



Accounting, Business, and Business and Office Technology Assessment Results
September 2017

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TABLE 1: Student and Stakeholder Focused Results (Standard 3)

Analysis of Results					
Performance Measure	Measurement Instrument or Process?	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
Accounting Graduate Outcomes Survey Goal--At least 80% of graduates agree or strongly agree that all six program outcomes were met.	Survey administered to accounting students at the end of the academic year through Brightspace. Students were asked to complete the survey if they were graduating with an AAS degree spring semester.	The last two years, the goal has been met for all but one outcome, one year (tax rules.) The results dropped slightly in some areas in 16/17, but were still above the goal. This could be due to one of the ACCT faculty members being on sabbatical Fall 2016.	The survey was first administered in 14/15. There has been improvement in every outcome except tax rules. Since tax rules encompass three different courses (Payroll, Individual, and Business Tax) it is difficult to identify which sub-area needs improvement.	Business Law had previously been taught by faculty outside of ACCT. The first year that ACCT faculty taught the course, the rating for the Business Law outcome was low. The law class has now been QM certified and results have improved.	See Below

Program Outcome	14/15	15/16	16/17	Goal
Accounting Processes	92.3%	100.0%	88.9%	80%
Tax Rules	84.6%	100.0%	66.7%	80%
Managerial / Cost Accounting	83.3%	100.0%	100.0%	80%
Business Law	61.5%	100.0%	100.0%	80%
Not-For-Profit / Government Accounting	69.2%	100.0%	88.9%	80%
Computerized Accounting	61.5%	85.7%	100.0%	80%
Number Completing Survey	15	7	9	

Performance Measure	Measurement Instrument or Process?	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
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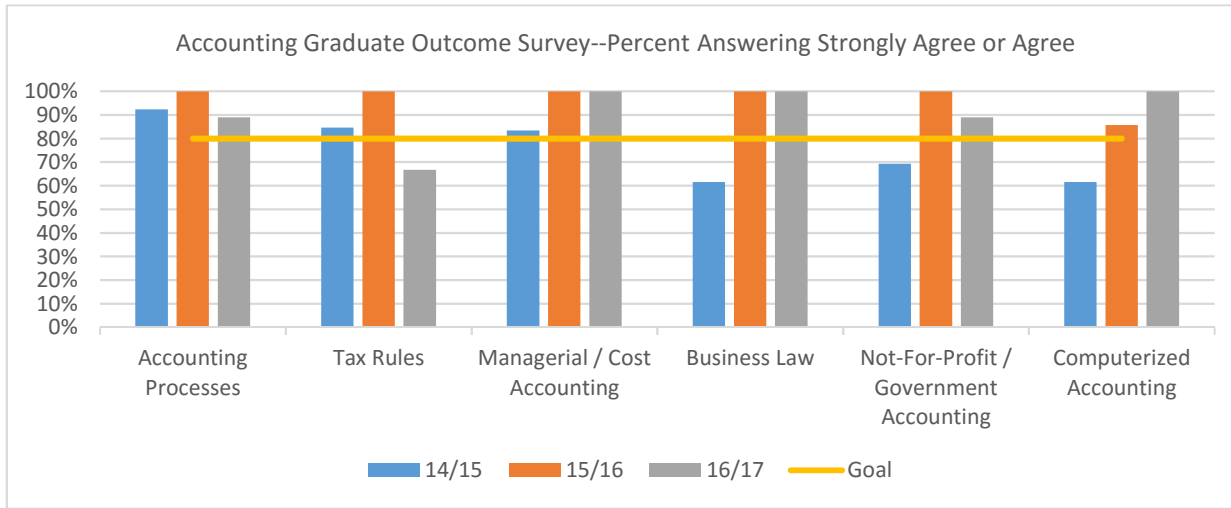


TABLE 1: Student and Stakeholder Focused Results (Standard 3)

Performance Measure	Measurement Instrument or Process?	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results															
Business Concentration AA Graduate Outcomes Survey Goal--At least 85% of graduates complete survey with 80% responses in Strongly Agree and Agree categories	Program Graduate Outcome Survey administered to graduates through Brightspace at the end of the academic year.	The goal of 85% of graduates participating has been met 1 out of 4 years. Three out of 4 years have positive results regarding graduate outcomes answers.	Two areas of concern are Prepare and Present and Effective Team Member. The comments in the open-ended questions are very informative.	Directions for the 16/17 survey were changed to include a comment about reviewing the Likert scale settings. Survey participation remains a challenge. The Department will continue to encourage students to complete the survey by communicating via e-mail to the student's College and personal e-mail addresses and including as a Brightspace announcement in courses. Class activities are being reviewed for the Prepare and Present and Effective Team Member program outcomes.	<p>Survey Completion Rate</p> <table border="1"> <caption>Survey Completion Rate Data</caption> <thead> <tr> <th>Year</th> <th>Percent Completing</th> <th>Goal</th> </tr> </thead> <tbody> <tr> <td>13/14</td> <td>87.5%</td> <td>85%</td> </tr> <tr> <td>14/15</td> <td>83.3%</td> <td>85%</td> </tr> <tr> <td>15/16</td> <td>20.0%</td> <td>85%</td> </tr> <tr> <td>16/17</td> <td>83.3%</td> <td>85%</td> </tr> </tbody> </table>	Year	Percent Completing	Goal	13/14	87.5%	85%	14/15	83.3%	85%	15/16	20.0%	85%	16/17	83.3%	85%
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Performance Measure	Measurement Instrument or Process?	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
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Completion Rate

Academic Year	Percent Completing	Goal	Number Completing	Number of Graduates
13/14	87.5%	85%	7	8
14/15	83.3%	85%	5	6
15/16	20.0%	85%	2	10
16/17	83.3%	85%	5	6

Percent Answering Strongly Agree or Agree

Program Outcome	13/14	14/15	15/16	16/17	Goal
Critical Thinking	100.0%	100.0%	50.0%	100.0%	80%
Application Software / Technology	85.7%	100.0%	50.0%	100.0%	80%
Prepare and Present	85.7%	100.0%	50.0%	80.0%	80%
Effective Team Member	100.0%	80.0%	50.0%	80.0%	80%
Accounting / Finance / Economics	100.0%	100.0%	50.0%	100.0%	80%

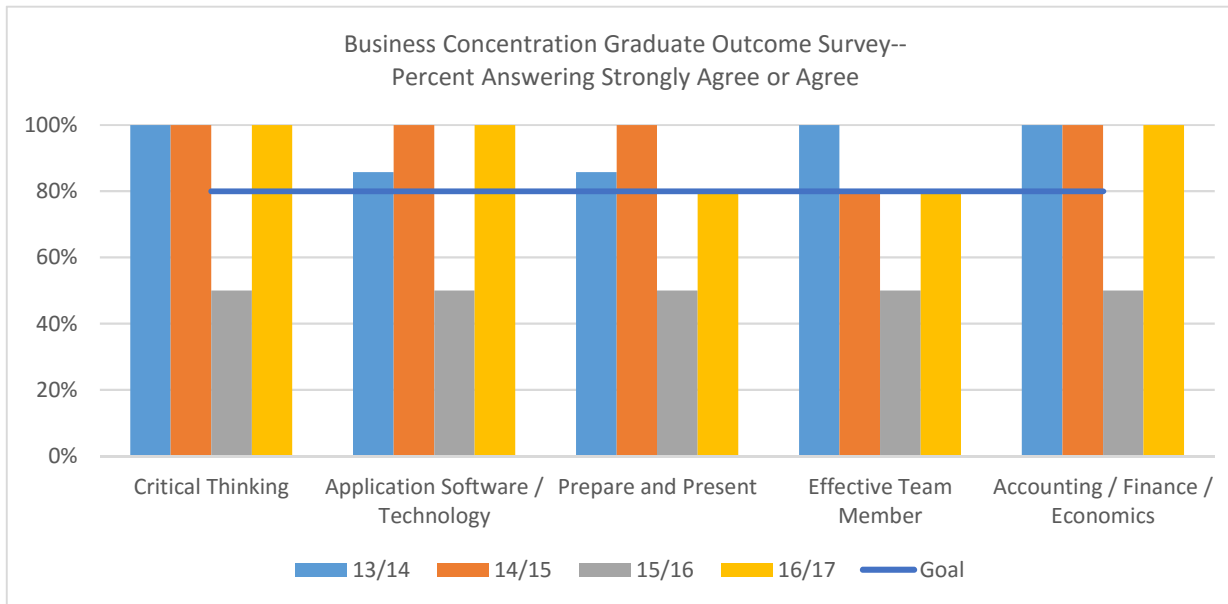


TABLE 1: Student and Stakeholder Focused Results (Standard 3)

Performance Measure	Measurement Instrument or Process?	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results															
Business AS Graduate Outcomes Survey Goal--At least 85% of graduates complete survey with 80% responses in Strongly Agree and Agree categories	Program Graduate Outcome Survey administered to graduates through Brightspace at the end of the academic year.	The goal of 85% of graduates completing the survey continues to not be met. Survey responses did meet goal except for the 16/17 Effective Team Member outcome.	Based upon survey results, it appears that the program outcome goals are being met for most outcomes. The comments in the open-ended questions are very informative.	Survey participation remains a challenge because both majors aren't offered as a cohort and students might not have a business course their last semester. The Department will continue to encourage students to complete the survey by communicating via e-mail to the student's College and personal e-mail addresses and including as a Brightspace announcement in courses. Class activities are being reviewed for the Effective Team Member program outcome.	<p>Survey Completion Rate</p> <table border="1"> <caption>Survey Completion Rate Data</caption> <thead> <tr> <th>Academic Year</th> <th>Percent Completing</th> <th>Goal</th> </tr> </thead> <tbody> <tr> <td>13/14</td> <td>77.8%</td> <td>85%</td> </tr> <tr> <td>14/15</td> <td>50.0%</td> <td>85%</td> </tr> <tr> <td>15/16</td> <td>61.5%</td> <td>85%</td> </tr> <tr> <td>16/17</td> <td>33.3%</td> <td>85%</td> </tr> </tbody> </table>	Academic Year	Percent Completing	Goal	13/14	77.8%	85%	14/15	50.0%	85%	15/16	61.5%	85%	16/17	33.3%	85%
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16/17	33.3%	85%																		

Completion Rate

Academic Year	Percent Completing	Goal	Number Completing	Number of Graduates
13/14	77.8%	85%	7	9
14/15	50.0%	85%	2	4
15/16	61.5%	85%	8	13
16/17	33.3%	85%	4	12

Percent Answering Strongly Agree or Agree

Program Outcome	13/14	14/15	15/16	16/17	Goal
Critical Thinking	100.0%	100.0%	100.0%	100.0%	80%
Application Software / Technology	85.7%	100.0%	100.0%	100.0%	80%
Prepare and Present	85.7%	100.0%	100.0%	100.0%	80%

