Graduate Studies in Management 2020-2021 Outcomes Assessment Annual Report MSM

The following tables include:

- Six Global Business Outcomes
- 1 Major Specific Outcome per program

Each contain the relevant means of assessment, criterion for success, data, actions taken, and results of the actions taken.

Perform	ance Indicator							
GB1: Ethics – B	usiness graduates v	vill Objective	Students will d	evelop and demonstrate a person	al philosophy that integrates Christian principles with			
develop and dem	onstrate a personal	ethical bus	ethical business conduct. (MGMT 6002 Personal & Corporate Ethics – Case Study) (Exit Survey) (Alumni					
	ntegrates Christian	Survey)						
principles with et	hical business cond	luct.						
			I	Analysis of Results				
Performance	Description of	Areas of	Analysis and	Results of Action Taken				
Measure	Measurement	Success	Action	(occurs in the following year)				
(Competency)	Instrument		Taken					
80% of students	MGMT 6002	2017	Performance	Notes:				
will score 85%	Case Study	MSM 7, 8 & 9	target met		Business Ethics Case Study			
or higher on the		2018		In 2017, the target score was	100 100 100 100			
case study		MSM 10 & 11		increased from 80% to 85%.	100			
rubri c .					90			
		2019		In 2021, the target score was	70 60			
		MSM 13 & 14		changed back to 80% to be	60			
		•••		consistent with all other	50			
		2020 MSM 16		targets for assessments of	40			
		6/10 = 60%		course assignments across	30 20			
		0/10 - 00/0		Graduate Studies in	10			
		2021		Management outcomes	0			
		MSM 19		reporting.	■2017 ■2018 ■2019 ■2020 ■2021			
		6/6 = 100%						

50% of students will agree or strongly agree with the statement.	Exit Survey - Level of agreement that the MSM program has prepared them to demonstrate ethical business conduct. (Q1.1)	2017 MSM 5 100% 2018 MSM 6 & 7 100% 2019 MSM 8, 9 & 10 100% 2020 MSM 11 & 13 31/31 = 100% 2021 MSM 16 2/2 = 100%	Performance target met	No action taken	Exit Survey: Ethics 100 100 100 100 100 90 80 70 60 50 40 30 20 10 100 100 100 100 100 100 100 100
60% of alumni will agree or strongly agree with the statement.	Alumni Survey - Level of agreement that the MSM program has prepared them to demonstrate Christian ethics. (Q8.5) This is now Q9.5 (AY 2020).	2017 MSM 3 & 4 100% 2017-2018 MSM 6 & 7 No Respondents 2018 MSM 5 100% 2019 MSM 8, 9 & 10 100% 2020 MSM 8, 9, & 10 1/3 = 33%	Performance target met	2020: Efforts will be made to increase alumni survey response rates. This question was left off of the April 2016 MSM 1 alumni survey. This question was added to subsequent surveys. And, in 2017, the target was increased from 50% to 60%	Alumni Survey: Ethics 100 100 100 100 80

	2021 MSM 11, 13, & 16 9/9 = 100%		

Performance Indicator	
GB2: Communication Business graduates	Objective: Students will be able to communicate effectively using appropriate methods and tools. (MGMT
will be able to communicate effectively using	6323 Emotional Intelligence, Mediation and Conflict Resolution – Crucial Conversations Script) (Exit
appropriate methods and tools.	Survey) (Alumni Survey)

		·	Ana	alysis of Results	
Performance Measure (Competency)	Description of Measurement Instrument	Areas of Success	Analysis and Action Taken	Results of Action Taken (occurs in the following year)	
80% of students will score 80% or higher on the rubric.	MGMT 6323 Crucial Conversations Script	2017 MSM 4, 5 & 6 2018 MSM 7 & 8 2019 MSM 9, 10, 11 2020 MSM 13 18/20 = 90% 2021 MSM 16 3/8 = 37.5%	Performance target NOT met in AY 2021	No action taken. Will monitor for trends.	Crucial Conversations Script 100 91 90 80 70 60 50 40 37.5 30 20 10 0 2017 2018 2019 2020 2021

