

Date Plan was Approved by Department: 12/19/2016

Name of Person Submitting Plan: Sarah Chabinak

A. <u>Program Information</u>:

Assessment Coordinator's Name: Jan Analla

Assessment Coordinator's Email Address: jan.analla@okstate.edu

B. Program Mission Statement

In the box below, provide the mission statement for the program.

The mission statement, educational objectives, and goals for program should guide the assessment process. The mission statement should align with department, college, and institutional mission statements.

The current mission statement indicates, "The Oklahoma State University Master of Business Administration Program will prepare individuals for leadership roles in dynamic, local, national, and global business environments. To accomplish this mission the program will:

- Strive to develop a strong sense of community among all of our MBA students and alumni.
- Focus on developing the whole student, academic as well as professional and interpersonal.
- Provide an exceptional educational experience by integrating, theory, application, and practitioner networks.

C. Student Learning Outcomes

On the pages that follow, list the Student Learning Outcomes associated with the program identified in this assessment form.

C1) Student Learning Outcome #1: Ethical Decision Making

Identify opportunities for students to learn this outcome during the academic program:

For example, include a curriculum map that lists the courses or other learning experiences in which the student learning outcome is taught. Another example is a written narrative that describes how the learning outcome is integrated into the program.

This objective anticipates that graduates will demonstrate ethical sensitivity in their business dealings and be able to:

- 1. Look beyond the obvious in business settings and identify patterns, contracts, relations, or events that create ethical dilemmas;
- 2. Identify stakeholders likely to be impacted by decisions in these settings;
- 3. Discuss alternate courses of action and the consequences that are likely to accrue to each stakeholder as a consequence of each action;
- 4. Identify ethical rules or principles that may be relevant to the ethical decision;
- 5. Identify relevant stakeholders and potential consequences to the stakeholders;
- 6. Recommend a feasible and ethical plan of action; and
- 7. Support the recommendation by synthesizing the previous responses.

While we expect that undergraduates will have a start with respect to the preceding skills, the level of analysis and insight for MBA students should be at a much higher level.

CURRICULUM MAP

X = Courses where learning goal is addressed

A = Courses where learning goal is assessed

- courses where rearring god is assessed		
Course Number	Course Name	Ethical Decision Making
ACCT-5183	MBA Financial Reporting	х
ACCT-5283	MBA Managerial Accounting	х
BADM-5613	External Environment of Business	х
ECON-5113	Managerial Economics	
FIN-5013	Business Finance	х
FIN-5053	Theory & Practice of Fin Mgmt	
LSB-5163	Legal Environment of Business	
MBA-5100	Professional Development	х
MGMT-5303	Corporate and Business Strategy	А
MGMT-5113	Management & Org Theory	х
MKTG-5133	Marketing Management	х
MSIS-5303	Quantitative Methods in Business	

Students enrolled in MGMT 5303 at each of the three campuses (Stillwater, Tulsa, and Distance) were asked to complete the exercise as part of the course.

Assessment Methods Identify the method(s) used to assess this learning outcome. Check all that apply.			
□Survey	☐ Satisfaction Survey	□Internship	
\boxtimes Rating of skills (e.g., rubrics)	\square Benchmarking	□Interviews	
⊠ Analysis of written artifacts	☐ Measuring effectiveness relative to	☐ Performance or jury	
\square Comprehensive, certification, or	professional standards	\square Visual collection (photos, videos, etc.)	
professional exam(s)	Review of thesis/dissertation/ creative component	☐ Review of student research	
☐ Oral presentation	☐ Capstone project	☐ Other (please specify):	
☐ Course project	— Capstone project	Click here to specify.	

Describe the how the assessment method will be implemented, administered, and/or conducted.

