working with information, quickly find the necessary material and process it in a quality manner.

7. What were the findings for this academic year? (2020-2021)

Fourteen students of twenty-three students completed the case study analysis in the two online classes, this is an increase of 10% in the completion of the case study over the previous assessment period.

What is your analysis of the findings?

I changed the case study completely from the previous semester, hoping that more students would attempt the project. Last assessment period only 50% of the students in the class completed the case study assignment. This assessment period, I had 60% of the students complete the case study and the overall final average grade on the case study improved over the previous assessment period. The high score for the case study was a 100 and the low score was a 77.5 with an average score of 91.57. I had hoped that by changing the topic and the process of the assignment, more students would attempt completing the case study and this seems to be the case.

On the comprehensive final exam, 19 of the 23 students completed the exam. The high score was 96, the low score was 32 and the median score was 81.26 for the final exam consisted of 50 questions worth 2 points each covering 12 chapters.

8. What is the action plan for the next academic year? (2021-2022) Explain.

I will continue the new case study for the Fall 2021 semester, I believe the overall design is a huge improvement – and the design is such that it can be used with any type of case study. I am going to try to improve the number of students participating in the case study through regular individual contact with my students.

I will continue with the comprehensive final exam.