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Academic Learning Compact : Global Business [Effective 2018]

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ACADEMIC LEARNING COMPACTS (ALCs)

Global Business

Academic Year 2018/19

Discipline Specific Knowledge:

Learning Goal: Students will have foundational and discipline-specific business knowledge.

Objective 1: Students will demonstrate focused knowledge of their chosen field of study.

Means of Assessment: Global Business Major Exit Exam

In May 2018 a decision was made to completely and comprehensively review the AOL process for the College. After this review, it was further decided to completely revamp our AOL process. To accomplish this, we sought assistance from an external AOL consultant to review our current assessment process and to help develop a more robust AOL process. At the recommendation of the AOL consultant we decided to develop an internal exit exam for each major to assess discipline specific knowledge. The exam for each major covers material from each of the required courses in the major (the common set of courses that is required for all students in the major). Permanent faculty who teach each required course in the major were asked to develop several multiple choice questions covering topics that reflect “essential knowledge” from these courses. After several iterations the questions from each course were combined together into an internal exit exam for the major. This exam was then pilot tested in multiple sections of GEB 4890 (capstone course) during the Spring 2019 and Summer 2019 semesters. The results of this pilot test are contained in this report.

Required courses in the major:

*FIN 3604 International Finance

GEB 3373 Global Business

*MAN 4600 International Management

MAR 4156 International Marketing

*Note: For various reasons questions for the pilot exam were only developed for two courses: Man 4600 and FIN 3603.

Administered: Spring 2019 and Summer 2019

Criteria for Success: At least 70% of students will be able to correctly answer each question.

Findings:

1	Low Context/high context	60%	MAN 4600
2	Individualism/Collectivism	100%	MAN 4600
3	Uncertainty Avoidance	80%	MAN 4600
4	Monochronic Schedule	80%	MAN 4600
5	Culture	80%	MAN 4600
6	FCPA	80%	MAN 4600
7	Ethics	100%	MAN 4600
8	Repatriation	80%	MAN 4600
9	Third-country nationals	20%	MAN 4600
10	Franchise	100%	MAN 4600
11	Interest Rate Parity	20%	FIN 3604

12	Purchasing Power Parity	60%	FIN 3604
13	Capital gain - foreign currency	20%	FIN 3604
14	Foreign exchange movements	40%	FIN 3604
15	Benefits of investing overseas	20%	FIN 3604

The above results are based on an assessment sample of 5 students which is too small of a sample to properly analyzing the data and report useful findings. Having said this, it should be noted that all of the questions were also on either the Management Major Exit Exam or the Finance Major Exit Exam since MAN 4600 and FIN 3604 are required courses for more than one major. The results reported above for the questions from MAN 4600 are similar to those reported for the management major while the results reported above for the questions from FIN 3604 appear to be lower than those reported for the finance major.

For proper assessment, the exit exam needs to be administered to a larger sample of global business students which, due to the small size of the major, will likely require several semesters of data collection. Also given the small size of the major, alternative methods of assessment should be considered. It should also be noted that questions will be added to the exam from the other two required courses in the major – MAR 4156 and GEB 3373.

Due to the interdisciplinary nature of the major and the need for additions and changes to the exam, this report was written up by Dr. Dan Marlin the AOL Director for the College.

Plan for Use of Findings:

None at this since due to the small sample size and the need to add questions to the exam from the two other required courses in the major.

Communication Skills and Critical Thinking Skills were measured for Kate Tiedemann College of Business students in our required capstone course (GEB 4890) as follows:

Communication Skills:

Learning Goal: Students will be effective communicators.

Objective 1: Students will write professional documents.

Means of Assessment: Students will produce a written analysis of an assignment in selected sections of GEB 4890. The assignment was scored using a written communication rubric.

Administered: Fall 2018

Criteria for Success: At least 75% of students will meet or exceed expectations.

Findings: Thirty five essays/assignments were evaluated using our Written Communication Analytic Rubric which was developed as part of a revamping of the assurance of learning process in the College. As in past years we hired a consultant/external reviewer (English professor and head of our USFSP Student Success Center) to score the assignments. The rubric used addressed twelve traits spread across 4 categories: content, grammar/mechanics, appearance and organization, and document integrity. There were three levels of proficiency for each trait: does not meet expectations, meets expectations, and exceeds expectations.