- Ethical decision making will be tested with a challenging case scenario.
- Students will receive an email from "a supervisor" with regard to a complex ethical dilemma that requires a decision. Within this email, the "supervisor" instructs the subordinate (students) to respond with an email that answers the following questions:
 - 1. Do there appear to be ethical issues here?
 - 2. What are some possible actions?
 - 3. Who do you think might stand to be affected by our decision and how?
 - 4. Are there some ethical rules or principles that we should consider in making this decision?
 - 5. What action do you think would be the most ethical and why?
 - 6. What action do you think we should actually take? If it differs from your response to No. 4 above, explain why.
- Students will be instructed that their responses should be concise and well-organized and should reflect the tone, spelling, grammar, and mechanics that would be appropriate to an email response to a supervisor.
- Cases were evaluated by faculty members from the MBA Curriculum Committee using the rubric

Ethical Decision-Making Rubric			
Rubric	Exceeds Expectations (2)	Meets Expectations (1)	Below Expectations (0)
Identify ethical issues	Shows insight in identifying both obvious and more obscure issues	Identifies some issues	Fails to identify any relevant issues
Identify possible courses of action	Identifies at least 3 actions. At least some of these actions demonstrate moral imagination.	Identifies at least three possible actions	Identifies less than three actions
Identify stakeholders	Identifies most stakeholders	Identifies at least three stakeholders	Fails to identify any stakeholders
Identify consequences to stakeholders	Identifies most consequences	Identifies some consequences	Fails to identify any consequences
Identify ethical rules or principles that may apply	Identifies multiple rules or principles that might be considered in this decision context	Identifies at least one rule or principle	Fails to identify any relevant rules or principles
Identifies and supports an ethical action plan	Identifies an ethical action plan with solid support	Identifies an ethical action with limited support	Fails to identify an ethical plan
Recommend an ethical action	Recommendation consistent with ethical plan	Recommendation deviates partially from an ethical plan	Recommendation deviates seriously from ethical plan

Does your department/program faculty have a goal set for this learning outcome?	⊠Yes	□No
For example, "80% of students included in the assessment will receive a 4 on the rubric	" or "80% of studen	ts included in the
assessment will achieve a passing score on the certification exam." If yes, please descri	be the goal below.	
With respect to the seven learning objectives, our primary goal is to have 80%	of students score	at or above 7 (an average
of "meets expectations") and to have at least 50% score at or above 10.		

Timeline for Planned Assessment

student learning outcomes for a given progran	s learning outcome. While outcomes assessmen n must be assessed every year. If the assessmen d provide the rationale for the cycle/rotation be	nt of a particular learning outcome
□ Each Semester	☐ Yearly	⊠Every other year

☑Other (please specify): This test will be administered on an every-two-year cycle beginning in Spring, 2013, to students in the strategic management course, MSIS-5303, in Stillwater, Tulsa, and Distance. Due to a curriculum change resulting in alteration of course rotations, next administration after Spring 2015 will be Fall 2016 for Stillwater and Distance and Spring 2017 for Tulsa.

C2) Student Learning Outcome #2: Teamwork & Leadership

Identify opportunities for students to learn this outcome during the academic program:

For example, include a curriculum map that lists the courses or other learning experiences in which the student learning outcome is taught. Another example is a written narrative that describes how the learning outcome is integrated into the program.

This objective anticipates that graduates will be skilled in working with teams and providing direction to those teams. Students should

- Demonstrate responsibility in their team interactions through active attendance at and preparation for team meetings;
- Be adept at recognizing problems, identifying causes, and recommending solutions;
- Demonstrate an attitude of enthusiasm, cooperation, and commitment;
- Carry a fair share of their load of team activities.

CURRICULUM MAP

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- X = Courses where learning goal is addressed
- A = Courses where learning goal is assessed

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Course Number	Course Name	Teamwork & Leadership
ACCT-5183	MBA Financial Reporting	
ACCT-5283	MBA Managerial Accounting	х
BADM-5613	External Environment of Business	
ECON-5113	Managerial Economics	
FIN-5013	Business Finance	х
FIN-5053	Theory & Practice of Fin Mgmt	
LSB-5163	Legal Environment of Business	
MBA-5100	Professional Development	х
MGMT-5303	Corporate and Business Strategy	А
MGMT-5113	Management & Org Theory	х
MKTG-5133	Marketing Management	
MSIS-5303	Quantitative Methods in Business	
MSIS-5623	Info Network Tech Management	х

Students enrolled in MGMT 5303 at each of the three campuses (Stillwater, Tulsa, and Distance) are asked to complete the exercise as part of the course.