TABLE 1: Student and Stakeholder Focused Results (Standard 3)

Performance Measure	Measurement Instrument or Process?	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
Effective Team Member	100.0%	100.0%	100.0%	75.0%	80%
Accounting / Finance / Economics	100.0%	100.0%	100.0%	100.0%	80%
Management / Marketing / Legal and Regulatory	100.0%	100.0%	100.0%	100.0%	80%

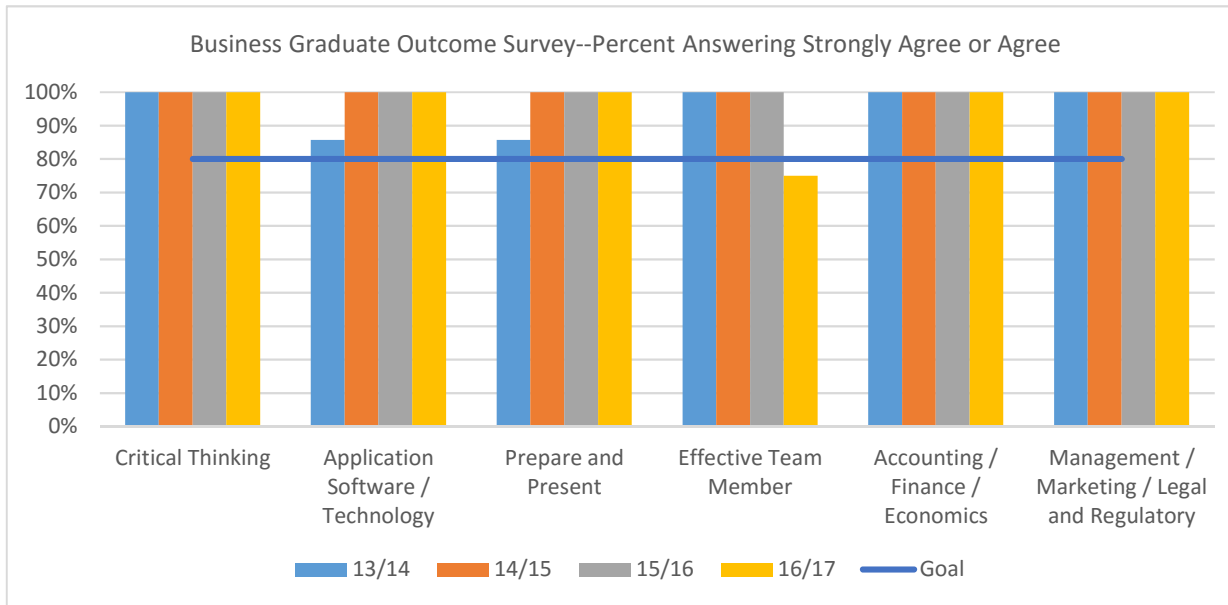


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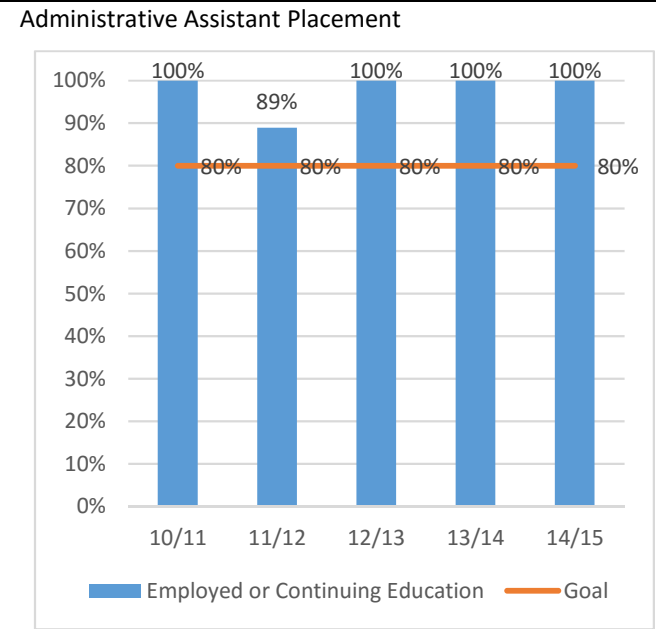
Administrative Assistant Placement
 Goal--At least 80% of graduates will be employed in field or continuing education opportunities

Graduate Follow-up Survey administered by Riverland Student Services during spring semester to current graduates and data compiled by Minnesota State. Graduates are notified via postcard in April and phone calls in May and June. Minnesota State returns compiled information in October/November.

The placement results for the past three years has been 100%.

Worked with advisory committee to assess curriculum and used feedback to update curriculum.

Based upon advisory committee feedback BUSO2689 course objectives and outcomes were updated and submitted to Academic Affairs and Standards Committee.



	10/11	11/12	12/13	13/14	14/15
Total Graduates	5	12	7	1	6
Status Unknown	0	3	3	0	0
Available for Work	3	8	3	1	6
Related Work	3	7	3	1	6
Continuing Education	2	1	1	0	0
Employed or Continuing Education	100%	89%	100%	100%	100%
Goal	80%	80%	80%	80%	80%

TABLE 1: Student and Stakeholder Focused Results (Standard 3)

Performance Measure	Measurement Instrument or Process?	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results																		
Medical Administrative Assistant Placement	Graduate Follow-up Survey administered by Riverland Student Services during spring semester to current graduates and data compiled by Minnesota State. Graduates are notified via postcard in April and phone calls in May and June. Minnesota State returns completed information October/November.	One out of the last two data reporting years did not meet the desired 75% goal.	The largest medical facility in the area has outsourced its transcription, except for at the main campus in Rochester (65 miles away). In such a small market area, students must be willing to travel outside of a 30-mile radius to gain full employment. In June 2017 it was announced that the Albert Lea medical facility will probably move its inpatient services to Austin (21 miles away). This will impact enrollment and placement.	Continue working with Advisory Committee and local medical facilities. Based upon conversation, curriculum changes might be implemented. The Department is also looking at working with our local alternative learning center, which is housed on the Riverland Albert Lea campus.	<p>Medical Administrative Assistant Placement</p> <table border="1"> <caption>Medical Administrative Assistant Placement Data</caption> <thead> <tr> <th>Year</th> <th>Employed or Continuing Education (%)</th> <th>Goal (%)</th> </tr> </thead> <tbody> <tr> <td>10/11</td> <td>75%</td> <td>75%</td> </tr> <tr> <td>11/12</td> <td>100%</td> <td>75%</td> </tr> <tr> <td>12/13</td> <td>100%</td> <td>75%</td> </tr> <tr> <td>13/14</td> <td>70%</td> <td>75%</td> </tr> <tr> <td>14/15</td> <td>86%</td> <td>75%</td> </tr> </tbody> </table>	Year	Employed or Continuing Education (%)	Goal (%)	10/11	75%	75%	11/12	100%	75%	12/13	100%	75%	13/14	70%	75%	14/15	86%	75%
Year	Employed or Continuing Education (%)	Goal (%)																					
10/11	75%	75%																					
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14/15	86%	75%																					

	10/11	11/12	12/13	13/14	14/15
Total Graduates	5	5	3	10	7
Status Unknown	1	0	0	0	0
Total Available for Related Work	3	3	1	5	7
Unrelated Work Seeking Related	0	1	0	3	1
Total Related Work	2	2	1	1	5
Continuing Education	1	2	2	3	0
Employed or Continuing Education	75%	100%	100%	70%	86%
Goal	75%	75%	75%	75%	75%

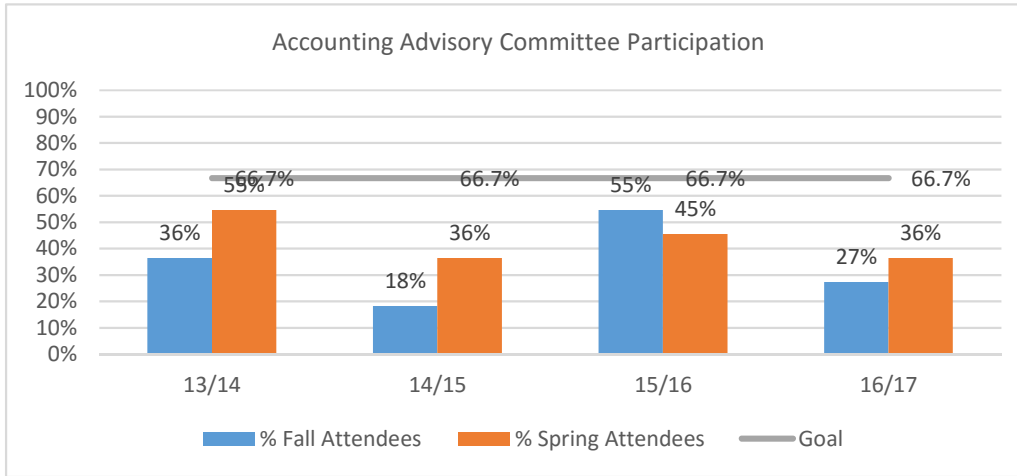
TABLE 1: Student and Stakeholder Focused Results (Standard 3)

Performance Measure	Measurement Instrument or Process?	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
Advisory Committee Participation Goals--Each department will have two meetings per academic year with 66.7% of members attending each meeting.	Each semester review of advisory committee membership lists and meeting minutes.	Each department held two meetings during the academic year, one each semester totaling six meetings. Two of the six 16/17 meetings met the 66.7% attendance goal for 16/17.	Meeting the 66.7% attendance goal appears to be a challenge when reviewing the last four years' participation levels.	Departments will poll advisory committee members to identify preferred meeting dates and times. Alternatives to in-person meetings will be evaluated. As terms expire, conversations will take place regarding member requirements, member interest, and commitment level. As membership is evaluated business type and location will be considered so membership represents service area. Beginning Fall 17 the College is implementing a two-year advisory committee improvement initiative.	See Below

Accounting	% Fall Attendees	% Spring Attendees	Goal	
13/14	36%	55%	66.7%	
14/15	18%	36%	66.7%	
15/16	55%	45%	66.7%	
16/17	27%	36%	66.7%	
	Fall Attendees	Spring Attendees	Number Members	Number Meetings
13/14	4	6	11	2
14/15	2	4	11	2
15/16	6	5	11	2
16/17	3	4	11	2

TABLE 1: Student and Stakeholder Focused Results (Standard 3)

Performance Measure	Measurement Instrument or Process?	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
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Business	% Fall Attendees	% Spring Attendees	Goal
13/14	73%	64%	66.7%
14/15	27%	55%	66.7%
15/16	91%	36%	66.7%
16/17	73%	82%	66.7%

	Fall Attendees	Spring Attendees	Number Members	Number Meetings
13/14	8	7	11	2
14/15	3	6	11	2
15/16	10	4	11	2
16/17	8	9	11	2