The results of the scoring are as follows:

Learning Goal 1, Objective 1:

Student will write professional documents.

Analytic Rubric

Performance Dimensions	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations
Content			
Student completes assignment per instructions.	20.00%	74.29%	5.71%
Student uses content/material learned in the course.	5.71%	85.71%	8.57%
Student employs logical reasoning.	14.29%	74.29%	11.43%
Grammar/Mechanics			
Document is grammatically correct.	17.14%	74.29%	8.57%
Sentence structure is sound.	22.86%	68.57%	8.57%
Student writes efficiently (without redundancy).	25.71%	65.71%	8.57%
Appearance and Organization			
Document is formatted appropriately	11.43%	80.00%	8.57%
Paragraphs are used appropriately to delineate concepts.	5.71%	85.71%	8.57%

Sentences are connected so that thoughts flow seamlessly together.	22.86%	68.57%	8.57%
Topics are introduced and concluded.	2.86%	88.57%	8.57%
Document Integrity			
Student uses his or her own words.	2.86%	91.43%	5.71%
Student references and cites work properly.	2.86%	94.29%	2.86%

Upon review of the rubric results, students struggled with sentence structure and fluency and writing without redundancy. To some extent, word choice was an area of concern; whether this was due to students not proofreading their work or not knowing the meanings of words is unclear. Overall, most students demonstrated satisfactory writing based on the assignment criteria.

This was the second time that we used the rubric to score written communication in the College with this being the first time the rubric was provided to students prior to them completing the assignment. Providing students with the rubric appears to have resulted in better performance on the assignment. As an example, in the previous academic year students scored poorly (greater than 38% did not meet expectations) on 3 traits. In our current sample the highest percentage of students that did not meet expectations is under 26% resulting in students meeting or exceeding expectations on all but one trait – student writes efficiently (without redundancy). Finally, it is worth noting that with one exception (student employs logical reasoning) less than 10% of students exceeded expectations on any trait.

The above results will be used as a benchmark for future assessment activities in this area. More specifically, another sample of students will be assessed during the 2019/20 academic year.

Plan for Use of Findings: As described above this was the second time using our new analytic (versus our old holistic) written communication rubric and the first time the rubric was provided to students along with the assignment. The above assessments will be used as a benchmark for future assessment activities. We will continue to measure written communication using our new rubric again during the 2019/20 academic year.

Learning Goal: Students will be effective communicators.

Objective 2: Students will prepare and deliver high quality oral presentations.

Measure: Students will prepare and deliver a presentation as part of group project in selected sections of GEB 4890. Each student was separately scored on their presentation skills using an oral communication rubric.

Administered: Fall 2018 and Spring 2019

Criteria for Success: At least 75% of students will meet or exceed expectations.

Findings: A total of seventy nine students were evaluated using our new Oral Communication Analytic Rubric which was developed as part of a revamping of the assurance of learning process in the College. The rubric used addressed fifteen traits spread across six categories: structure, engagement, attitude, visual aids, presentation skills, and content. There were three levels of proficiency for each trait: does not meet expectations, meets expectations, and exceeds expectations.

The results of the scoring are as follows:

Learning Goal 1, Objective 2:

Student will prepare and deliver high quality oral presentations.

Analytic Rubric

Performance Dimensions	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations
Structure			
The presentation is well structured/designed.	0.00%	87.34%	12.66%
Engagement			
The presenter interacts appropriately with the audience.	0.00%	79.75%	20.25%
The presenter does not read off notes.	12.66%	63.29%	24.05%
Attitude			
The presenter is confident.	0.00%	75.95%	24.05%
The presenter uses proper gestures.	0.00%	87.34%	12.66%
The presenter is dressed appropriately.	10.13%	68.35%	21.52%
Visual Aids			
The presenter uses presentation tools appropriately.	0.00%	87.34%	12.66%
Presentation Skills			
The speech is conducted at the proper volume.	0.00%	74.68%	25.32%
The speech is conducted at an appropriate pace.	0.00%	77.22%	22.78%
The speech is easy to follow/understand.	0.00%	77.22%	22.78%
The presentation uses the allocated time properly.	1.27%	83.54%	15.19%
Content			
The presenter displays subject knowledge.	1.27%	78.48%	20.25%
Information presented is properly cited.	1.27%	86.08%	12.66%
Information presented is accurate.	1.27%	82.28%	16.46%
The presenter answers questions appropriately.	0.00%	84.81%	15.19%

