

Fermanian School of Business
BBA Management Concentration PLO #A1 Assessment
2021-2022

Learning Outcome:

BBA Management Concentration PLO #A1: Exhibit an in-depth knowledge of management theory.

Outcome Measure:

Management Major-Specific Exit Exam Results

Criteria for Success:

Score at or above TBD on the Management Major-Specific Exit Exam.

Aligned with DQP Learning Areas (circle one or more but not all five):

1. Specialized Knowledge
2. Broad Integrative Knowledge
3. Intellectual Skills/Core Competencies
4. Applied and Collaborative Learning, and
5. Civic and Global Learning

Initial Data:

Management Major-Specific Exit Exam - Average Student Score:

Semester	N ¹	Score
Summer 2020	15	57.8
Summer 2021	31	56.5
Summer 2022	18	55

Conclusions Drawn

from Data:

The Management Major-specific exit exam was implemented in Summer 2020. The average student scores were 57.8, 56.5 and 55 in Summer 2020, Summer 2021, and Summer 2022 respectively.

Changes to be Made Based on Data:

Based on the limited data, no changes are recommended at this time. Data will continue to be collected and an appropriate criteria for success will be set in Spring 2023.

¹ Number of Students Taking Test

Fermanian School of Business
BBA Management Concentration PLO #A2 Assessment
2021-2022

Learning Outcome:

Management Major PLO #A2: Assess the competitive advantage of a business based on management concepts.

Outcome Measure:

BMG4084 – Comparative Operational Analysis

Criteria for Success:

The average score for each criteria of the Management Major PLO #F2 Rubric will be a 3.0 or higher out of 4.0.

Aligned with DQP Learning Areas (circle one or more but not all five):

1. Specialized Knowledge
2. Broad Integrative Knowledge
3. Intellectual Skills/Core Competencies
4. Applied and Collaborative Learning, and
5. Civic and Global Learning

Longitudinal Data:

Management Major PLO #A2 Rubric – Average Student Score:

Semester	# of Assessments	Development	Application	Evaluation	Recommendation	Total
Summer 2022	36	3.17	3.28	3.14	2.78	3.09

Conclusions Drawn from Data:

The criteria for success (average of 3.0 or higher out of 4.0) was met during Summer 2022 in all rubric criteria except Recommendation (0.22 below the criteria).

Changes to be Made Based on Data:

No changes will be made at this time, as this is the first set of data gathered; however, the Recommendation score will closely monitored.

BBA MANAGEMENT CONCENTRATION PLO #A2 RUBRIC

Point Loma Nazarene University BBA Management Concentration Learning Outcome #A2. Assess the competitive advantage of a business based on management concepts.

Criteria	Excellent 4	Meets Expectations 3	Needs Improvement 2	Does Not Meet Expectations 1
Development of Operational Topics	Paper clearly identifies all ten operational topics* and clearly defines/explains them based on Simchi-Levi's text, <i>Operations Rules</i> .	Paper clearly identifies most relevant operational topics* and usually defines/explains them based on Simchi-Levi's text, <i>Operations Rules</i> .	Paper identifies some relevant operational topics* and sometimes defines/explains them based on Simchi-Levi's text, <i>Operations Rules</i> .	Paper lacks identification of relevant operational topics* and rarely, if at all, defines/explains them based on Simchi-Levi's text, <i>Operations Rules</i> .
Application of Operational Topics	Paper consistently applies operational topics and theories to the data in order to understand each organization's financial outlook.	Paper often applies operational topics and theories to the data in order to understand each organization's financial outlook.	Paper sometimes applies operational topics and theories to the data in order to understand each organization's financial outlook.	Paper rarely, if ever, applies operational topics and theories to the data in order to understand each organization's financial outlook.
Evaluation of Operational Topics	Paper includes a comprehensive evaluation of all ten operational topics for the organizations under consideration.	Paper includes somewhat comprehensive evaluation of most (8-9) of the operational topics for the organizations under consideration.	Paper includes a brief evaluation of some (6-7) of the operational topics for the organizations under consideration.	Paper includes a vague evaluation of only a few operational topics (5 or less) for the organizations under consideration.
Recommendation for Superior Operational System	Recommendations for the superior company make use of evidence-based arguments which focus upon theoretical application of information and data.	Recommendations for the superior company usually make use of evidence-based arguments which focus upon theoretical application of information and data.	Recommendations for the superior company sometimes make use of evidence-based arguments which focus upon theoretical application of information and data.	Recommendations for the superior company rarely, if ever, make use of evidence-based arguments and lack theoretical application of information and data.

*Operational Topics Include: Value Proposition, Alignment of operational strategy to value proposition, Matching products, Markets and strategies, Procurement methods, Risk management, Information systems and management, Operational excellence created with high involvement management, Operational flexibility with teams, Learning and cross training, Sustainability, and Resiliency

Average Score: _____ (Total/# of criteria)

Note 1: All criteria are weighted equally

Fermanian School of Business
BBA Marketing Concentration PLO #B1 Assessment
2021-2022

Learning Outcome:

BBA Marketing Concentration PLO #B1: Exhibit an in-depth knowledge of marketing theory and concepts.

