



Program Assessment Report (PAR)

Organizational Leadership (OL) Baccalaureate Degree

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ACADEMIC YEAR COVERED BY THIS REPORT: 2020-2021

I. PROGRAM LEARNING OUTCOMES

Learning Outcome #1 Students will be able to articulate their leadership strengths and know how to apply them in an organization Learning Outcome #2 Students will be able to demonstrate the leadership skills necessary to collaborate in a team environment to achieve goals. Learning Outcome #3 Students will be able to explain a leadership concept, recognize it the community and/or organizations, and illustrate how to apply it in an organizational setting.

II. PROCEDURES USED FOR ASSESSMENT

A. Direct Assessment

Learning Outcome #1 Students will be able to articulate their leadership strengths and know how to apply them in an organization. Measurement Students write a paper that analyzes their leadership strengths considering the following assessments CliftonStrengths, Myers-Briggs Type Indicator, Student Leadership Competencies, and Emotional Intelligence. The paper measures (1) the student's level of understanding of each assessment tool, (2) their strengths and weaknesses in relationship to each instrument, and (3) steps they will take to apply their strengths to the workplace. (OL 2010) Learning Outcome #2 Students will be able to demonstrate the leadership skills necessary to collaborate in a team environment to achieve goals. Measurement Students are formed into project teams and required to collaborate on written assignments and live presentations. Evaluations of student projects include (1) their understanding and application of how teams develop over time, (2) the dynamics and processes common to team functioning (i.e., goal-setting, decision-making), and (3) mastery of using technology and virtual environments toward effective team productivity and cohesion. (OL 3040) Learning Outcome #3 Students will be able to explain a leadership concept, recognize it the community and/or organizations, and illustrate how to apply it in an organizational setting. Measurement Students complete a capstone project where, using peer reviewed literature, they (1)

explain a leadership concept that was particularly strong for them throughout the program. They (2) relate the concept to a leader and (3) real-world experience and (4) identify the value associated with that concept to organizations today and (5) create five action items for application in the workplace. (OL 4950) In two of the experiential courses (OL4020 / OL4025) students either volunteer or serve as an intern, to assist local community organizations in identifying specific leadership concepts. Final projects from students illustrate how these concepts are represented in their various service or internship organizations.

B. Scoring of Student Work

Professors teaching OL 2010, 3040, and 4950 graded students on the assigned projects designed to measure the learning outcomes. Each outcome measures a different level of learning throughout the program. OL 2010 contributes to the learning outcomes associated with OL 2010. OL 2010, OL 3020, and OL 3030 contribute to the learning outcomes associated with OL 3040. OL 4010, OL 4020/25/30, and OL 4940 contribute to the learning outcomes associated with OL 4950. The learning outcomes are measure in an incremental fashion. Specific assignments for these courses contain rubrics which are followed as guidelines for Instructors when grading.

C. Indirect Assessment

The assessment below was administered to OL Alumni through current email addresses (obtained by IR at WSU), ending for the Spring semester of 2020. This survey assessment has been used in previous years, and will be administered again at the end of Spring and Fall 2022. OL Alumni Start of Block Default Question Block Q1 What year did you graduate from the organizational leadership (OL) program? 2011 (1) 2012 (2) 2013 (3) 2014 (4) 2015 (5) 2016 (6) 2017 (7) 2018 (8) 2019 (9) 2020 (10) Other (11)

_____ Q2 What semester did you graduate? Spring (1) Summer (2) Fall (3) Q3 Who is your current employer? _____ Q4 What is your current job title? _____ Q5 How long have you been employed? Less than a year (1) 1-3 years (2) 3-5 years (3) 5 + years (4) Q6 What state are you employed? _____ Q7 Are you currently pursuing an advanced degree? Yes (1) No (2) Q8 If so, in what? _____ Q9 Have you earned an advanced degree? Yes (1) No (2) Q10 If so, in what? _____ Q11 We are interested in understanding the degree to which you LEARNED certain knowledge and skills in the Organizational Leadership program and the degree to which you USE them in your current job. Please use the rating scale provided when

