

CNM ANNUAL STUDENT LEARNING ASSESSMENT REPORT

Due to the Student Academic Assessment Committee by October 15



PART 1: REPORT INFORMATION

Report Year and Contact Information			
2018-2019	Ben White	Bwhite37@cnm.edu	X 50820
Academic Year	Contact Person	CNM Email	CNM Office Extension
Subject of this Report			
BIT--CSRVCN_CERT--Customer Services Representative Certificate			

PART 2: CONTEXT IN WHICH THE ASSESSMENT TOOK PLACE

<p>Program/Area Highlights and Successes (Wherever applicable, include course completion rates, job placement outcomes, and licensing examination pass rates. See the program information dashboard at https://livecnm.sharepoint.com/sites/Dashboards/SitePages/Program%20Information%20Dashboard.aspx (access restricted to CNM employees) and other reports at https://www.cnm.edu/depts/opie.)</p>
<p>For the fiscal year 2018-19, 39 students declared this major certificate, 41 received the certificate.</p>
Changes Implemented During the Past Year in Support of Student Learning
<p>No significant changes were made in this assessment period.</p>

PART 3: REPORT ON ASSESSMENT OF STUDENT LEARNING

Assessment Method	Type of Assessment Tool	Population or Course(s) Assessed	Graduate Learning Outcome(s) Assessed	Mastery Level (E.g., "Minimum score of 3 on a rubric scaled 0-4" or "Minimum score of 75%")	Targeted % Achieving Mastery	Outcome
Final Project	Direct & Internal	BA 2230	Comprehend and compose business documents.	80% of students completing 81% or higher	90%	Target met

Final Project	Direct & Internal	BA 2230	Demonstrate effective communication skills and behaviors that maximize the consumer experience	80% of students completing 81% or higher	90%	Target met
Final Project	Direct & Internal	BA 2230	Interact with business contacts and coworkers in a professional manner while accepting and delivering	80% of students completing 81% or higher	90%	Target met
Final Project	Direct & Internal	BA 2230	Identify and apply relevant information needed to set goals, perform job related tasks, and make ethical business decisions.	80% of students completing 81% or higher	90%	Target met
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Summary of Assessment Findings
Outcome 1-4: Final Project was student objective specific; Target was met

Interpretation of Assessment Findings
Outcome 1-4; BA 2230; 90% has room for improvement; Course owners will look at specific areas to make improvements

Action Plan in Support of Student Learning (Describe changes to be made that are based at least in part on the assessment interpretation. If the assessment did not yield useful information, describe changes to be made in the assessment methodology and/or criteria.)
Outcome 1-4: BA 2230; Course owners will look at specific areas to make improvements

Please select all of the following that characterize the types of changes described in the above action plan:

- | | | |
|---|--|---|
| <input type="checkbox"/> Assessment criteria revision | <input type="checkbox"/> Assessment methodology revision | <input checked="" type="checkbox"/> Assignment revision |
| <input type="checkbox"/> Budgetary reallocation | <input type="checkbox"/> Change in teaching approach | <input type="checkbox"/> Course content revision |
| <input type="checkbox"/> Curricular Revision | <input type="checkbox"/> Faculty training/development | <input type="checkbox"/> Process revision |

Recommendations, Proposals, and/or Funding Requests	Budget Needed
n/a	Click or tap here to enter text.

PART 4: REMAINING YEARS IN CURRENT ASSESSMENT CYCLE PLAN (including any revisions) – **OR -- UPCOMING ASSESSMENT CYCLE PLAN** (if this was the final year)

Years of Full Cycle	Next Year’s Assessment Focus (Describe how the next planned assessment is expected to provide information that can be used toward improving student learning.)
2016/2017 – 2020/2021	This plan is used to assess the AAS in Business Degree so to provide a consistent process for documenting and reporting outcome results and actions taken as a result of this assessment.

Graduate Learning Outcomes to Be Assessed	Years in which Assessment Is Planned	Population/Courses to Be Assessed	Planned Assessment Approach
Customer Service Certificate	2019-2020	Click or tap here to enter text.	Click or tap here to enter text.
Comprehend and compose business documents.	2019-2020	BA 2230	Final Project
Demonstrate effective communication skills and behaviors that maximize the consumer experience.	2019-2020	BA 2230	Final Project
Interact with business contacts and coworkers in a professional manner while accepting and delivering constructive feedback	2019-2020	BA 2230	Final Project
Identify and apply relevant information needed to set goals, perform job related tasks, and make ethical business decisions.	2019-2020	BA 2230	Final Project
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