Outcome Measure:

Marketing Major-Specific Exit Exam Results

Criteria for Success:

Score at or above TBD on the Marketing Major-Specific Exit Exam.

Aligned with DQP Learning Areas (circle one or more but not all five):

1. Specialized Knowledge
2. Broad Integrative Knowledge
3. Intellectual Skills/Core Competencies
4. Applied and Collaborative Learning, and
5. Civic and Global Learning

Initial Data:

Marketing Major-Specific Exit Exam - Average Student Score:

Semester	N ¹	Score
Spring 2019	12	55.5
Spring 2021	31	58.6
Spring 2022	23	54.2

Conclusions Drawn

from Data:

The Marketing Major-specific exit exam was implemented in Spring 2019. The average student scores were 55.5, 58.6 and 54.2 in Spring 2019, Spring 2021, and Spring 2022 respectively.

No data was collected Spring 2020 due to Covid.

Changes to be Made Based on Data:

Based on the limited data, no changes are recommended at this time. Data will continue to be collected and an appropriate criteria for success will be set in Spring 2023.

¹ Number of Students Taking Test

Fermanian School of Business
BBA Marketing Concentration PLO #B2 Assessment
2021-2022

Learning Outcome:

BBA Marketing Concentration PLO #B2: Evaluate an integrated marketing communication (IMC) plan using marketing knowledge and concepts.

Outcome Measure:

BMK3036 – Simulation Briefing Paper

Criteria for Success:

Average student score for each criteria on the BBA Marketing Concentration PLO #B2 Rubric will be a 3.0 or higher out of 4.0

Aligned with DQP Learning Areas (circle one or more but not all five):

1. Specialized Knowledge
2. Broad Integrative Knowledge
3. Intellectual Skills/Core Competencies
4. Applied and Collaborative Learning, and
5. Civic and Global Learning

Initial Data (revised assignment & rubric):

BBA Marketing Concentration PLO B2 Rubric – Average Student Scores (Rubric as of Spring 2020):

Semester	N	Strategies	Impact on OPI	Recommendations	Total
Spring 2020	26	2.96	3.15	2.38	2.83
Spring 2021	40	3.23	3.21	2.54	2.99
Spring 2022	38	3.08	2.84	2.39	2.77
Summer 2022	40	3.00	2.90	2.45	2.78

Note: N=number of assessments (2 assessor scores per student)

Conclusions Drawn from Data:

This signature assignment was first implemented in Spring 2020. The criteria for success (average of 3.0 or higher out of 4.0) was met in three of the four semesters in the area of Strategies, and was only .04 below for Spring 2020. The criteria of success was met in two of the four semesters for the area of Impact on OPI. Scores were below the criteria for success in all four semesters for Recommendations.

Changes to be Made Based on Data:

The instructor made changes to the instructions and content related to the area of Recommendations in Fall 2021; however, the scores did not improved. A new assignment and rubric to measure this outcome was developed by the instructor and will be implemented beginning Fall 2022. Data from the new assignment will be collected and monitored to assess this outcome in AY 22-23.

MARKETING CONCENTRATION PLO #B2 RUBRIC

Point Loma Nazarene University Marketing Concentration Learning Outcome #B2: Evaluate an integrated marketing communication plan using marketing knowledge and concepts.

Criteria	Excellent 4	Meets Expectations 3	Needs Improvement 2	Does Not Meet Expectations 1
Strategies	Marketing communication strategies are clearly described and include a very logical explanation for how they were selected based on market(s) and target audience(s).	Marketing communication strategies are described and include a logical explanation for how they were selected based on market(s) and target audience(s).	Marketing communication strategies are briefly described and include a somewhat logical explanation for how they were selected based on market(s) and target audience(s).	Marketing communication strategies are not clearly described and do not include a logical explanation for how they were selected based on market(s) and target audience(s).
Impact on OPI (Overall Performance Index Score)	An excellent discussion of the strategies' impact on OPI is included. No room for improvement.	A satisfactory discussion of the strategies' impact on OPI is included. A little room for improvement.	A fair discussion of the strategies' impact on OPI is included. Some room for improvement.	A poor discussion of the strategies' impact on OPI is included. Much room for improvement.
Recommendations	Recommendations for improvement clearly address the situation and seem very likely to improve the campaign's success.	Recommendations for improvement generally address the situation and seem likely to improve the campaign's success.	Recommendations for improvement slightly address the situation and might improve the campaign's success.	Recommendations for improvement do not clearly address the situation and seem very unlikely to improve the campaign's success.

Average Score: _____ (Total/# of criteria)

Note 1: All criteria are weighted equally

