

Course Assessment Report
Washtenaw Community College

Discipline	Course Number	Title
Business Management	240	BMG 240 02/19/2015- Human Resources Management
Division	Department	Faculty Preparer
Business and Computer Technologies	Business	Colette Young
Date of Last Filed Assessment Report		

I. Assessment Results per Student Learning Outcome

Outcome 1: Develop framework of essential human resource management concepts and techniques that will guide human resource activities.

- Assessment Plan
 - Assessment Tool: student projects
 - Assessment Date: Winter 2009
 - Course section(s)/other population: section 01
 - Number students to be assessed: 25-30 students; 4-6 projects
 - How the assessment will be scored:
 - Standard of success to be used for this assessment:
 - Who will score and analyze the data:

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
	2014	

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
18	18

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

n/a

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

There was only one section of the class

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The student project was completing an HR simulation. The students were HR Directors of a 600 employee organization making several decisions. The decisions covered all areas of human resources and the general operation. The students were given a budget to implement HR systems, add staff, make compensation adjustments, and more. Additionally, they were given feedback after each business quarter as to how effective their decisions were and how the executive team felt about them. They had goals to accomplish. Each team of students kept a portfolio of decisions and results that were measured against their goals and company feedback. An external Human Resource Manager reviewed the data along with the content on the rubric to determine if they knew the concepts that guided their decisions.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

The student framework of HR concepts/techniques that guided their HR decisions was determined by how many content areas on the rubric they satisfactorily covered in the decision making process. The results were:

Group 1 covered 95% of the content

Group 2 covered 90% of the content

Group 3 covered 85% of the content

Group 4 covered 75% of the content

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Overall, the groups demonstrated a basic knowledge of the HR concepts, including: HR planning, staffing/onboarding, compensation/benefits, retention, employee/unit performance, productivity and quality. The metrics used to measure activities in these areas gave desirable results. The students' knowledge led them to effective decisions each quarter, along with executive feedback. Group 1 demonstrated confidence in making decisions and was proactive by initiating additional resources to assist their analysis.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

A greater knowledge of drivers of performance factors would help students analyze the scenarios more efficiently in the beginning of the simulation. For example, identifying the factors that drive employee retention, absenteeism, or turnover would help increase or decrease the numbers to the desirable level. More class coverage of this area will occur in the future.

Outcome 2: Apply a legal framework to: a) analyze human resources management issues and current trends in business and b) make decisions that comply with employment laws.

- Assessment Plan
 - Assessment Tool: student projects
 - Assessment Date: Winter 2009
 - Course section(s)/other population: section 01
 - Number students to be assessed: 25-30 students; 4-6 projects
 - How the assessment will be scored:
 - Standard of success to be used for this assessment:
 - Who will score and analyze the data:

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
	2014	

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
18	18

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

n/a

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

The course only had one section.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The student project was completing an HR simulation. The students were HR Directors of a 600 employee organization making several decisions. The decisions covered all areas of human resources. All areas were legally driven. The students had a portal that updated them on specific areas and the law. The students were given a budget to implement HR systems, add staff, make compensation adjustments, and more. Additionally, they were given feedback after each business quarter as to how effective their decisions were and how the executive team felt about them. They had goals to accomplish. Each team of students kept a portfolio of decisions and results that were measured against their goals and company feedback. An external Human Resource Manager reviewed the data along with the content on the rubric to determine if they knew the concepts that guided their decisions.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

Based on analyses, the students' decisions complied with relevant EEO laws in the content areas. The results were:

Group 1 complied with 95% of content

Group 2 complied with 90% of content

Group 3 complied with 85% of content

Group 4 complied with 75% of content

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

The simulation had a case each week for students to analyze and make a legal and effective decision. Many of these cases involved an employee related problem. The decision had to comply with the EEO laws. If not, then students would get an executive reprimand or lawsuit. The cases helped students approach typical HR scenarios with a legal framework in order to effectively make decisions.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

Some students needed more guidance with their legal approach. At times, they were basing their decisions on personal opinion rather than legal guidance from class material and outside resources. More class coverage of case analyses will occur.

II. Course Summary and Action Plans Based on Assessment Results

1. Describe your overall impression of how this course is meeting the needs of students. Did the assessment process bring to light anything about student achievement of learning outcomes that surprised you?

The course meets student needs because the content is current and reflects the Society of Human Resource Management (SHRM) knowledge base for professionals. Additionally, the simulation gives a practical/realistic scenario of operating an HR function with the responsibility of making decisions within a given budget that will accomplish organizational goals. Many HR professionals have taken the course and said it increased their competency level.

2. Describe when and how this information, including the action plan, was or will be shared with Departmental Faculty.

Will be discussed at a department meeting when the syllabus is updated.

3. Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
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Course Assignments	<p>More coverage on drivers of performance factors</p> <p>More coverage on analyzing cases</p> <p>Both of these will be integrated in the course delivery</p>	The above will help student critical thinking when working on the simulation.	2017
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4. Is there anything that you would like to mention that was not already captured?

5.

III. Attached Files

[evaluation](#)
[Content coverage rubric](#)

Faculty/Preparer: Colette Young **Date:** 07/26/2016
Department Chair: Julianne Davies **Date:** 08/03/2016
Dean: Kimberly Hurns **Date:** 08/03/2016
Assessment Committee Chair: Michelle Garey **Date:** 10/10/2016