Assessment Methods Identify the method(s) used to assess thi	is learning outcome. Check all that apply.	
□Survey	☐Satisfaction Survey	□Internship
⊠Rating of skills (e.g., rubrics)	\square Benchmarking	□Interviews
☐Analysis of written artifacts	\square Measuring effectiveness relative to	☐ Performance or jury
☐Comprehensive, certification, or	professional standards	□Visual collection (photos, videos, etc.)
professional exam(s)	☐ Review of thesis/dissertation/ creative	☐ Review of student research
☐ Oral presentation	component	☐ Other (please specify):
⊠Course project	□Capstone project	Click here to specify.
•	od will be implemented, administered, and/or con TEAMWORK AND LEADERSHIP RUBRIC	nducted.
Co-Manager Meetings 1. Attendance at co-managers' means and the standard and a co-managers' means and the standard and the s	our meetings – 2 points f our meetings – 3 points f our meetings – 4 points d only one or two meetings – 5 points ts ir meetings – 2 points f our meetings – 3 points f our meetings – 4 points meetings – 5 points	
☐ Always behind rest of th ☐ Marginal; usually had to ☐ Adequate; about as wel ☐ Good; somewhat better ☐ Excellent; usually well p	catch up during meeting – 3.5 points I-prepared as others – 4.5 points prepared than others – 5 points	st results – 6 points

Effectiv	veness in Helping Run the Company
4.	
	reports – 12 points
	☐ Quite weak – 5 points
	☐ Marginal; sub-par - 7 points
	☐ Adequate – 9 points
	☐ Good – 10 points
	☐ Excellent; very impressive – 11 points
	☐ Exceptional; strongest of all co-managers − 12 points
5.	Skills in diagnosing our company's problems, competitiveness, and standing vis-à-vis rivals – 12 points
	☐ Quite weak – 5 points
	☐ Marginal; sub-par − 7 points
	☐ Adequate – 9 points
	☐ Good – 10 points
	☐ Excellent; very impressive – 11 points
	☐ Exceptional; strongest of all co-managers − 12 points
6.	Skills in proposing "what to do" and strategic approaches to take – 12 points
	☐ Quite weak – 5 points
	☐ Marginal; sub-par – 7 points
	☐ Adequate – 9 points
	☐ Good – 10 points
	☐ Excellent; very impressive – 11 points
	☐ Exceptional; strongest of all co-managers − 12 points
7.	Caliber of contribution to decisions and to the company's overall performance – 12 points
7.	☐ Quite weak; had almost no impace (or took actions which hurt performance) — 4 points
	☐ Had little positive impact (or even a negative impact) in shaping company performance – 7 points
	☐ Adequate; played a supporting role in shaping company performance – 9 points
	☐ Good; played an important positive role in shaping company performance – 10 points
	☐ Excellent; played a major and positive role in shaping company performance – 11 points
	☐ Exceptional; highest positive impact of all co-managers − 12 points
Effectiv	veness as a Member of the Company's Management Team
8.	Enthusiasm and Commitment - 6 points
	☐ Almost none − 1 point
	☐ Inadequate – 3.5 points
	☐ Adequate; acceptable – 4.5 points
	\square Good enthusiasm and commitment – 5 points
	\square Very enthusiastic and committed – 5.5 points
	☐ Exceptional; strongest of all co-managers − 6 points
9.	Teamwork and cooperativeness – worked well with co-managers - 6 points
	☐ Quite weak; gave team many problems – 2 points
	\square Marginal; prone to make decisions without telling anyone – 3.5 points
	☐ Adequate – 4.5 points
	☐ Good – 5 points
	☐ Excellent; very impressive – 5.5 points
	☐ Exceptional; strongest of all co-managers − 6 points