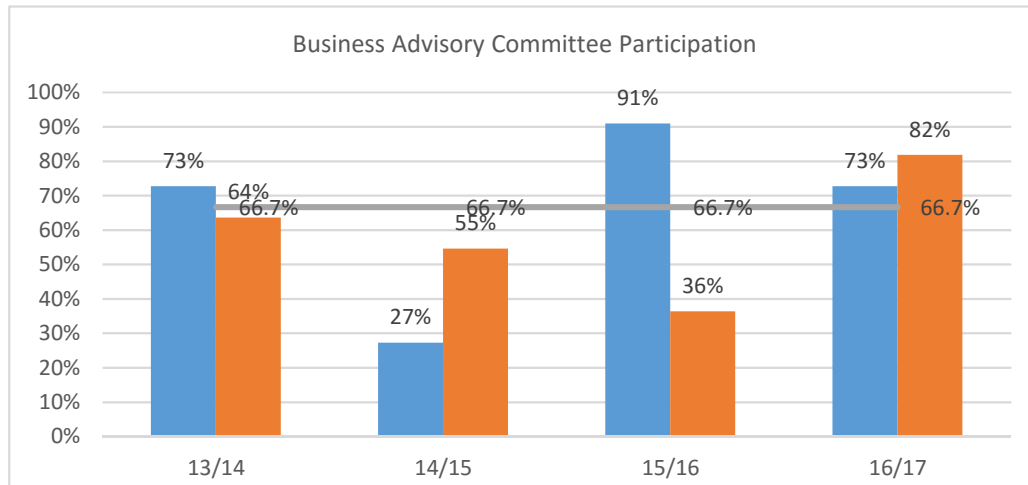


TABLE 1: Student and Stakeholder Focused Results (Standard 3)

Performance Measure	Measurement Instrument or Process?	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
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■ % Fall Attendees ■ % Spring Attendees — Goal

Business and Office Technology	% Fall Attendees	% Spring Attendees	Goal
13/14	28%	22%	66.7%
14/15	39%	33%	66.7%
15/16	28%	56%	66.7%
16/17	22%	28%	66.7%

	Fall Attendees	Spring Attendees	Number Members	Number Meetings
13/14	5	4	18	2
14/15	7	6	18	2
15/16	5	10	18	2
16/17	4	5	18	2

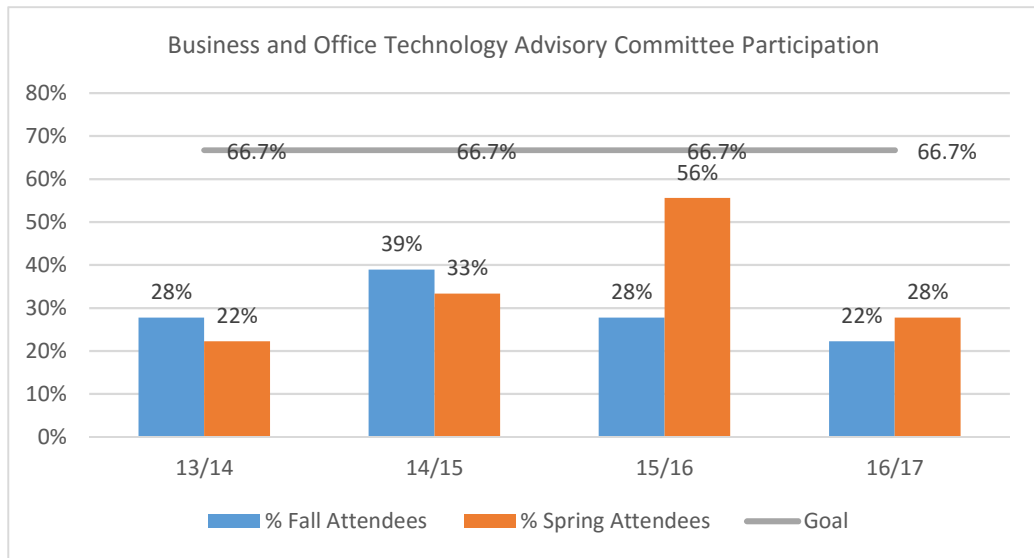


TABLE 1: Student and Stakeholder Focused Results (Standard 3)

TABLE 2: Student Learning Results (Standard 4)--Accounting

Analysis of Results

Performance Measure	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
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ACCT1031--Business Math/Calculators

Program Outcome (PO)--Develop speed, accuracy, and demonstrate use of the 10-key touch system.

Goal--Student performance acceptable if 70% of students perform at a level of 80% or higher.

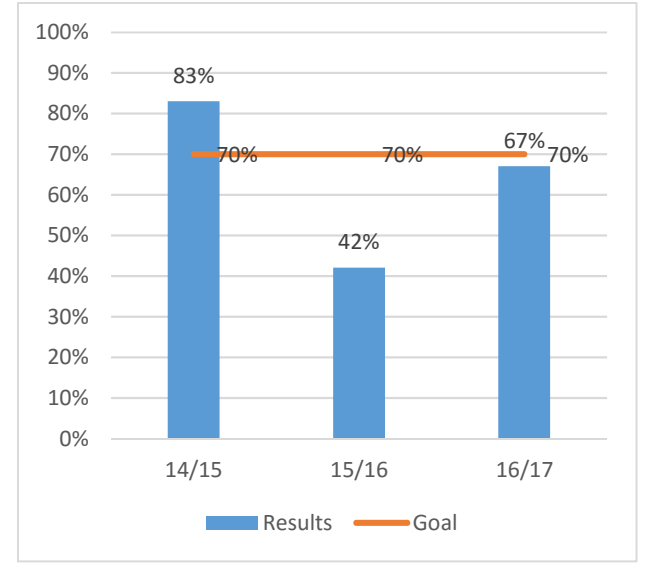
Students use a web-based tutorial system to complete 27 lessons utilizing the 10-Key touch system. Keystrokes per hour (kph) are translated into a percentage score with 12,000 kph equivalent to 100%. (Direct, Summative, Internal, Comparative)

The jump in performance the last year might be explained by having the students purchase the online e-text as opposed to the hard text.

Relatively small sample size may explain the result fluctuation. Also, the primary switch to an e-text in the last year.

Check assignments closely to ensure that instructions are highly detailed. Continue to use e-text.

ACCT1031--Business Math/Calculators



Fiscal Year	Results	Goal	Number
14/15	83%	70%	12
15/16	42%	70%	19
16/17	67%	70%	12

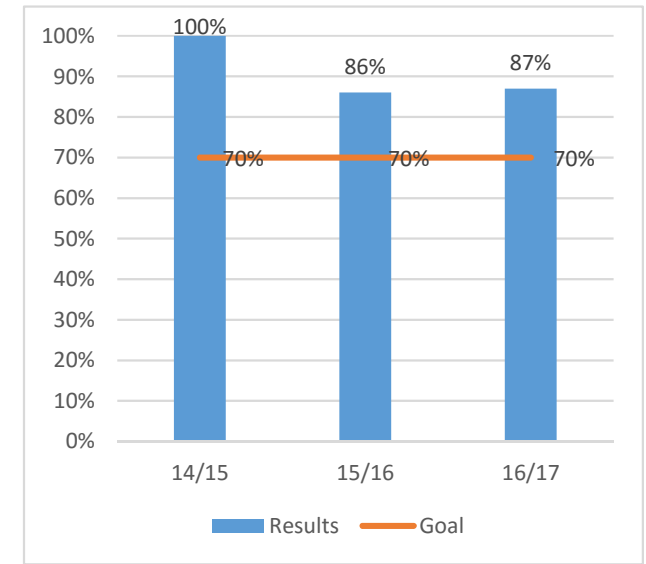
Performance Measure	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
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ACCT1027--Accounting with Excel and QuickBooks

PO--Demonstrate use of QuickBooks for sole proprietors, partnerships, and corporations by completing a General Ledger simulation project.

Goal--General ledger project completed with 70% or more of the students performing at 80% level or higher.

ACCT1027--Accounting with Excel and QuickBooks



Fiscal Year	Results	Goal	Number
14/15	100%	70%	12
15/16	86%	70%	14
16/17	87%	70%	15

Performance Measure	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
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ACCT2031--Intermediate Accounting II

PO--Gather factual information and apply it to a given problem in a manner that is relevant, clear, comprehensive, and conscious of possible bias in the information selected.

Goal--70% of students score equal to or greater than 70% (average of all chapter assignments)

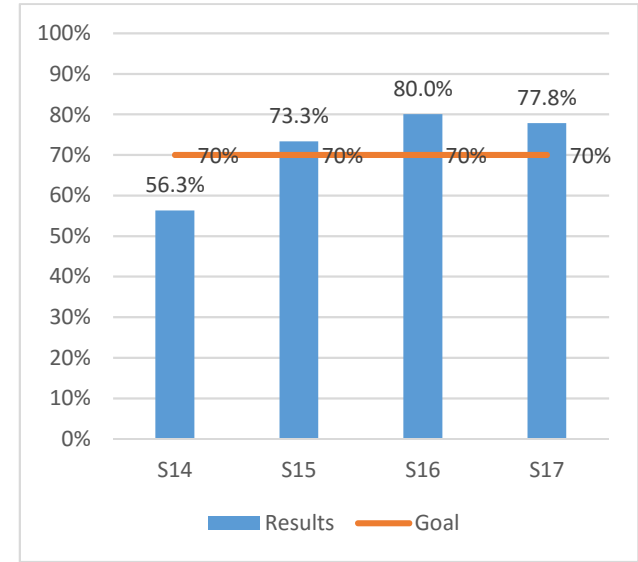
Students use CONNECT website to complete chapter accounting problems. (Direct, Formative, Internal, and Comparative)

After the first semester of requiring students to complete chapter assignments, the goal was met the following three semesters.

Prior to S14, only projects and exams were awarded points. In an effort to motivate students to complete the chapter practice homework, points were established for the chapter assignments and more practice is now getting done.

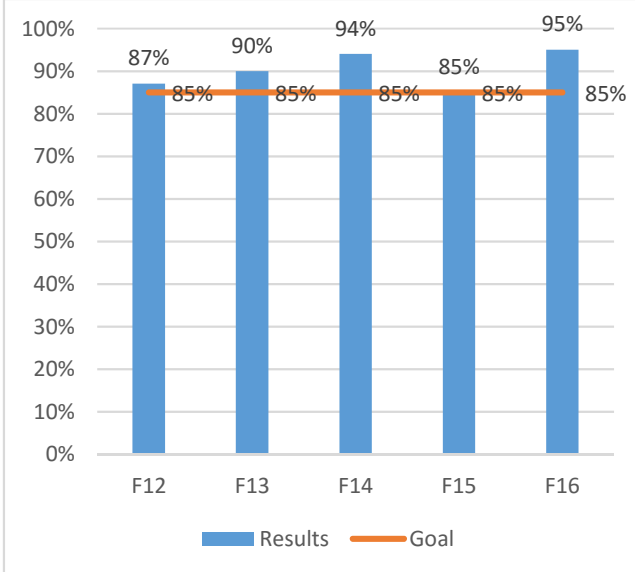
Students who struggle are identified sooner, now that chapter material is being scored. Students are able to seek tutoring or other help before the semester progresses and it is too late to improve progress.

