

Assessment Report

The Management Department Assessment Committee met at 11 AM, May 12, 2006 in the Langdale Conference Room. Committee was chaired by Phyllis Holland and members were Donna Cunningham, Nathan Moates, and Bob Williams. The purpose of the meeting was to consider the end of term assignments submitted by instructors of 4000 level classes. Although these assignments represent different courses with course specific goals, they also provide a snapshot of what management majors know and can do in their senior year.

Assignments submitted from courses required for the major:

MGNT 4000 (Human Resource Management)

Find and summarize a news article relating to Human Resources in the News, Best Practices in Human Resources and/or Worst Practices in Human Resources.

MGNT 4800 (International Management)

Briefing for expatriates doing business in a host country: Country description with emphasis on cultural norms, political, and social environment.

Overview of country's business environment with respect to a company expanding into a specific country with a specific product. SWOT analysis and risk analysis were included.

Material from MGNT 4640 was not submitted.

Table 1 indicates how the required courses serve the Management Major objectives.

Table 1: Required Courses
(Assignments Described on page 1)

MGNT 4000 MGNT 4800

Objectives			
1. Demonstrate knowledge of management concepts and processes and their applications in organizations.	Recognize and evaluate application of management processes as reported in the press.	Use Hofstede's Model of Cultural Differences to describe a country	
2. Plan, organize, lead, and control in a variety of organizations and cultures.		Identify cultural norms in other countries	
3. Recognize and resolve managerial issues using quantitative and behavioral methods and interpersonal skills.		Use country information to assess risk of new product introduction in an international setting	

Assignments for elective courses:

MGNT 4020 (Performance Management and Rewards)

Students were assigned a job analysis. They were asked to interview or survey several job incumbents and one supervisor in order to gather information. The output of this analysis was 1) a job description, 2) a discussion of how efficiency could be improved, 3) an analysis of the linkage between performance and rewards.

MGNT 4200 (Leadership Skills)

Manager Interview: Students were asked to interview a manager and determine the management theories represented by the manager's approach to managing.

MGNT 4700 (Total Quality Management)

Quality Improvement Project: Students worked with local company (SAFT) to analyze specific problems. Analysis was presented to company personnel.

Table 2 indicates how elective courses serve the Management Major objectives.

Table 2: Elective Courses
(Assignment described on page 3)

	MGNT 4020	MGNT 4200	MGNT 4630	MGNT 4700
Objectives				
1. Demonstrate knowledge of management concepts and processes and their application in organizations	Create a job description from field data Analyze reward-performance link	Identify examples of leadership style in practice in actual organizations		Quality management techniques
2. Plan, organize, lead, and control in a variety of organizations and cultures.				Plan, Do, Check, Act cycle applied in a hospital
3. Recognize and resolve managerial issues using quantitative and behavioral methods and interpersonal skills.	Recognize efficiency issues and recommend solutions. Conduct interviews in actual organization.		Identify organization problems in a case, define the causes, and recommend solutions	Recommend solutions based on analysis of situation using quality management techniques; interact with hospital personnel

For Departmental consideration:

1. Thanks to Donna, Bob, and Nathan for participating in this. We will rotate assessment assignments perhaps asking one person to carry-over for continuity.
2. It appears to be next to impossible to prove that our majors can do the second objective while they are still on campus. We could
 - a. change to objective to read “Demonstrate an awareness of how to plan, organize, lead, and control in a variety of organizations and cultures”
 - b. change the curriculum or course content to allow them an opportunity to actually do this (for example through service learning).
3. It would be helpful if projects had an executive summary (what was the assignment and what were the conclusions/recommendations?).
4. Do we need a capstone management course (would Leadership Skills fit)?

Minutes
Management Department
August 13, 2008

The Management Department met to review the previous academic year and to plan for the coming year. Announcements were made in between.

For CY 2007, the eight department members reported refereed publications for a total of 13 articles. The departmental SOI averages exceed the LCOBA averages. The faculty reported 120 different service activities.

The assessment summary was presented by Eric Howington. The new method of assessment (pre and post tests) had been more attractive on the front end than it appears after one round of testing. The results indicated that the department doesn't diminish students' knowledge (prompting one wit to suggest "Do No Harm" as the departmental motto) but there was no significant evidence of improved learning either. As might be expected from published researchers, (see second paragraph above) a critical discussion of research design followed. As a result of this discussion, several actions were adopted:

1) Eric will analyze questions to determine which actually add value and which should be abandoned.

2) The test will be administered again to develop a larger pool for analysis.

3) The goal will be to match pre and post for individual students.

The department recommended reserving action on these results until we could be more confident of the outcomes.

Revision of MGNT 4700 was discussed briefly but action was postponed until Bill Fredenberger was available to discuss the course.

Faculty were reminded to get travel requests in as soon as possible and to inform department head or secretary of any supply needs also.

Assessment Report

Management Department

The Assessment Committee of the Management Department met on March 6, 2007. Attending were Nathan Moates and Mel Schnake. Fred Ware was ill. Senior projects were submitted from MGNT 4020, MGNT 4200, MGNT 4800, and exams were submitted for MGNT 4060.

Required Course Assignments:

MGNT 4800: Prepare an expatriate briefing for a prospective manager assigned to your assigned country

MGNT 4640: Exams were presented with problems covering course material.

Elective Course Assignments:

MGNT 4020: Evaluate a position as to the overall quality of its Reward System (must take into account all 15 elements of the Reward System presented in text).

MGNT 4200: Submit an Individual Experience Paper describing the service learning experience in reference to leadership theory and roles.

Analysis of projects appears in Tables 1 and 2 on following pages. The committee found that knowledge objectives appear to be better addressed than leadership and problem solving objectives. The ability of assessment to determine planning ability (Objective 2) was questioned but the committee decided to encourage service learning projects in as many courses as feasible. The issue of the depth of the management curriculum received the most attention but the committee and a recommendation was made to create a specialization that would allow management majors to explore one aspect of management in greater depth. Mel was asked to propose a Human Resource specialization.

Table 1 indicates how the required courses serve the Management Major objectives.

(Assignments Described on page 1)

Objectives	MGNT 4640	MGNT 4800	
1. Demonstrate knowledge of management concepts and processes and their applications in organizations.	Linear programming, forecasting, time series, analysis, decision-making	Use Hofstede's Model of Cultural Differences to describe a country	
2. Plan, organize, lead, and control in a variety of organizations and cultures.		Identify cultural norms in other countries	
3. Recognize and resolve managerial issues using quantitative and behavioral methods and interpersonal skills.	Quantitative methods		

Table 2: Elective Courses

(Assignment described on page 3)

	MGNT 4020	MGNT 4200		
Objectives				
1. Demonstrate knowledge of management concepts and processes and their application in organizations	Use 15 elements of a reward system to analyze a specific job.	Identify leadership theories and approaches to planning, scheduling, and teamwork		
2. Plan, organize, lead, and control in a variety of organizations and cultures.		Design service learning project, plan, implement and control project		
3. Recognize and resolve managerial issues using quantitative and behavioral methods and interpersonal skills.		Apply behavioral methods including team building, resolving conflict, communication, and social loafing.		