



SLO Assessment Cycle for BUS 56

Human Relations in the Workplace

Assessment Initiated by: [Sandra Spencer](#) (8932) in BUS

Outcomes:

Outcome 1: Statement

Apply human relations theories to varied workplace situations and discuss the likely results.

Assessment Cycle Records:

Outcome 1: Assessment Planning Modified: [04/14/2011]

Assessment Strategy Used:

Quarter: Winter 2011

Assessors: , Lale Yurtseven

Assessment Tools: Exams

Outcome 1: Reflect & Enhance Modified: [04/14/2011]

Number of people involved in Reflection and Enhancement: 2

Changes:

Methods:

Assessment Tool: Multiple Choice Exam

Number of students assessed: 39

Number of students who submitted assignment: 39

Three multiple-choice questions were used to assess this SLO. The students are presented with a situational scenario and asked which theories best apply to each situation.

Summary:

- The class averaged 94.81%.
- The range for the all questions was from 92.3% % to 100%.
- All students completed the assignment and answered each question.

Since SLO is at the application level, I recommend continuing assessment in the same manner. However, it is advised to use well-chosen situational questions where students must apply the appropriate theories. Since students take this exam in class with no resources, they would have to know each theory and its application in order to answer these questions correctly.

Enhancement (Part I):

I do not recommend any changes for this SLO. My recommendation is to continue assessing it in the same manner. As an alternative to assess this SLO, I would also recommend case studies.

Enhancement (Part II):

Outcome 2: Statement

Describe the impact of employees' human relations skills, ethical choices, attitudes, and physical and mental wellbeing on the success of an organization.

Outcome 2: Assessment Planning Modified: [04/14/2011]

Assessment Strategy Used:

Quarter: Winter 2011

Assessors: , Lale Yurtseven

Assessment Tools: Exams

Outcome 2: Reflect & Enhance Modified: [04/14/2011]

Number of people involved in Reflection and Enhancement: 2

Changes:

Methods:

Assessment Tool: Multiple Choice Exam

Number of students assessed: 39
 Number of students who submitted assignment: 39

Four multiple-choice questions were used to assess this SLO. The students are tested on description by using situational questions and a variety of statements.

Summary:

- The class averaged 87.22%.
- The range for the all questions was from 69.83% to 94.98%.
- All students completed the assignment and answered each question.

This SLO is at the comprehension and definition level, thus, multiple-choice exams are generally appropriate to measure the outcome. However, I found this outcome difficult to assess since it is rather broad and has many different components. Should we keep this SLO, I will use a group project to assess this SLO in the future.

Enhancement (Part I):

I recommend to either eliminate or rewrite this outcome by removing some of the wording. I am more than happy to lead this process.

Enhancement (Part II):

Outcome 3: Statement

Make ethical decisions by demonstrating personal and organizational social responsibility.

Outcome 3: Assessment Planning Modified: [04/14/2011]

Assessment Strategy Used:

Quarter: Winter 2011

Assessors: , Lale Yurtseven

Assessment Tools: Written Reports • Case Study with two analytical questions

Outcome 3: Reflect & Enhance Modified: [04/20/2011]

Number of people involved in Reflection and Enhancement: 2

Changes:

Methods:

Assessment Tool: Case Study with two analytical questions.

Number of students assessed: 39

Number of students who submitted assignment: 30

Summary:

- 100% of students who submitted the assignment have successfully demonstrated the ability to perform SLO #3 by answering both questions correctly.
- Students who did not complete this assignment were not taken into consideration.

Enhancement (Part I):

This SLO is at the application level, and is a good indicator of the students' ability to use the concepts presented given a typical "real world" scenario. Therefore, I recommend continuing assessment in the same manner.

Enhancement (Part II):

Outcome 4: Statement

Describe the value of diversity in today's workplace.

Outcome 4: Assessment Planning Modified: [04/14/2011]

Assessment Strategy Used:

Quarter: Winter 2011

Assessors: , Lale Yurtseven

Assessment Tools: Written Reports • Group Project

Outcome 4: Reflect & Enhance Modified: [04/20/2011]**Number of people involved in Reflection and Enhancement: 2****Changes:****Methods:**

Assessment Tool: Group Project.

Number of students assessed: 39

Number of students who submitted assignment: 38

Summary:

- 100% of students who submitted the assignment have demonstrated the success by receiving a grade C or higher.
- The lowest range of success was from 75% to 100%.
- The average score was 92.42%.
- Students who did not complete this assignment were not taken into consideration.

Since SLO #4 addresses diversity, students with diverse backgrounds were grouped together to complete a project. The task to assess this SLO was to discuss the diversity in the team, state any advantages this diversity brought to the team, and produce a team diversity statement. After completing this assignment, students were not only able to describe the value of diversity, but they also experienced it.

Enhancement (Part I):

I would highly recommend continuing assessment of this SLO in the same manner emphasizing the group project.

Overall course recommendations:

As this course covers different aspects of human relations on different levels, it is essential to have a variety of assessments in place. With the exception of SLO #2, all outcomes are easy to measure by using situational questions, case studies, or group projects. Therefore, I recommend a combination of multiple-choice exams, case studies, and projects as tools for measuring student success. I would particularly like to emphasize the importance of the group project as it assesses the skills students learn throughout the course.

Enhancement (Part II):

[Number of Outcomes for BUS 56: 4]