ACCT2031--Intermediate Accounting II



Semester	Results	Goal	Number
S14	56.3%	70%	16
S15	73.3%	70%	15
S16	80.0%	70%	5
S17	77.8%	70%	9

TABLE 2: Student Learning Results (Standard 4)--Administrative Assistant

Analysis of Results																													
Performance Measure	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results																								
BUSO1630, Office Procedures Program Outcome (PO)--Use interpersonal skills including effective listening and communicating that demonstrates professionalism. Goal--Group evaluation completed with students obtaining 85% or higher score.	Complete group evaluations on teamwork, dependability, and work quality throughout the semester. Students must defend their statements. (Formative and Internal)	Goal met five of five years with a drop in F15 and F16 results exceeding earlier years.	Students appreciate the opportunity to share positive and negative group experiences and learn to appreciate the opportunity to strengthen their interpersonal skills.	F13--implemented new evaluation process, groups complete together so individuals learn about interpersonal strengths and weaknesses F14--new technology implemented F15--implemented a revised group communication plan to address group issues F16--Continue F15 implementation, scores greatly increased	BUSO1630, Office Procedures  <p>The bar chart displays the percentage of students achieving the goal (85%) for each semester from F12 to F16. The results are: F12 (87%), F13 (90%), F14 (94%), F15 (85%), and F16 (95%). The goal line is consistently at 85%.</p> <table border="1"> <thead> <tr> <th>Semester</th> <th>Results</th> <th>Goal</th> </tr> </thead> <tbody> <tr> <td>F12</td> <td>87%</td> <td>85%</td> </tr> <tr> <td>F13</td> <td>90%</td> <td>85%</td> </tr> <tr> <td>F14</td> <td>94%</td> <td>85%</td> </tr> <tr> <td>F15</td> <td>85%</td> <td>85%</td> </tr> <tr> <td>F16</td> <td>95%</td> <td>85%</td> </tr> </tbody> </table>	Semester	Results	Goal	F12	87%	85%	F13	90%	85%	F14	94%	85%	F15	85%	85%	F16	95%	85%						
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F13	90%	85%	17																										
F14	94%	85%	10																										
F15	85%	85%	13																										
F16	95%	85%	6																										

Performance Measure	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
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BUSO1648, Word Processing-Word

PO--Use information technology to improve individual and organizational performance.

Goal--Capstone Project with 85% of class completing with average score of 80% or higher.

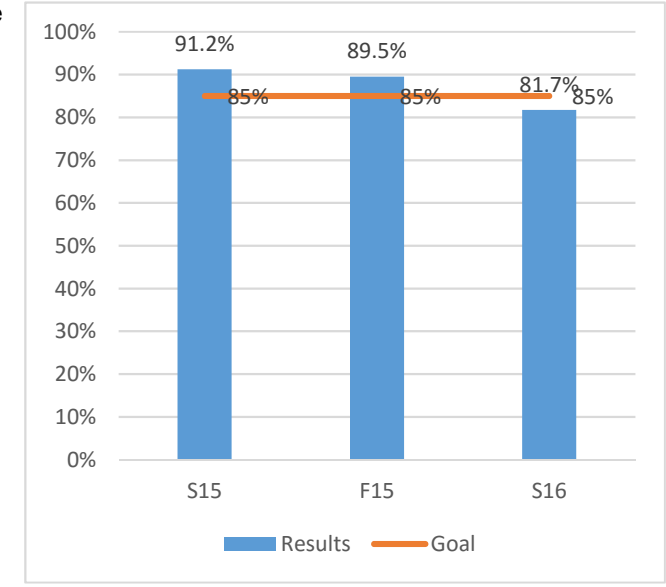
Create a document demonstrating cumulative skills learned in Microsoft Word with specific Word tasks being completed. (Summative and External)

Goal was met two out of three semesters.

Students in S16 either did not submit the assignment or scored poorly.

Beginning three weeks prior to the due date, implemented weekly reminders.

BUSO1648, Word Processing-Word



Semester	Results	Goal	Number
S15	91.2%	85%	13
F15	89.5%	85%	16
S16	81.7%	85%	18

BUSO2692, Productivity and Project Management

PO--Apply current and emerging technologies efficiently and accurately to business situations.

Goal--100% complete with average score of 85% or higher.

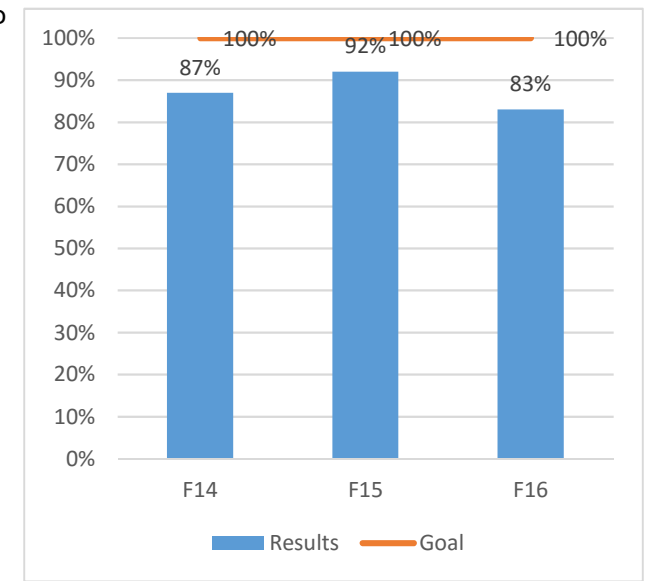
Students create a group project with limited instruction utilizing and implementing the project management tools/documents learned throughout the semester. (Summative and Internal).

Goal was met during the first two years, the third year dropped below desired results.

Despite having a group communication plan assigned early in the semester, a group issue was lack of communication.

Additional checkpoints will be added in F17 to encourage group communication and progress.

BUSO2692, Productivity and Project Management



Semester	Results	Goal	Number
F14	87%	100%	6
F15	92%	100%	7
F16	83%	100%	4

TABLE 2: Student Learning Results (Standard 4)

Performance Measure	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
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BUSO1651, Current Office Technology

PO--Apply current and emerging technologies efficiently and accurately to business situation.

Goal--90% of the students complete the assignment and achieve a score of 80% of higher.

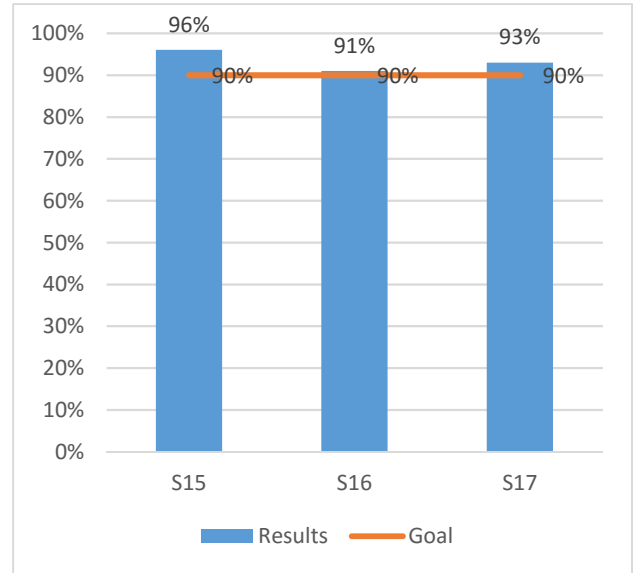
Students prepare a memo identifying technology advances and include a timeline that identifies current technology trends and findings. Submissions are evaluated based upon assignment rubric. (Direct, Formative, Internal, Comparative)

The goal was partially met. The class average was 93% with 88% of the students completing. The class average exceeded the goal by 13%. The student completing goal was not met and fell 2% short of that goal.

The students that are completing the assignment are successful. Some students are choosing to skip this assignment.

Require a draft to be turned in two weeks prior to the due date. The instructor will then contact any students that fail to submit a draft. This may improve both the overall student average and the completion rate.

BUSO1651, Current Office Technology



Semester	Results	Goal	Number
S15	96%	90%	15
S16	91%	90%	13
S17	93%	90%	8

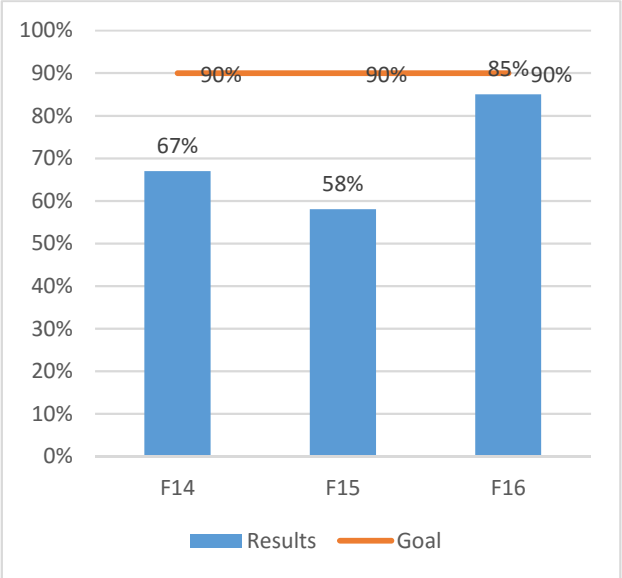
Performance Measure	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results																
BUSO2634, Database Concepts and Applications PO--Use information technology to improve individual and organizational performance. Goal--90% of the students will complete the assignment and achieve a score of 80% or higher.	Students design database structure and enter data for a simulated business to demonstrate mastery of creating tables, queries, and reports. Grade is based on project rubric. (Direct, Summative, Internal, Comparative)	The goal was met. Creating and Managing a Database--100% of the students completed with a class average of 85%. The class average exceeded the goal by 5% and students completing exceeded the goal by 10%.	One area of improvement identified was mail merge.	The mail merge section score did not meet expectations. For Fall 2017 an additional mail merge assignment will be added as a practice test and tied to points in the grade book.	BUSO2634, Database Concepts and Applications  <table border="1"> <thead> <tr> <th>Semester</th> <th>Results</th> <th>Goal</th> </tr> </thead> <tbody> <tr> <td>F14</td> <td>67%</td> <td>90%</td> </tr> <tr> <td>F15</td> <td>58%</td> <td>90%</td> </tr> <tr> <td>F16</td> <td>85%</td> <td>90%</td> </tr> </tbody> </table>	Semester	Results	Goal	F14	67%	90%	F15	58%	90%	F16	85%	90%				
Semester	Results	Goal																			
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					<table border="1"> <thead> <tr> <th>Semester</th> <th>Results</th> <th>Goal</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>F14</td> <td>67%</td> <td>90%</td> <td>10</td> </tr> <tr> <td>F15</td> <td>58%</td> <td>90%</td> <td>14</td> </tr> <tr> <td>F16</td> <td>85%</td> <td>90%</td> <td>7</td> </tr> </tbody> </table>	Semester	Results	Goal	Number	F14	67%	90%	10	F15	58%	90%	14	F16	85%	90%	7
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F16	85%	90%	7																		