responding to each statement. Q12 Articulate my leadership strengths and know how to apply them in an organization. Not at all (1) Some what (6) Definitely (5) Learned this in the OL program (1) o o o Use this in your current job (3) o o o Q13 Demonstrate competence in numerous forms of communication one-on-one, in a team environment, verbally, nonverbally, in writing, through listening, in a large group presentation, virtually, and using technology. Not at all (1) Some what (2) Definitely (3) Learned this in the OL program (1) o o o Use this in your current job (3) o o o Q14 Demonstrate the leadership skills necessary to collaborate in a team environment to achieve organizational goals. Not at all (1) Some what (2) Definitely (3) Learned this in the OL program (1) o o o Use this in your current job (3) o o o Q15 Describe how the components of an organization's mission, vision, values, goals, organizational systems and structures impact change in the workplace. Not at all (1) Some what (2) Definitely (3) Learned this in the OL program (1) o o o Use this in your current job (3) o o o Q16 Explain leadership concepts, recognize them in the organization where I work, and discuss how to best apply them in the workplace. Not at all (1) Some what (2) Definitely (3) Learned this in the OL program (1) o o o Use this in your current job (3) o o o Q17 Did you participate in community-based learning (OL 4020), community-based internship (OL4025), or the Prior Learning Assessment (PLA)? o Community-based learning (4020) (1) o Community-based internship (4025) (2) o Prior learning assessment (PLA) (3) o Teaching Assistantship (4) o I did not participate (5) Q18 To what extent have you been able to apply your community service or internship with the OL program, to your current job? o To great extent (1) o To moderate extent (2) o To slight extent (3) o Very little extent (4) o Not at all (5) Q19 How did this degree make a difference for you? o Employment (9) o Promotion (10) o Additional Responsibilities (11) o Pay raise (12) o New career (13) o Other (14)

_____ Q20 What is your current age? o 21-30 (1) o 31-40 (2) o 41-50 (3) o 51-60 (4) o 61 or older (5) Q21 What is your current full-time salary? o < \$ 20,000 (1) o \$ 20,001 - \$ 35,000 (2) o \$ 35,001 - \$ 50,000 (3) o \$50,001 - \$ 65,000 (4) o \$65,001-\$80,000 (5) o >\$80,001+ (6) Q22 What is your ethnic back ground? (Mark all that apply) o White (1) o Black or African American (2) o American Indian or Alaska Native (3) o Asian (4) o Native Hawaiian or Pacific Islander (5) o Hispanic (6) o Other (7)

_____ Q23 Are you o Male (1) o Female (2) o Other (3) _____

_____ Q24 Please share any additional comments that would be helpful for the Organizational Leadership Program.

_____ End of Block
Default Question Block

III. ASSESSMENT RESULTS/INFORMATION:

The Excel spreadsheet can be found in the attachment- see OL Survey Results Spring 2020

The survey we conducted in Spring of 2020 covered responses from graduates between the years of 2011 through 2020. The survey asked five questions and each response was reflected based on whether or not they learned it in the program and/or use it in their job. 67% of respondents indicated they definitely learned how to articulate their leadership strengths and apply them in an organization and 65% of respondents indicated they currently do that in their job. 68% of respondents indicated they definitely learned how to communicate one-on-one, in a team environment, verbally, nonverbally, in writing through listening, in a large group presentation, virtually, and using technology and 77% of respondents indicated they currently do that in their job. 72% of respondents indicated they definitely learned how to demonstrate the leadership skills necessary to collaborate in a team environment to achieve organizational goals and 78% of respondents indicated they currently do that in their job. 65% of respondents indicated they definitely learned how describe how the components of an organization's mission, vision, values, goals, organizational systems and structures impact change in the workplace and 64% of respondents indicated they currently do that in their job. 65% of respondents indicated they definitely learned how to explain leadership concepts, recognize them in the organization where they work, and discuss how to best apply them in the workplace and 56% of respondents indicated they currently do that in their job.

We have 5 competency questions and only 3 listed as learning outcomes we measure. The question regarding leadership concepts is a bit broad but we believe the questions related to communication and organization systems feed into it. We have revamped the OL curriculum within the last few years so as we survey students graduating in 2020, we may have more accurate data. We believe we are on track but would like to ensure the learning outcomes clearly cover what we want and that our course curriculum and survey assessment measure are aligned.

IV. ACTIONS TO IMPROVE STUDENT LEARNING

The OL faculty met in 2021 to review the results of the survey, and determined that the trends in data results were overall positive in aligning with the OL Program Objectives. During the 2020-2021 academic year, OL faculty discussed several initiatives in reviewing our program and outcomes. 1) Differences in use of technology -- reviewing student performance between courses offered asynchronously versus courses providing synchronous sessions; 2) Diversity audit -- the OL faculty participated in a structured audit examining each course for adequate representation of diverse and underrepresented groups, as well as course options for allowing students to participate and share in a safe learning environment; 3) Training of adjunct faculty - OL faculty implemented a structure whereby a seasoned adjunct or full-time faculty is designated as the primary lead for each OL course. The primary lead would be responsible to create and share resources about a particular course, to ensure consistency of course delivery and grading; 4) student electronic portfolios (eportfolios) using Wix.com are required by the program, as additional evidence of individual student achievement and learning through the program.

V. SUPPORTING DOCUMENTS

Additional documentation, when provided, is stored in the internal Academic Program Assessment of Student Learning SharePoint site.