



UNIVERSITY OF ARKANSAS  
**PULASKI TECH**

**Course-Level Assessment Report**

**Course: Office Supervision**

**Management Capstone**

**Academic Year: FA 2021 to SP 2022**



1. Name of course: Office Supervision Management Capstone
2. Name of individual(s) compiling report: Dr. Vondra Armstrong
3. Date of submission: September 20, 2022
4. Academic year: Fall 2021 – Spring 2022

## Course-Level Learning Outcomes

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

#### 1 Student Learning / Course Outcomes

Students will:

- a. Demonstrate supervisory skills using technical, human relations and conceptual skills needed to be a successful supervisor.
- b. Identify and complete a service-learning project.
- c. Complete a presentation using Microsoft PowerPoint and Accounting project using Microsoft Excel.
- e. Explain and identify current trends in business.
- f. Make use of the World Wide Web as a repository of the latest information and as an integrated learning tool to find information on the Internet.

### 2. Which CLOs were addressed for the academic year?

The CLO addressed was the Accounting Project using Microsoft Excel.

### 3. Which CLOs are being addressed in your assessment plan in the upcoming academic year?

The CLO addressed will be the Accounting Project using Microsoft Excel.

4. How does this report connect or map to program-level or institutional-level outcomes?

(ILO link: <https://uaptc.edu/college-academics/resources/student-learning-outcomes>

PLO list will vary depending on your Program.)

Type your response here. The Program learning outcomes addressed are:

Quantitative Reasoning and Financial Analysis Skills - Students will demonstrate the ability to perform basic financial analysis.

Computer Skills - Students should demonstrate proficiency in the use of general productivity software in business applications with an emphasis on Microsoft Excel and Microsoft Word.

The Institutional Learning Outcome addressed is Quantitative Literacy.

**For each Course Level Outcome assessed this academic year,** please complete the chart below, providing the assessment data for both fall and spring, and then a total for the academic year.

<p>Assessment Methods- How did you assess student learning (define direct assessment methods used) in relation to the course level outcome being reported?</p> <p><i>Note: If more than one assessment method was used, you may insert an additional row.</i></p>	<p><i>Office Supervision Management Capstone students completed an Accounting Assessment. Questions were provided by the Accounting Department. Item analysis was performed to determine proficiency.</i></p> <p><i>Or, if different assessments were used for specific CLOs identify each assessment used according to the CLO, as follows:</i></p> <p>The CLO addressed was the Accounting Project using Microsoft Excel.</p>	
<p>Were indirect assessment methods also used to assess students? If 'yes', please describe the method used.</p>	<p><b>Yes</b></p> <p><i>Students first had to create an income statement, balance sheet</i></p>	<p><b>No</b></p>

	<i>and statement of owners equity. Next, students went to Socrative and completed a survey by entering their answers.</i>	
How do you define success for an individual student on the CLO assessment assignment or measure?	<i>Student scores 70% on the questions linked to the CLO by getting 5 out of 7 questions correct.</i>	
How do you define success for the course level outcome? What is the benchmark for the Course Level Outcome?	70% of students in the course achieve success on the CLO assessment assignment or measure	
How many students completed the assessment, and how many were successful?	<i>Fall</i> 1 student assessed 0 successful (0% success rate)	<i>Spring</i> 1 student assessed 0 successful (0% success rate)
Academic Year Total (add the numbers from Fall and Spring)	2 students assessed 0 successful (0% success rate)	
Was the benchmark/goal for this academic year met?	<b>Yes</b>	<b>No</b>
Were standardized rubrics, tests, or checklists used?	<b>Yes</b>	<b>No</b>

## 5. What is your analysis of the findings?

For CLO based on Accounting Project using Microsoft Excel I have found our graduating students to be very nervous about having to complete an Accounting project. When the course was designed it was determined that our graduating students need to be able to generate a basic income statement, balance sheet and statement of equity statement as potential matters.

Prior to completing the Accounting assessment students were informed that they could use any Accounting resources (past class notes, Internet, old textbook, etc.) yet they could not work together.

*Comparing the results from previous semesters and students the Accounting basics has not been retained from having completed Accounting 1 and 2 during the first 3 semesters of enrollment. The knowledge has not been reinforced given all of the other business courses the students are required to complete.*

*Overall finding: The majority of students did not know how to calculate Total Assets. Many of them would exclude office supplies. Over half of the students could not identify total liabilities, income (net profit), capital balance, total expenses and total liability & owners' equity. Most students were able to identify Service Revenue because it was specifically labeled. [NOTE: This applies to the current assessment and previous assessment from Fall 2019 to Spring 2022]*

## 6. What is the action plan for the upcoming academic year?

### Explain.

*The action plan is to continue to provide a practice Accounting assessment (very similar to the actual Assessment just different numbers) that students could work on in advance. The answers would be covered to help guide the "supervisors" in determining where they may have gone wrong in their knowledge or understanding.*

The practice assessment is not a requirement subsequently many students do not make the effort to complete.

Meet with Lead Accounting instructor to determine what could be done to help improve the results. Students complete Accounting 1 & 2 in their first and second semester and don't have any contact until they reach the Capstone course.

September 22 meeting with Lead Accounting Instructor with following suggestions:

- (1) Allow students to work in groups.
- (2) Remind students the order of completing the assignment as follows:
  - a. Income Statement
  - b. Statement of Owners Equity
  - c. Balance Sheet
- (3) Encourage students to rate their peers as it relates to participation.

This action plan will be implemented for the Fall 2022 semester.