TABLE 2: Student Learning Results (Standard 4)

Performance Measure	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
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National Occupational Competency Testing Institute (NOCTI) Administrative Assisting

PO--Use information technology to improve individual and organizational performance.
 PO--Apply current and emerging technologies efficiently and accurately to business situations.
 PO--Perform financial functions associated with office management and/or inputting data.
 Goal--Meet or exceed the national test average of 76%

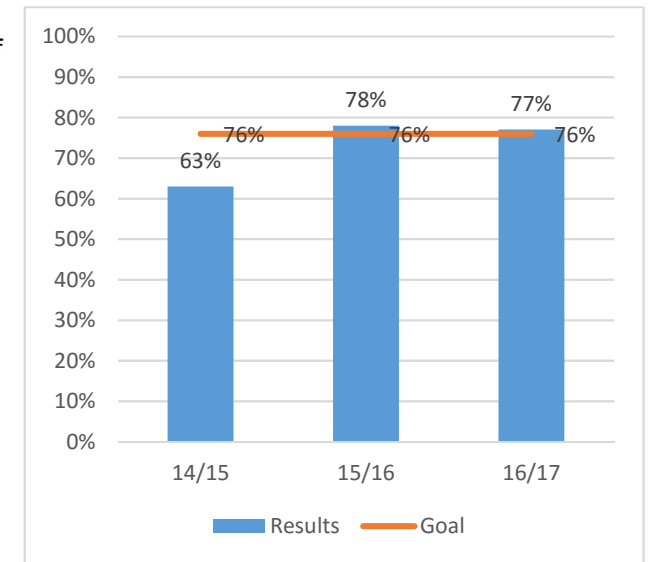
NOCTI Administrative Assisting test administered spring semester to graduates. Graduates are encouraged to complete, it is not a graduation or specific course requirement. (Direct, Summative, External, Comparative)

Two out of three years the national test average was met.

A concern is the low number of graduates that complete the test. The test is administered on a selected date during the day. Students who are working choose not to take time off of work.

The Business and Office Technology Department is exploring the option of hiring an online proctoring service for the NOCTI test. This option would allow for testing flexibility that the students are used to in their courses.

National Occupational Competency Testing Institute (NOCTI) Administrative Assisting



Fiscal Year	Results	Goal	Number
14/15	63%	76%	1
15/16	78%	76%	4
16/17	77%	76%	3

TABLE 2: Student Learning Results (Standard 4)

TABLE 2: Student Learning Results (Standard 4)--Business

Analysis of Results					
Performance Measure	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results

BUSA2041, Business Communications

Grammar mechanics pretest is completed at the beginning of the semester to determine baseline knowledge. Grammar mechanics review activities are completed during the semester with a grammar mechanics posttest at the end. (Direct, Summative, Internal, Comparative)

The Grammar Mechanics Posttest has been administered three semesters with all three meeting the 200 percent improvement goal. Each semester there is a wide improvement range.

S16 Range --64 - 950% increase
 F16 Range--54 - 614% increase
 S17 Range--84 - 625% increase

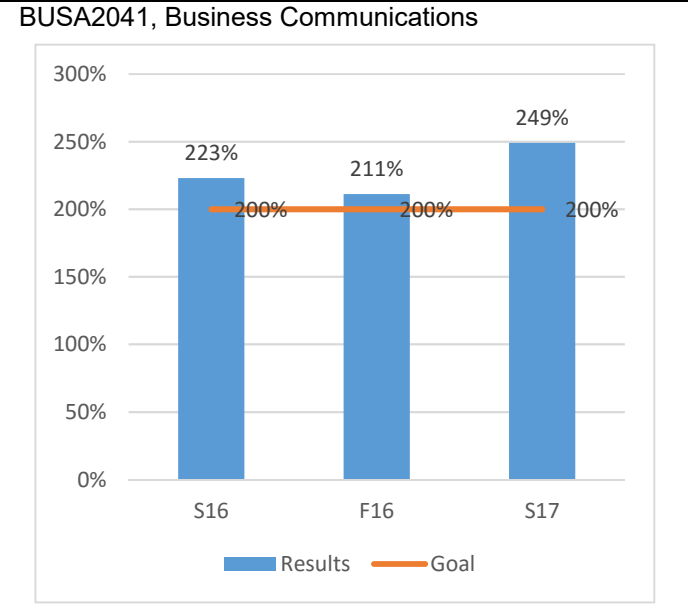
Based upon student S16 feedback, the posttest question wording format was adjusted for F16. The change appeared to have no impact on F16 results.

Individual average increases below 200 percent goal will be evaluated to identify problem grammar mechanics areas which are impacting posttest results.

Number Results Below 200%
 S16--13 individuals
 F16--7 individuals
 S17--3 individuals

Program Outcome (PO)--Prepare and present oral, written and group materials that inform, persuade, and influence others.

Goal--Grammar Mechanics Pretest to Posttest class average improvement of 200 percent or more



Semester	Results	Goal	Number
S16	223%	200%	23
F16	211%	200%	12
S17	249%	200%	12

Performance Measure	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
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BUSA1050, Personal Financial Management and Planning

PO--Apply the principles of accounting, finance, and economics to evaluate fiscal decision making.

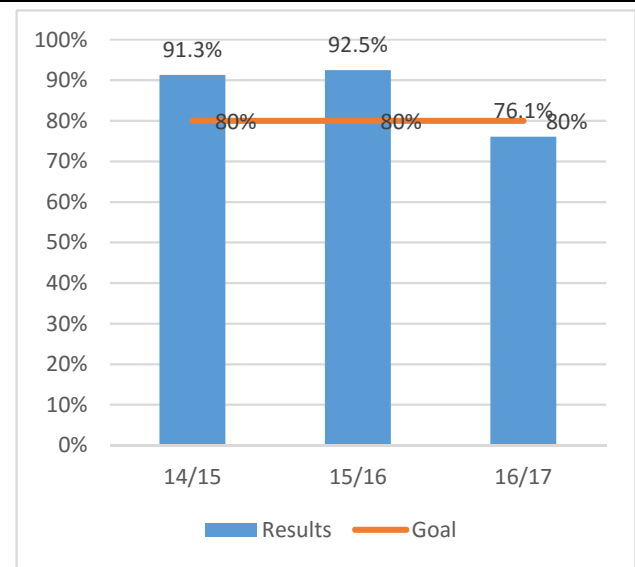
Goal--Consumer Research Project with 80% completing at 85% or higher

Students complete a Consumer Research Project which involves identifying a problem that requires a purchase, researching and evaluating purchase alternatives, selecting item to purchase, and identifying post purchase activities. (Direct, Formative, Internal, Comparative)

The 16/17 year results dropped considerably compared to prior years.

In analyzing the 16/17 data, the two online class results negatively impacted the results. Further analysis shows that questions were left unanswered or included brief answers.

For F17 the assignment instructions and questions will be reviewed to check for clarity.



Fiscal Year	Results	Goal	Number
14/15	91.3%	80%	42
15/16	92.5%	80%	62
16/17	76.1%	80%	35

BUSA1010, Introduction to Business

PO--Demonstrate knowledge in critical business areas including management, marketing, and the legal and regulatory environment.

Goal--Entrepreneurship Paper with 80% completing at 85% or higher

Students identify a business owner to interview asking specific questions related to business ownership, global activity, ethics, social responsibility, legal issues, license requirements, staffing requirements and challenges, marketing, and technology usage. (Direct, Formative, Internal, Comparative)

This assignment was first used in F15. The first two semesters the goal was not met and the last two semesters the goal has been met.

Following the 15/16 academic year, the faculty found that questions and rubric criteria needed clarification.

Faculty revised several of the assignment questions and rubric criteria to improve clarity. The revised items were used 16/17.

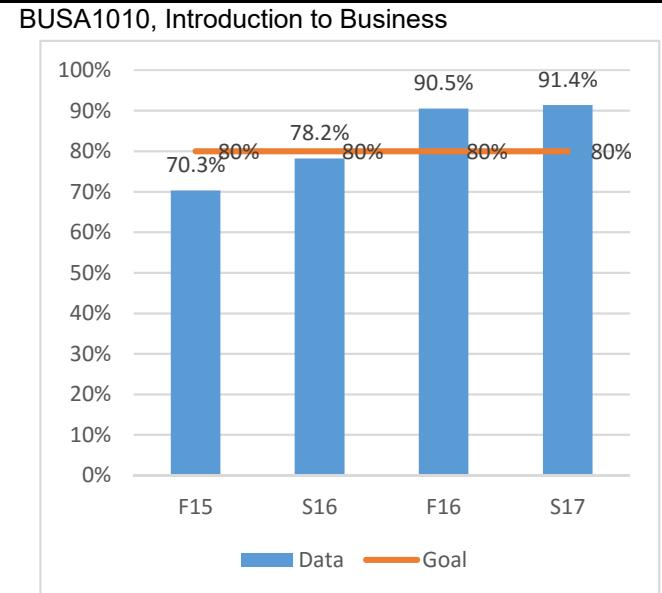


TABLE 2: Student Learning Results (Standard 4)

Performance Measure	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
Semester	Data	Goal	Number		
F15	70.3%	80%	26		
S16	78.2%	80%	43		
F16	90.5%	80%	38		
S17	91.4%	80%	32		

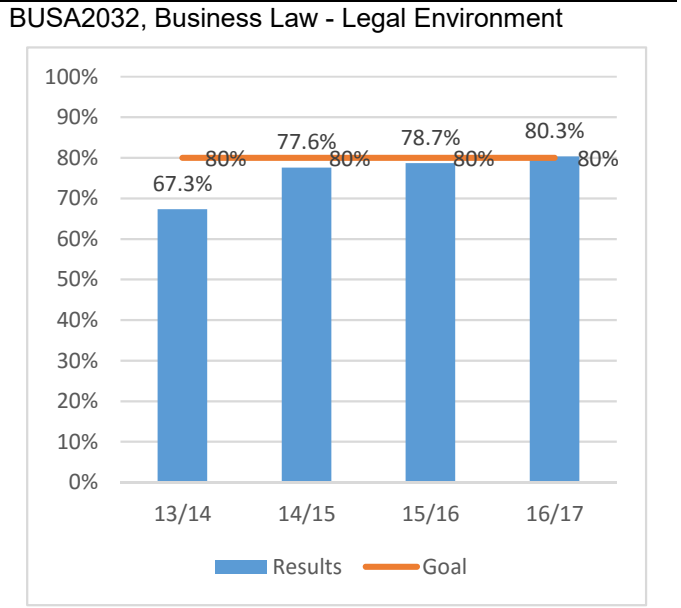
BUSA2032, Business Law - Legal Environment
 PO--See below
 Goal--Trial discussions with 80% completing at 75% or higher

Students discuss in a group format three trial cases. The student roles change for each case. Roles include plaintiff, defendant, and jury. Using precedent and research students present legal arguments to persuade the jury. The jury deliberates and reaches a verdict. (Direct, Formative, Internal, Comparative)

The first three years the performance measure was not met. The 16/17 results met the standard.