Timeline Indicate student occurs o	e for Planned Assessment the timeline for the assessment of this learning outcome. While outcomes assessment must be conducted every year, not all learning outcomes for a given program must be assessed every year. If the assessment of a particular learning outcome on cycle or rotation, please describe and provide the rationale for the cycle/rotation below. Semester Yearly Every other year please specify): Due to curriculum changes, this objective was not assessed in Spring 2015 as planned. It is planned for Fall 2016
assessm If yes, cl Timeline Indicate student	e for Planned Assessment the timeline for the assessment of this learning outcome. While outcomes assessment must be conducted every year, not all learning outcome outcomes described by the timeline for the assessment program must be assessed every year. If the assessment of a particular learning outcome
<mark>assessm</mark>	
	IPHI WIII OCHIPVP O DOSSINO SCOTP ON THE CPTITICATION PXOTA. IL VPS. NIPOSP OPSCTIPE THE AGAI DEIGW
	mple, "80% of students included in the assessment will receive a 4 on the rubric" or "80% of students included in the nent will achieve a passing score on the certification exam." If yes, please describe the goal below.
Does vo	our department/program faculty have a goal set for this learning outcome?
	aluation is part of The Business Strategy Game at <u>www.bsg-online.com</u> .
Addition	nal Comments:
	☐ Exceptional; strongest of all co-managers – 10 points
	☐ Excellent; very impressive – 9 points
	☐ Good – 8 points☐ Very good - 8.5 points
	☐ Slightly above average – 7.5 points
	☐ Average – 7 points
	☐ Slightly below average – 6.5 points
	☐ Marginal; sub-par – 6 points
	☐ 50-59 – Very weak (I would definitely not want to be teamed with this person again) – 5 points
12.	Overall Evaluation - 10 points Below 50 – I would like to have fired this person as a co-manager – 4 points
12	Overell Evelvation 10 mainta
	\square Far beyond what any other co-manager did – 6 points
	☐ Well above a fair share – 5.5 points
	☐ Slightly above a fair share − 5 points
	☐ Roughly a fair share — 4.5 points
	☐ Slightly below a fair share - 4 points
11.	☐ Far less than a fair share — 3 points
11	Carried a fair share of the overall workload - 6 points
	☐ Exceptional; strongest of all co-managers — 6 points
	☐ Effective and persuasive in convincing others to go along with proposed actions – 5.5 points
	☐ Good ability to present views and make a case for proposed actions – 5 points
	☐ Adequate ability to present views and make a case for proposed actions – 4.5 points
	\square Ineffective; had a hard time winning support for ideas $-$ 3 points
	\square Had little to say and little to offer – 1 point

C3) Student Learning Outcome #3: Decision Analyses

Identify opportunities for students to learn this outcome during the academic program:

For example, include a curriculum map that lists the courses or other learning experiences in which the student learning outcome is taught. Another example is a written narrative that describes how the learning outcome is integrated into the program.

This objective anticipates that students will be able to:

- Demonstrate an advanced knowledge of business vocabulary, processes, environment, and practices appropriate to MBA
- Integrate and synthesize knowledge of the business disciplines to analyze complex scenarios and make strategicallyappropriate decisions.

CURRICULUM MAP

- X = Courses where learning goal is addressed
- A = Courses where learning goal is assessed

Course Number	Course Name	Decision Analysis
ACCT-5183	MBA Financial Reporting	х
ACCT-5283	MBA Managerial Accounting	х
BADM-5613	External Environment of Business	
ECON-5113	Managerial Economics	x
FIN-5013	Business Finance	х
FIN-5053	Theory & Practice of Fin Mgmt	х
LSB-5163	Legal Environment of Business	
MBA-5100	Professional Development	х
MGMT-5303	Corporate and Business Strategy	А
MGMT-5113	Management & Org Theory	х
MKTG-5133	Marketing Management	х
MSIS-5303	Quantitative Methods in Business	х
MSIS-5623	Info Network Tech Management	х

Students enrolled in MGMT 5303 at each of the three campuses (Stillwater, Tulsa, and Distance) are asked to complete the exercise as part of the course.