Overall, students scored well meeting or exceeding expectations on all traits. The two areas where students scored the lowest (greater than 10% did not meet expectations) were the presenter does not read off notes and the presenter is dressed appropriately. Students met or exceeded expectations on all other scoring traits. Since this was first time that we used the rubric to score oral communication in the College, the above results will be used as a benchmark for future assessment activities in this area. More specifically, another sample of students will be assessed during the 2019/20 academic year.

Plan for Use of Findings: As described above this was the first time using our new analytic (versus our old holistic) oral communication rubric. The above assessments will be used as a benchmark for future assessment activities. We will measure oral communication using our new rubric again during the 2019/20 academic year.

Critical Thinking Skills:

Learning Goal: Students will have critical thinking skills.

Objective 1: Students will develop solutions to business problems.

Measure: Students were given a writing assignment in selected sections of GEB 4890. The assignment was scored using a critical thinking rubric.

Date Administered: Fall 2018

Findings: Thirty five essays/assignments were evaluated using our Critical Thinking Analytic Rubric which was developed as part of a revamping of the assurance of learning process in the College. The course professor scored the assignments. The rubric used addressed thirteen traits spread across 3 categories: problem identification, problem analysis and solution generation, and problem solution. There were three levels of proficiency for each trait: does not meet expectations, meets expectations, and exceeds expectations.

The results of the scoring are as follows:

Learning Goal 2, Objective 1:

Students will develop solutions to business problems.

Analytic Rubric

Performance Dimensions	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations
Problem Identification			
Student recognizes business needs to be met/problem to be solved.	2.86%	77.14%	17.14%
Student is able to identify the root cause of the problem.	2.86%	77.14%	17.14%
Student is able to completely define the problem.	2.86%	77.14%	17.14%
Student is able to accurately define the problem.	2.86%	77.14%	17.14%
Problem Analysis and Solution Generation			
Student breaks down problem into its component parts.	5.71%	71.43%	20.00%
Student uses appropriate tools and techniques to analyze relevant data.	8.57%	68.57%	20.00%
Student uses supporting information.	5.71%	71.43%	20.00%
Student identifies alternative viable solutions.	11.43%	60.00%	25.71%
Student evaluates alternative viable solutions.	14.29%	57.14%	25.71%

Problem Solution			
Solution is optimal.	25.71%	54.29%	17.14%
Solution is appropriately documented.	25.71%	54.29%	17.14%
Solution is appropriately defended.	25.71%	54.29%	17.14%
Student considers limitations of solution.	22.86%	57.14%	17.14%

This was the second time that we used the rubric to score critical thinking in the College with this being the first time the rubric was provided to students prior to them completing the assignment. Providing students with the rubric appears to have resulted in better performance on the assignment. As an example, in the previous academic year students scored poorly (greater than 34% did not meet expectations) on all the four traits associated with problem solution. In the current year that number fell to under 26%. This is probably still related to many students discussing competitive/business-level strategy or international entry mode instead of international strategy suggesting that the assignment needs further clarification. Overall, students scored well in all other areas meeting or exceeding our expectations. It should also be noted that 1 student assignment was removed from scoring due to plagiarism. The above results will be used as a benchmark for future assessment activities in this area. More specifically, another sample of students will be assessed during the 2019/20 academic year.

Plan for Use of Findings: As described above this was the second time using our new analytic (versus our old holistic) critical thinking rubric and the first time the rubric was provided to students along with the assignment. The above assessments will be used as a benchmark for future assessment activities. We will continue to measure critical thinking using our new rubric again during the 2019/20 academic year.