Student involvement in group settings is challenging. More faculty intervention is needed to encourage earlier participation in group activity.

In 14/15 more detailed instructions and role playing simulations were implemented to help students with group activities. In 15/16 the assignment directions and rubric criteria were revised to clarify expectations.



- PO--Apply critical thinking processes to ethically analyze and evaluate business situations.
- PO--Prepare and present oral, written and group materials that inform, persuade, and influence others.
- PO--Apply critical thinking processes to ethically analyze and evaluate business situations.
- PO--Prepare and present oral, written and group materials that inform, persuade, and influence others.
- PO--Demonstrate the ability to effectively work in a team environment to achieve goals.
- PO--Demonstrate the ability to effectively work in a team environment to achieve goals.

Fiscal Year	Results	Goal	Number
13/14	67.3%	80%	37
14/15	77.6%	80%	59
15/16	78.7%	80%	59
16/17	80.3%	80%	114

TABLE 2: Student Learning Results (Standard 4)--Medical Administrative Assistant

Analysis of Results					
Performance Measure	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results

BUSO2631, Applied Medical Coding

Complete class ICD-10 and CPT quizzes and worksheets (Direct, Formative, Internal, Comparative)

Program Outcome (PO)--Enhance employment and career opportunities

PO--Gain skill enhancement in the use of medical terminology using computers

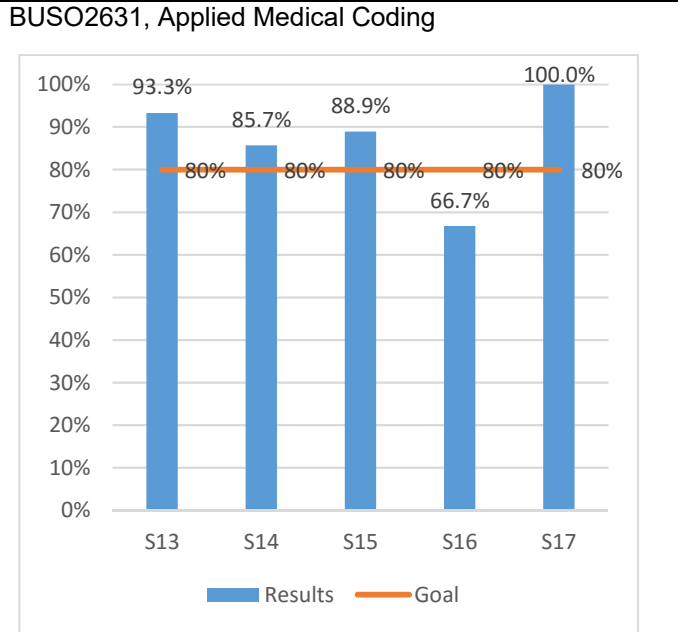
PO--Gain skill enhancement in the management of multiple tasks

Goal--80% of students earn 70% or higher

The performance measure was met in S17. The S16 group did not meet the performance.

This course provides an introduction to ICD and CPT coding. ICD-9 codes changed to ICD-10 in October 2015 and curriculum changes were implemented S16.

S17 was a small class which allowed more time to explain specific codes and individual attention for problem codes. ICD-10 includes nearly 5 times as many diagnosis codes than ICD-9. The instructor now has a better understanding of the codes and hopes a coding book change provides positive results.



Semester	Results	Goal	Number
S13	93.3%	80%	15
S14	85.7%	80%	7
S15	88.9%	80%	9
S16	66.7%	80%	6
S17	100.0%	80%	2

Performance Measure	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
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BUSO1670, Applied Medical Terminology
 PO--Gain skills in oral and written communications
 Goal--100% of students achieve 70% or higher on assignment

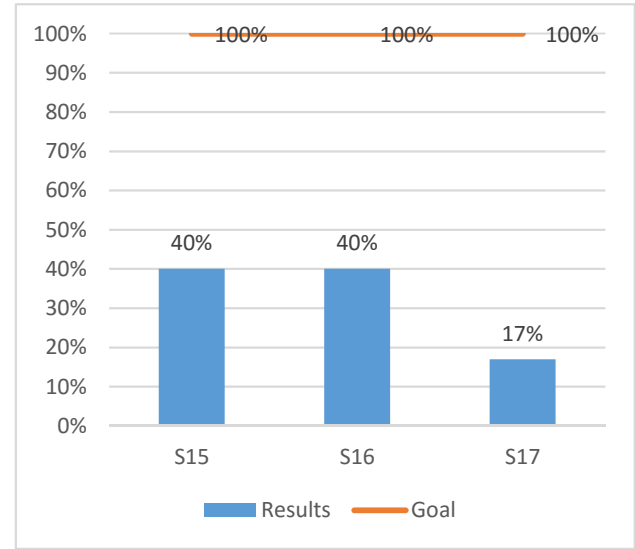
Empathetic listening and answering case study (Direct, Formative, Internal, Comparative)

Each year has not met the performance measure and S17 was the worst.

S17 results were worse than previous years, even after starting to use a rubric.

The S17 rubric will be adjusted for S18 and coordinated with the answers and increased Brightspace announcements included.

BUSO1670, Applied Medical Terminology



Semester	Results	Goal	Number
S15	40%	100%	10
S16	40%	100%	10
S17	17%	100%	6

Performance Measure	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
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BUSO1668, Medical Terminology

PO--Gain skills in oral and written communications
Increase awareness of ethical behaviors, such as confidentiality and compassion at the workplace

Goal--80% of students complete the Hoonuit (Atomic Learning) -Plagiarism

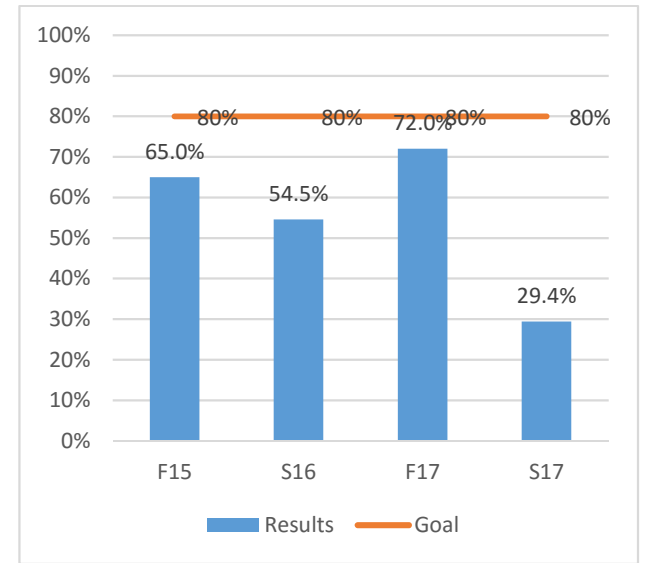
Hoonuit (Atomic Learning) - Plagiarism, Optional Assignment (Direct, Formative, External, Comparative)

The F16 participation level increased from earlier semesters with the S17 participation level being the worst.

Completing the optional plagiarism and sharing the completion certificate with the instructor earns 3 bonus points.

Starting Summer 2017 in Brightspace Materials, Content an additional statement was added "Do this to learn more about writing, citing work properly, and gaining extra credit." An additional announcement was also included.

BUSO1668, Medical Terminology



Semester	Results	Goal	Number
F15	65.0%	80%	20
S16	54.5%	80%	22
F17	72.0%	80%	25
S17	29.4%	80%	17

TABLE 7: Business Unit Performance Results (Standard 6)

Analysis of Results					
Performance Measure:	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results

Riverland Student Retention

Identify Riverland full- and part-time students on day 1 first fall semester and day 1 second fall semester.

Retention goals are identified in table below with a 1.5% increase (of the previous year's percentage) per year

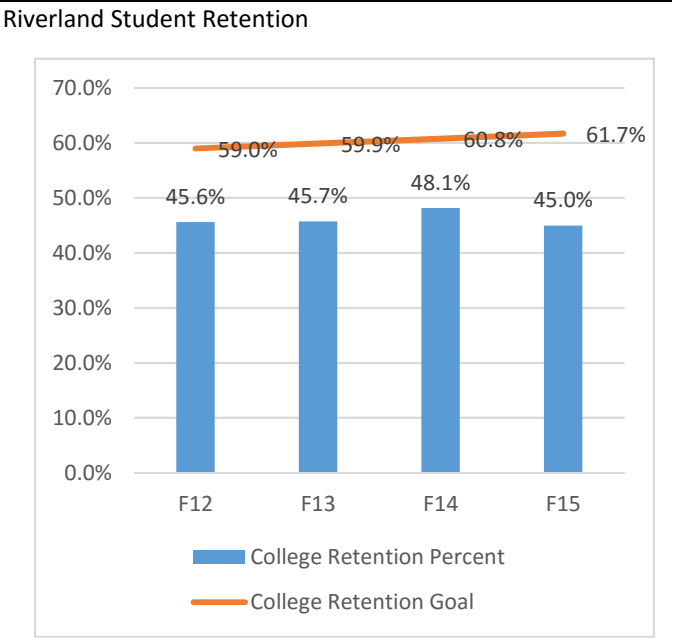
Riverland Institutional Research Department Report prepared annually.

This measurement includes full- and part-time students and data is collected on day 1 of the first and second fall semester.

The F15 retention results dropped from F14. The F15 results are consistent with F12 and F13 results.

Riverland's retention rates have been stable for the past four academic years and averaged 46% which is below goal. The College struggles with the best practice measure for student retention because of the student population.

Different student categories are identified and they receive targeted retention interventions. The College is also analyzing different student categories to identify retention gaps compared to the student category with the highest retention rate. To attain a best practice retention measure the College will select a group of full-time/part-time students from a program with a sufficient N and compare their retention to the general student population.