Assessment Methods Identify the method(s) used to assess this le	arning outcome. Check all that apply.	
⊠Survey	☐Satisfaction Survey	□Internship
\square Rating of skills (e.g., rubrics)	☐Benchmarking	□Interviews
\square Analysis of written artifacts	\square Measuring effectiveness relative to	\square Performance or jury
\square Comprehensive, certification, or	professional standards	\square Visual collection (photos, videos, etc.)
professional exam(s)	☐ Review of thesis/dissertation/ creative component	\square Review of student research
☐ Oral presentation	☐ Capstone project	\square Other (please specify):
☐ Course project	Ecapsione project	Click here to specify.
 to strategically integrate across dis For on-campus students in Stillwat MGMT-5303 (strategic manageme in MGMT-5303 scheduled a test tir 	er and Tulsa, the exam will be administered durint); and the score made up a small component one at a certified testing center or through Procto	ng a regularly-scheduled class period of f the student's grade. Distance students or U.
assessment will achieve a passing score on t	ve a goal set for this learning outcome? The assessment will receive a 4 on the rubric" or "the certification exam." If yes, please describe the ints above the national median overall and acro	e goal below.
student learning outcomes for a given progr	his learning outcome. While outcomes assessme ram must be assessed every year. If the assessme and provide the rationale for the cycle/rotation b	ent of a particular learning outcome
☐ Each Semester	□Yearly	⊠ Every other year
The next scheduled administration for all car	the curriculum, MGMT 5303 has changed seme mpuses was Spring 2016. Going forward, the M Tulsa in the spring). For 2015/2016, it will be of 6 semester.	FT will be administered every other year (in

C4) Student Learning Outcome #4: Critical Thinking

Identify opportunities for students to learn this outcome during the academic program:

For example, include a curriculum map that lists the courses or other learning experiences in which the student learning outcome is taught. Another example is a written narrative that describes how the learning outcome is integrated into the program.

This objective anticipates that students will be able to:

- Engage in analytical reasoning to break problems into their component parts; identify important patterns and details; and identify assumptions, reasons, and claims.
- Evaluate data and claims to draw appropriate conclusions and recognize flawed analyses and misinformation.
- Support positions with assumptions, evidence, and methodologies.
- Apply rigorous logic in scenarios that require application of deductive reasoning.
- Be able to assess probable truths in contexts of uncertainty.

CURRICULUM MAP

X = Courses where learning goal is addressed

A = Courses where learning goal is assessed

Course Number	Course Name	Critical Thinking
ACCT-5183	MBA Financial Reporting	х
ACCT-5283	MBA Managerial Accounting	х
BADM-5613	External Environment of Business	х
ECON-5113	Managerial Economics	х
FIN-5013	Business Finance	х
FIN-5053	Theory & Practice of Fin Mgmt	х
LSB-5163	Legal Environment of Business	
MBA-5100	Professional Development	х
MGMT-5303	Corporate and Business Strategy	А
MGMT-5113	Management & Org Theory	х
MKTG-5133	Marketing Management	Х
MSIS-5303	Quantitative Methods in Business	х
MSIS-5623	Info Network Tech Management	х

Students enrolled in MGMT 5303 at each of the three campuses (Stillwater, Tulsa, and Distance) were asked to complete the exercise as part of the course.

Assessment Methods Identify the method(s) used to assess this le	arning outcome. Check all that apply.		
⊠Survey	☐Satisfaction Survey	□Internship	
\square Rating of skills (e.g., rubrics)	☐Benchmarking	□Interviews	
\square Analysis of written artifacts	\square Measuring effectiveness relative to	\square Performance or jury \square Visual collection (photos, videos, etc.)	
□Comprehensive, certification, or	professional standards		
professional exam(s)	☐ Review of thesis/dissertation/ creative component	\square Review of student research	
☐ Oral presentation	□Capstone project	\square Other (please specify):	
□Course project		Click here to specify.	
 evaluation, inductive reasoning, defended from the score will make up a small certified testing center. Note: The BCTST is also used for ustudents. Because some students critical thinking scores at both leverage. 	nat measures student critical-thinking skills with eductive reasoning, and quantitative reasoning. er and Tulsa, the exam will be administered duricomponent of the student's grade. Distance stundergraduate assessment, but is normed for naticomplete both their MBA and BSBA at OSU, we list to ascertain whether scores for the same study ways—one way for undergrads and another watto set the norm level for MBA students.	ing a regularly-scheduled class period; udents will schedule a test time at a tional performance by undergraduate will undertake an effort to compare their lent at the MBA level have improved.	
assessment will achieve a passing score on a Our initial goal is to score above th	ve a goal set for this learning outcome? the assessment will receive a 4 on the rubric" or " the certification exam." If yes, please describe the e 70 th percentile for MBA students in each of the y push the performance bar upward.	e goal below.	
Indicate the timeline for the assessment of a student learning outcomes for a given progr	this learning outcome. While outcomes assessment from must be assessed every year. If the assessment and provide the rationale for the cycle/rotation l	ent of a particular learning outcome	
☐ Each Semester	□Yearly	⊠ Every other year	
☐ Other (please specify): Next scheduled ad curriculum changes and altered course rotat	ministration of the BCTST is Fall 2016 for Stillwa	ater and Distance and Spring 2017 due to	