50% of students will agree or strongly agree with the statement.	Exit Survey - Level of agreement that the MNU MSM program has prepared them to effectively communicate in business. (Q1.2)	2017 MSM 5 100% 2018 MSM 6 & 7 95% 2019 MSM 8, 9, 10 100% 2020 MSM 11 & 13 28/31 = 90% 2021 MSM 16 2/2 = 100%	Performance target met	No action taken	Exit Survey: Communication 100
60% of alumni will agree or strongly agree with the statement.	Alumni Survey - Level of agreement that the MNU MSM program has prepared them to effectively communicate in business. (Q9.2 Oral presentation skills Q9.3 Written communication skills) These are now Q10.2 and	2017 MSM 3 & 4 (N=20) 100% 2018 MSM 5 100% 2019 MSM 8, 9, 10 66% 2020 MSM 8, 9, & 10 2/3 = 67% (oral) 1/3 = 33% (written)	Performance target met	2020: Efforts will be made to increase alumni survey response rates. In 2017, the target was increased from 50% to 60%.	Alumni Survey: Communication 100 8989 60 40 20 2017 2018 2019 2020 2021 Oral Written

Q10.3 (AY	2021		
2020).	MSM 11, 13, & 16		
	8/9 = 89%		
	(oral)		
	8/9 = 89%		
	(written)		

Performance Indicator
GB3: Critical Thinking – Business
graduates will be able to demonstrate
critical thinking skills and competencies
in business content areas.

Objective: Students will be able to demonstrate critical thinking skills and competencies in business content areas. (MGMT 6523 Entrepreneurship -- Business Plan) (Exit Survey) (Alumni Survey)

			A	Analysis of Results	
Performance Measure (Competency)	Description of Measurement Instrument	Areas of Success	Analysis and Action Taken	Results of Action Taken (occurs in the following year)	
80% of students will score 80% or higher on the rubric.	MGMT 6523 Business Plan	2016 MSM 3 & 4 2017 MSM 5 & 6 2018 MSM 7 & 8 2019 MSM 9, 10, 11 2020 MSM 13 16/16 = 100% 2021 MSM 16 8/8 = 100%	Performance target met	No action taken	Business Plan 100 90 80 78 70 60 50 40 30 20 10 2017

50% of students will agree or strongly agree with the statement.	Exit Survey - Level of agreement that the MNU MSM program has adequately prepared the student to demonstrate critical thinking skills. (Q1.3)	2017 MSM 5 100% 2018 MSM 6 & 7 95% 2019 MSM 8, 9, 10 100% 2020 MSM 11 & 13 30/31 = 97% 2021 MSM 16 2/2 = 100%	Performance target met	No action taken	Exit Survey: Critical Thinking 100 100 99 98 97 96 95 94 93 92 2017 2018 2019 2020 2021
60% of alumni will agree or strongly agree with the statement.	Alumni Survey - Level of agreement that the MNU MBA program has adequately prepared the student to demonstrate problem-solving and decision- making skills. (Q9.4) This is now Q10.4 (AY 2020).	2017 MSM 3 & 4 (N=20) 100% 2018 MSM 5 100% 2019 MSM 8, 9, 10 94% 2020 MSM 8, 9, & 10 1/3 = 33% 2021 MSM 11, 13, & 16 9/9 = 100%	Performance target met	2020: Efforts will be made to increase alumni survey response rates. In 2017, the target was increased from 50% to 60%.	Alumni Survey: Critical Thinking 100 100 94 100 80 40 33 200 20 2017 2018 2019 2020 2021

Performance Indicator	
GB 4: Technology – Business	Objective : Students will be able to effectively use technology to enhance business processes and presentation. (MGMT
graduates will be able to effectively	6233 Technology for Managers – Applied Spreadsheet Projects) (Exit Survey) (Alumni Survey)
use technology to enhance business	
processes and presentation.	