	F12	F13	F14	F15
College Cohort Count	787	700	648	605
College Retention Count	359	320	312	272
College Retention Percent	45.6%	45.7%	48.1%	45.0%
College Retention Goal	59.0%	59.9%	60.8%	61.7%
Unmet Goal Percentage	-13.4%	-14.2%	-12.6%	-16.7%

TABLE 7: Business Unit Performance Results (Standard 6)

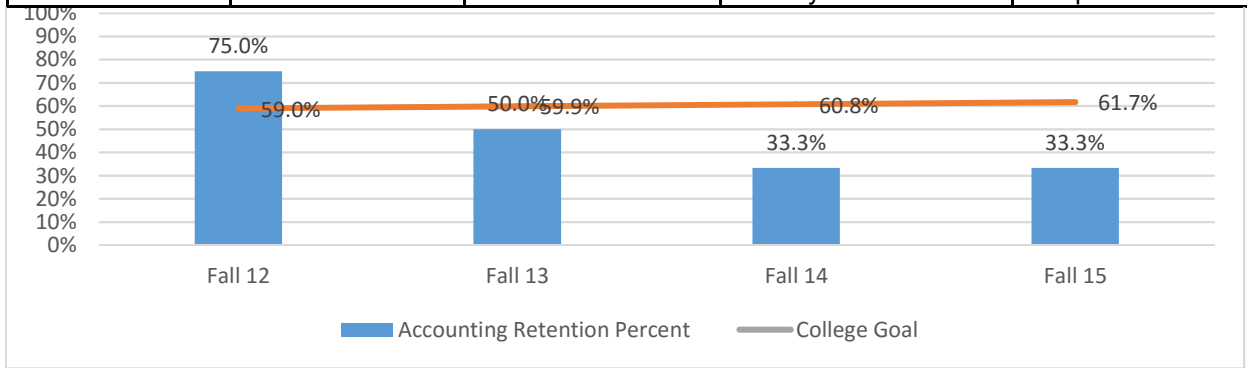
Performance Measure:	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
ACBSP accredited program student retention Identify all full- and part-time students with an accredited major on day 1 first fall semester and day 1 second fall semester. Retention goals are identified in table below with a 1.5% increase (of the previous year's percentage) per year	Riverland Institutional Research Department Report prepared annually. This measurement includes full- and part-time students and data is collected on day 1 of the first and second fall semester.	Between years within an accredited major, the results vary. The small N and large retention differences raises questions.	This is the first time specific major retention has been evaluated. Students changing majors within a department impacts the retention percentage. As the economy improves, students are also drawn to job offers and the potential income rather than continuing their education. To obtain financial aid, students are required to declare a major, which might not be the graduating major.	College considerations moving forward: * Should data be pulled later in the semester instead of day 1 because of the College drop/add policy and student major changes? * Should accredited and non-accredited degrees, diplomas, and certificates be included in department data since students move between majors? * Targeted interventions are applied to student populations. Instructors will continue to encourage students to use oncampus / online tutoring, Student Success Center, TRIO Center, Parenting Resource Center, counselors, and other College support services.	See below for data and charts

	Accounting Retention Percent	College Goal	Entering Cohort Count	Retention Count
Fall 12	75.0%	59.0%	8	6
Fall 13	50.0%	59.9%	8	4
Fall 14	33.3%	60.8%	6	2
Fall 15	33.3%	61.7%	6	2

Accounting Retention

TABLE 7: Business Unit Performance Results (Standard 6)

Performance Measure:	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
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	Administrative Assistant Retention Percent	College Goal	Entering Cohort Count	Retention Count
Fall 12		59.0%	0	0
Fall 13	100.0%	59.9%	4	4
Fall 14	66.7%	60.8%	3	2
Fall 15	75.0%	61.7%	4	3

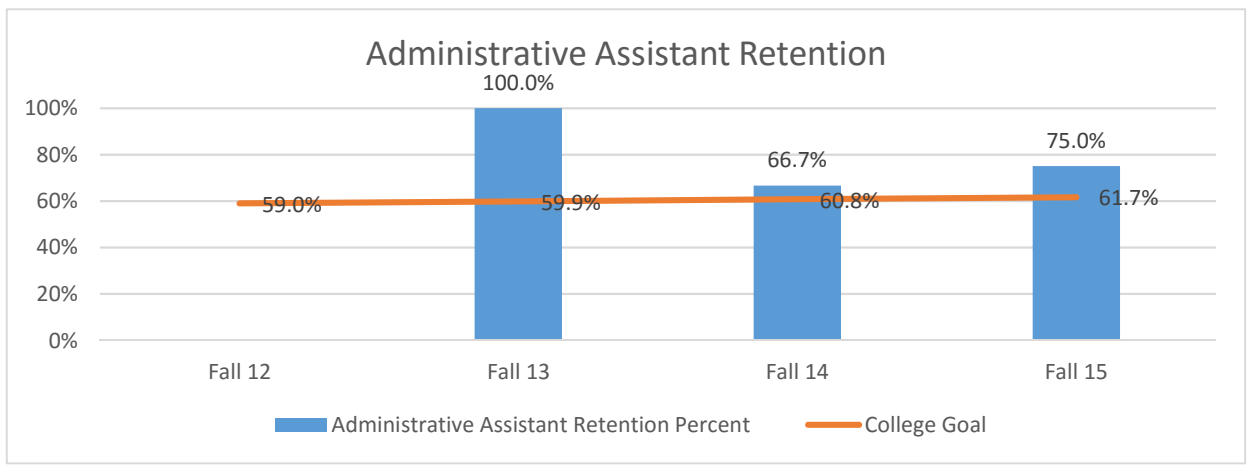
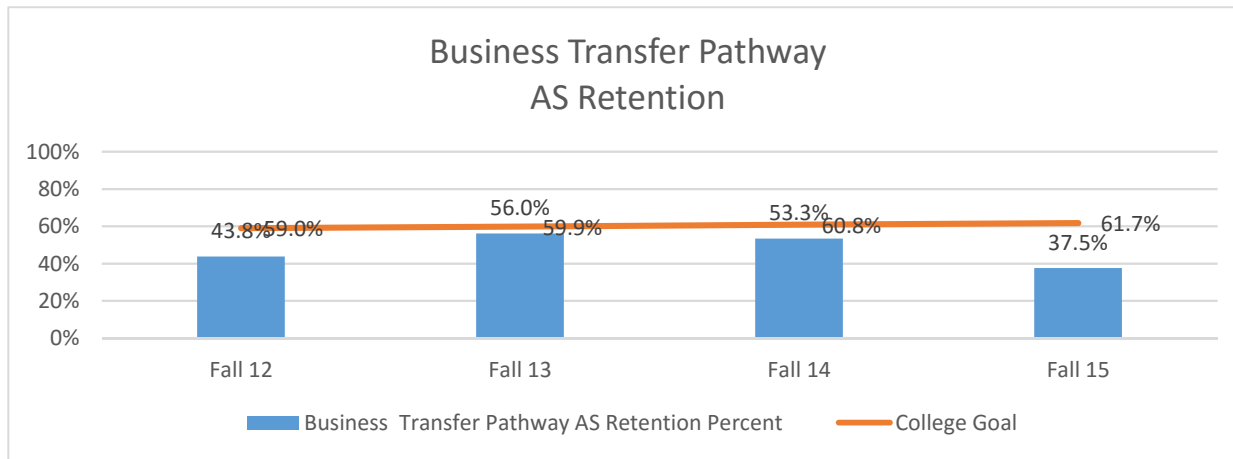


TABLE 7: Business Unit Performance Results (Standard 6)

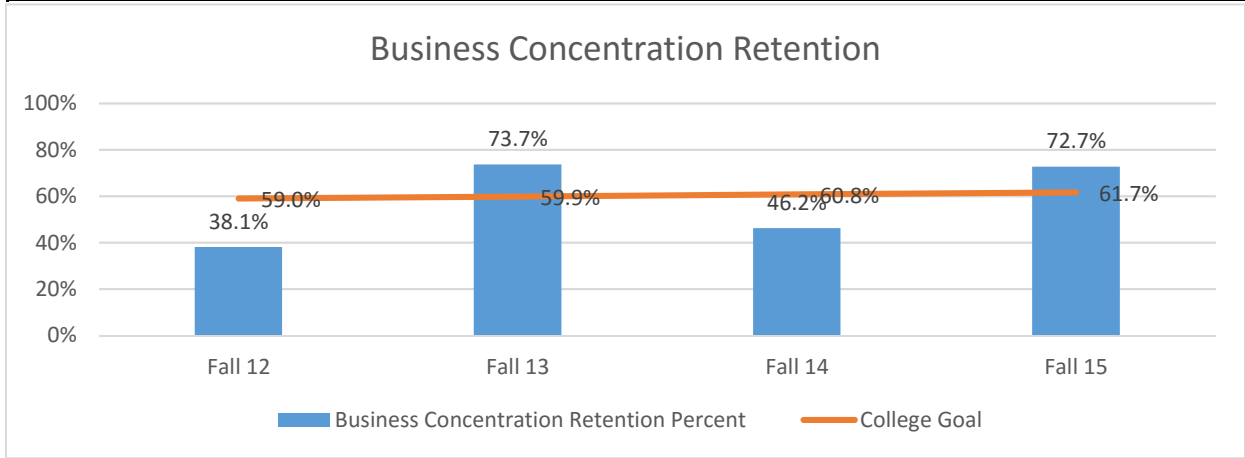
Performance Measure:	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
	Business Transfer Pathway AS Retention Percent	College Goal	Entering Cohort Count	Retention Count	
Fall 12	43.8%	59.0%	32	14	
Fall 13	56.0%	59.9%	25	14	
Fall 14	53.3%	60.8%	15	8	
Fall 15	37.5%	61.7%	24	9	



	Business Concentration Retention Percent	College Goal	Entering Cohort Count	Retention Count
Fall 12	38.1%	59.0%	21	8
Fall 13	73.7%	59.9%	19	14
Fall 14	46.2%	60.8%	13	6
Fall 15	72.7%	61.7%	11	8

TABLE 7: Business Unit Performance Results (Standard 6)

Performance Measure:	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
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	Medical Administrative Assistant Retention Percent	College Goal	Entering Cohort Count	Retention Count
Fall 12	57.1%	59.0%	7	4
Fall 13	66.7%	59.9%	3	2
Fall 14	100.0%	60.8%	1	1
Fall 15		61.7%	0	0