C5) Student Learning Outcome #5: Written Communication Skills

Identify opportunities for students to learn this outcome during the academic program:

For example, include a curriculum map that lists the courses or other learning experiences in which the student learning outcome is taught. Another example is a written narrative that describes how the learning outcome is integrated into the program.

This objective anticipates that students will be able to produce effective, written, business communications. In the current era wherein most written communications take place via email and most people are inundated with email, communications must be crafted in such a way that the author keeps the communication succinct, understandable, tactful, and professional. Consequently, specific objectives are that the student should be able to produce written communications that:

- Are professional and tactful.
- Demonstrate mastery of business language and mechanics.
- Can take complex matters and present them in a manner that they are easily understandable to peers, superiors, and novices.
- Can express views concisely so that others will read what they have to say.

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Course Number	Course Name	Written Communication
ACCT-5183	MBA Financial Reporting	х
ACCT-5283	MBA Managerial Accounting	х
BADM-5613	External Environment of Business	х
ECON-5113	Managerial Economics	х
FIN-5013	Business Finance	х
FIN-5053	Theory & Practice of Fin Mgmt	х
LSB-5163	Legal Environment of Business	
MBA-5100	Professional Development	х
MGMT-5303	Corporate and Business Strategy	А
MGMT-5113	Management & Org Theory	х
MKTG-5133	Marketing Management	х
MSIS-5303	Quantitative Methods in Business	

How will students be selected to participate in the assessment of this outcome?

Students enrolled in MGMT 5303 at each of the three campuses (Stillwater, Tulsa, and Distance) were asked to complete the exercise as part of the course.

□Survey		□Satisfac	☐ Satisfaction Survey			□Internship	
\square Rating of skills (e.g., rubrics)		□Benchm	☐Benchmarking			□Interviews	
⊠ Analysis of written artifacts		 ☐ Measuring effectiveness relative to professional standards ☐ Review of thesis/dissertation/ creative component ☐ Capstone project 			\square Performance or jury		
☐ Comprehensive, certification, or professional exam(s) ☐ Oral presentation ☐ Course project					•	□ Visual collection (photos, videos, etc.) □ Review of student research □ Other (please specify):	
					componer		
					☐ Capstor		
						Click here to specify.	
location • Student	t will be administered in sp as (Stillwater, Tulsa, and Dis as will receive an email and g 2015, faculty members fr	stance). will be asked to om each depa	to respond in e	email form. ake up the MBA	A Committee s	·	
_	Skill Evaluat		ritten Commu 1	nication Rubric 2	3	4	
	Is professional and ta		Poor	Fair	Good	Very Good	
<u> </u>							
	 Uses appropriate bus language, spelling, ar grammar. 		Poor	Fair	Good	Very Good	
	language, spelling, ar	lable. (I multiple	Poor Poor	Fair Fair	Good	Very Good Very Good	
	language, spelling, ar grammar. 3. Is quickly understand don't have to read it times to understand	lable. (I multiple what				·	

occurs on cycle or rotation, please describe and provide the rationale for the cycle/rotation below.

□Yearly

□ Other (please specify): Due to curriculum and course rotation changes, the next administration of this assessment will be Fall 2016

☐ Each Semester

for Stillwater and Distance and Spring 2017 for Tulsa.

 \boxtimes Every other year