				Analysis of Results	
Performance	Description	Areas of	Analysis	Results of Action	
Measure	of	Success	and Action	Taken	
(Competency)	Measurement		Taken	(occurs in the	
	Instrument			following year)	
80% of	MGMT 6233	2016	Performance		
students will	Applied	MSM 5, 6, 7	target met		Applied Spreadsheet Projects 100 100
earn a grade of	spreadsheet	2015			92 91
80% or better	project	2017			90
		MSM 8			80
		2010			
		2018			70
		MSM 9, 10,			60
		&11			50
		2010			40
		2019 MSM 13			30
		IVISIVI 13			20
		2020			
		2020			10
		MSM 16			0
		9/9 = 100%			■2017 ■2018 ■2019 ■2020 ■2021
		2021			
		2021 MSM 10			
		MSM 19			
		8/8 = 100%			

50% of students will agree or strongly agree with the statement.	Exit Survey - Level of agreement that the MNU business program prepared the student to use technology in business. (Q1.4)	2017 MSM 5 100% 2018 MSM 6 & 7 95% 2019 MSM 8, 9, 10 80% 2020 MSM 11 & 13 18/31 = 58% 2021 MSM 1/2 = 50%	Performance target met	This course and its assignments have recently been reorganized based on student feedback.	Exit Survey: Technology 100 95 80 70 60 50 40 30 20 10 0 2017 2018 2019 2020 2021
60% of alumni will agree or strongly agree with the statement.	Alumni Survey - Level of agreement that the MNU business program prepared the student to use technology in business. (Q9.6) This is now Q10.6 (AY 2020).	2017 MSM 3 & 4 (N=20) 90% 2018 MSM 5, 8, & 9 100% 2019 MSM 10 66% 2020 MSM 8, 9, & 10 1/3 = 33% 2021 MSM 11, 13, & 16 4/9 = 44%	Performance target NOT met for AY 2021	2021: Course and assignments have been recently reorganized for this course based on student feedback. 2020: Efforts will be made to increase alumni survey response rates. In 2017, the target was increased from 50% to 60%.	Alumni Survey: Technology 100 100 80 44 40 33 20 2017 2018 2019 2020 2021

GB5: Managem graduates will de understanding, ar	rformance Indica ent and Leadersh monstrate awarene nd, as appropriate, leadership theorie	ip – Business ess, mastery of	best practices	Students will demonstrat an awareness and under al Leadership Indiv	rstanding of l	now to be an effecti	ve manager/lead	er. (MGMT 6 1
				Analysis of Results	I			
Performance Measure (Competency)	Description of Measurement Instrument	Areas of Success	Analysis and Action Taken	Results of Action Taken (occurs in the following year)				
80% of students will score 80% or higher on the rubric.	MGMT 6103 Individual Leader Analysis – Organizational Leadership	2016 MSM 5 & 6 2017 MSM 7 & 8 2018 MSM 9 & 10 2019 MSM 11 & 13 2020 MSM 16 10/11 = 91% 2021 MSM 19	Performance target met	No action taken	100 ———————————————————————————————————	91	eader Analys 100 91 2019 2020	90