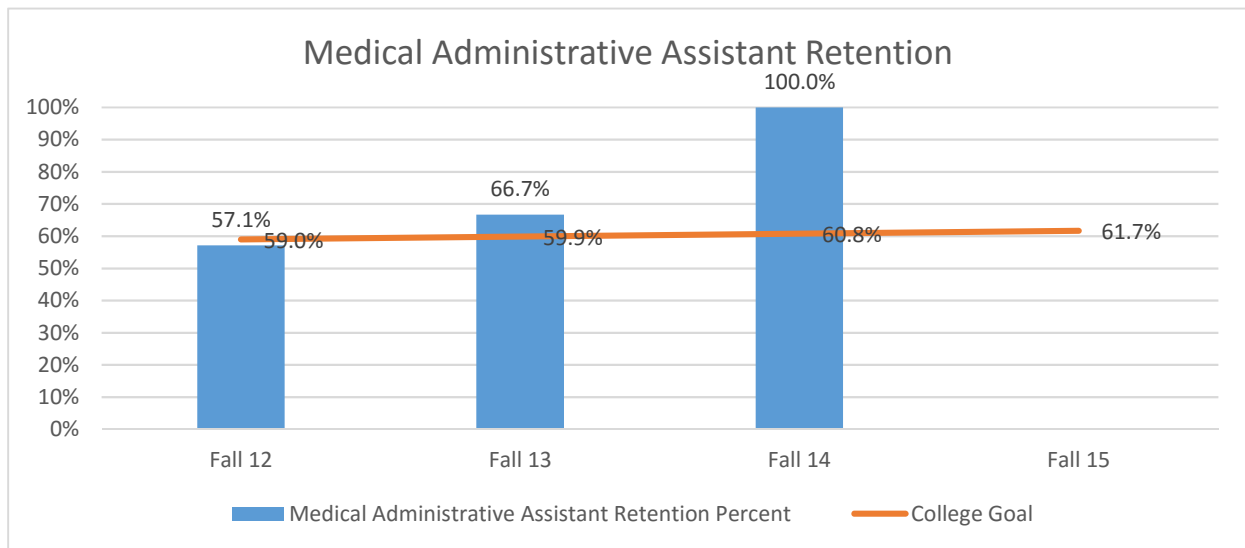


TABLE 7: Business Unit Performance Results (Standard 6)

Performance Measure:	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
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College Enrollment and Student Credit Hours

College Credit Goals are identified in table below

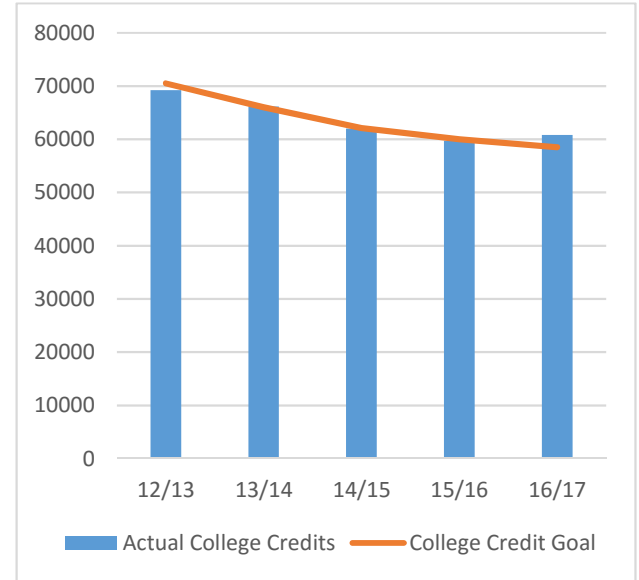
Riverland Institutional Research Department Report prepared annually.

16/17 college credits increased from 15/16 and the credit goal was achieved. Prior years had mixed results achieving credit goals.

College credit goals were based upon previous high enrollment during the recession with a peak enrollment in 09/10. The goal was continual growth based upon those results. High expectation continued in 12/13 and by 13/14 it was obvious that the earlier budgeted projections were unrealistic. The goals were adjusted to reflect a more realistic trend.

The 2015 - 2020 Strategic Blueprint set a targeted enrollment growth for 2020. To achieve that growth the enrollment management committee is using research-based information from Education Advisory Board (EAB). The College joined EAB in 2013. College changes include social media outreach, redesigned website to be responsive to mobile devices, and contracting with Full Measure Education to combine high-tech with high-touch recruitment strategies. Full Measure started January 2017.

Riverland Student Credit Hours



	Actual College Credits	College Credit Goal	Credit Difference
12/13	69207	70500	-1293
13/14	66134	66000	134
14/15	61967	62100	-133
15/16	59715	60000	-285
16/17	60799	58500	2299

TABLE 7: Business Unit Performance Results (Standard 6)

Performance Measure:	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
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Accounting Enrollment

Accounting (ACCT) credit goal 2% or more of the College enrollment.

ACCT credit hours measured annually by College Institutional Research Office

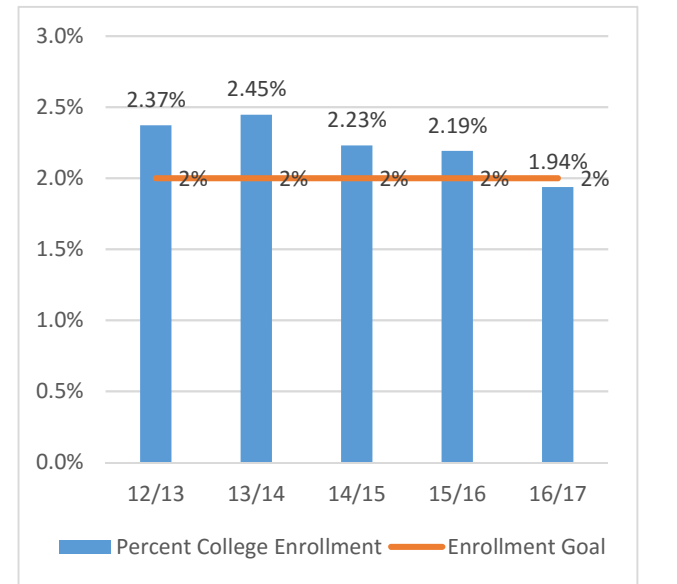
Data is collected at the end of the academic year after all credits are entered.

The 16/17 academic year dropped below the enrollment goal.

Enrollment as a percentage of College enrollment has been relatively consistent until 16/17. The enrollment decline might be due to students taking fewer credits (more part-time students) or fewer displaced workers needing retraining.

An Accounting AS Transfer Pathway is currently being developed to meet Minnesota State transfer requirements to assist students with transfer. Faculty continue to explore ways to change marketing strategies.

Accounting Percent College Enrollment



	ACCT College Credits	Percent College Enrollment	Enrollment Goal
12/13	1642	2.37%	2%
13/14	1618	2.45%	2%
14/15	1381	2.23%	2%
15/16	1308	2.19%	2%
16/17	1178	1.94%	2%

TABLE 7: Business Unit Performance Results (Standard 6)

Performance Measure:	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
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Business Student Enrollment

Business (BUSA) credit goal 2% or more of the College enrollment.

BUSA credit hours measured annually by College Institutional Research Office

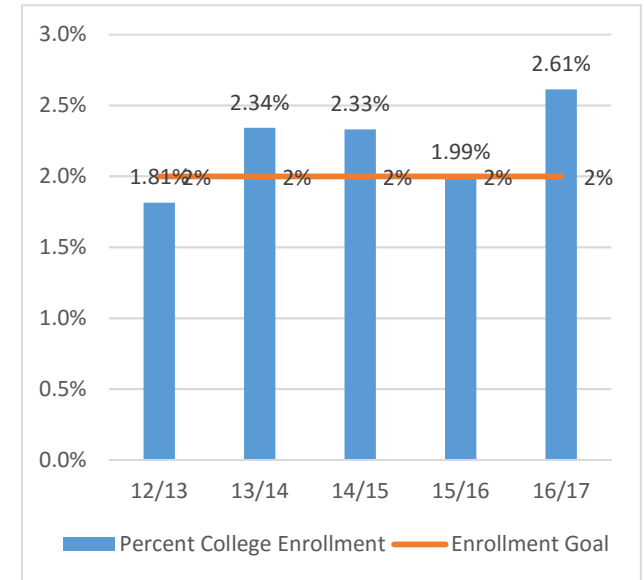
Data is collected at the end of the academic year after all credits are entered.

BUSA enrollment was at 2% of college enrollment or higher in 3 out of 5 years.

The 16/17 increase reflects several new initiatives. F16 was the first FlexPace™ Certificate cohort. Working adults complete one class at a time. There continues to be interest in the Future Maverick Pathway with Minnesota State University, Mankato (MSU). Students complete a two-year business degree at Riverland and transfer to MSU with a tuition freeze.

Faculty reviewed 16/17 FlexPace™ certificate cohort results and made adjustments for the second cohort starting F17. Starting F17 the first cohort can continue with the Business AS degree in the FlexPace™ format.

Business Percent College Enrollment



	BUSA College Credits	Percent College Enrollment	Enrollment Goal
12/13	1256	1.81%	2%
13/14	1549	2.34%	2%
14/15	1444	2.33%	2%
15/16	1191	1.99%	2%
16/17	1589	2.61%	2%

TABLE 7: Business Unit Performance Results (Standard 6)

Performance Measure:	Measurement Instrument or Process	Current Results	Analysis of Results	Action Taken or Improvement Made	Data Results
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Business and Office Enrollment
 Business and Office (BUSO) credit goal 2% or more of the College enrollment.

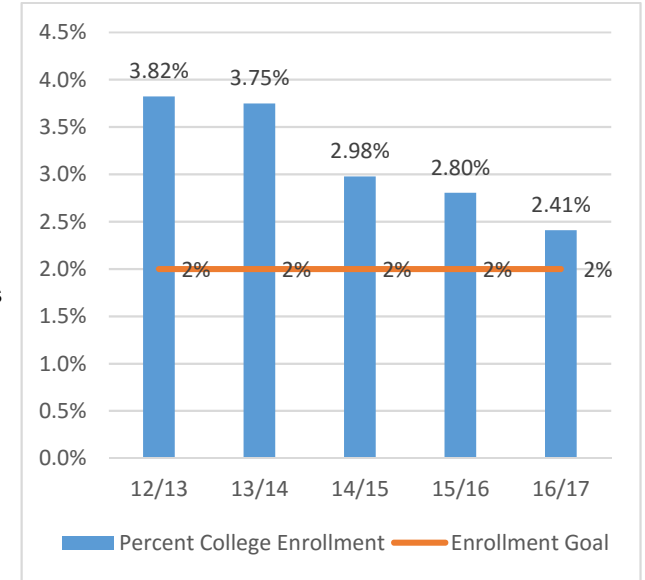
BUSO credit hours measured annually by College Institutional Research Office
 Data is collected at the end of the academic year after all credits are entered.

Enrolled credit hours for BUSO courses have decreased the past five fiscal years.

The number of BUSO part-time students has increased with the number of full-time students decreasing. A major employer has presented job opportunities to students prior to graduation which negatively impacts credits.

Evaluate our courses and percentage capacity. Develop a marketing plan and seek training opportunities to promote the BUSO program. During 17/18 the College is implementing a program review process which will hopefully provide insight for program growth.

Business and Office Percent College Enrollment



	BUSO College Credits	Percent College Enrollment	Enrollment Goal
12/13	2645	3.82%	2%
13/14	2477	3.75%	2%
14/15	1844	2.98%	2%
15/16	1675	2.80%	2%
16/17	1465	2.41%	2%

TABLE 7: Business Unit Performance Results (Standard 6)