50% of	Exit Survey -	2017	Performance	No action taken						
students will	Level of	MSM 5	target met.			Evit C	HENON	Mami	t & Ldrsh	hn
agree or	agreement that	100%					-	_	t & Luisi	•
strongly agree	the MNU				100 —	100	100	100		100
with the	business	2018			99 —					
statement.	program has	MSM 6 & 7								
	prepared the	100%			98 —					
	student to	2010			97 —					
	understand	2019 MSM 8, 9, 10			96 —					
	management & leadership	100%			95 —				94	
	theories and	10070			94 —					
	best practices.	2020			93 —					
	(Q1.5)	MSM 11 & 13			92 —					
	(21.5)	29/31 = 94%			91 —					
						_ 2047	. = 2040	_ 2010	_ 2020 _ 20	224
		2021				2 017	2018	2019	■ 2020 ■ 20	J21
		MSM 16								
		2/2 = 100%								
60% of alumni	A1 •	• • • • • • • • • • • • • • • • • • • •								
		2014	Danfamaaaaa	I In 2017 Alan Annual						
	Alumni	2016 MSM 1	Performance	In 2017, the target		Alumni	Survey	: Mgn	nt & Ldr	shp
will agree or	Survey	MSM 1 (N=4)	Performance target met	was increased from		Alumni	Survey	v: Mgn	nt & Ldr	shp 100
will agree or strongly agree	Survey Level of	MSM 1			100 —		_	_	nt & Ldr	-
will agree or strongly agree with the	Survey Level of agreement that	MSM 1 (N=4)		was increased from			_	_	nt & Ldr	-
will agree or strongly agree	Survey Level of agreement that the MNU	MSM 1 (N=4) 100% 2017 MSM 3 & 4		was increased from	100		_	_	nt & Ldr	-
will agree or strongly agree with the	Survey Level of agreement that	MSM 1 (N=4) 100% 2017		was increased from	80 —		_	_		-
will agree or strongly agree with the	Survey Level of agreement that the MNU business program has prepared the	MSM 1 (N=4) 100% 2017 MSM 3 & 4 100%		was increased from			_	_		-
will agree or strongly agree with the	Survey Level of agreement that the MNU business program has prepared the student to	MSM 1 (N=4) 100% 2017 MSM 3 & 4		was increased from	80 —		_	_		-
will agree or strongly agree with the	Survey Level of agreement that the MNU business program has prepared the student to develop	MSM 1 (N=4) 100% 2017 MSM 3 & 4 100% 2018		was increased from	80 —		_	_		-
will agree or strongly agree with the	Survey Level of agreement that the MNU business program has prepared the student to develop leadership	MSM 1 (N=4) 100% 2017 MSM 3 & 4 100% 2018 MSM 5 100%		was increased from	80 — 60 — 40 —		_	_		-
will agree or strongly agree with the	Survey Level of agreement that the MNU business program has prepared the student to develop leadership skills.	MSM 1 (N=4) 100% 2017 MSM 3 & 4 100% 2018 MSM 5		was increased from	80 —		_	_		-
will agree or strongly agree with the	Survey Level of agreement that the MNU business program has prepared the student to develop leadership	MSM 1 (N=4) 100% 2017 MSM 3 & 4 100% 2018 MSM 5 100% 2018		was increased from	80 — 60 — 40 —		_	_		-
will agree or strongly agree with the	Survey Level of agreement that the MNU business program has prepared the student to develop leadership skills. (Q9.1)	MSM 1 (N=4) 100% 2017 MSM 3 & 4 100% 2018 MSM 5 100% 2018 MSM 8 & 9 100%		was increased from	80 — 60 — 40 — 20 —	100	100	100	67	100
will agree or strongly agree with the	Survey Level of agreement that the MNU business program has prepared the student to develop leadership skills. (Q9.1) This is now	MSM 1 (N=4) 100% 2017 MSM 3 & 4 100% 2018 MSM 5 100% 2018 MSM 8 & 9 100% 2019 MSM 10		was increased from	80 — 60 — 40 — 20 —	100	100	100		100
will agree or strongly agree with the	Survey Level of agreement that the MNU business program has prepared the student to develop leadership skills. (Q9.1) This is now Q10.1 (AY	MSM 1 (N=4) 100% 2017 MSM 3 & 4 100% 2018 MSM 5 100% 2018 MSM 8 & 9 100% 2019		was increased from	80 — 60 — 40 — 20 —	100	100	100	67	100
will agree or strongly agree with the	Survey Level of agreement that the MNU business program has prepared the student to develop leadership skills. (Q9.1) This is now	MSM 1 (N=4) 100% 2017 MSM 3 & 4 100% 2018 MSM 5 100% 2018 MSM 8 & 9 100% 2019 MSM 10 100%		was increased from	80 — 60 — 40 — 20 —	100	100	100	67	100
will agree or strongly agree with the	Survey Level of agreement that the MNU business program has prepared the student to develop leadership skills. (Q9.1) This is now Q10.1 (AY	MSM 1 (N=4) 100% 2017 MSM 3 & 4 100% 2018 MSM 5 100% 2018 MSM 8 & 9 100% 2019 MSM 10		was increased from	80 — 60 — 40 — 20 —	100	100	100	67	100

2021 MSM 11, 13, & 16 9/9 = 100%		

Performan	ice Indicator			
GB6: Career Preparation Business graduates will be knowledge and skills neces in a career in the field of befurther education.	e prepared with the essary to enter or advance			epared with the knowledge and skills necessary to enter or advance is and/or pursue further education. (Exit Survey) (Alumni Survey)
		A	Analysis of Results	
Measure Measur	ption of Areas of Success ument	Analysis and Action Taken	Results of Action Taken (occurs in the following year)	Graphs or Tables of Resulting Trends for 3-5 Years (Please graph all available data up to five years.)
50% of students will agree or strongly agree with the statement. Exit Sur Level of agreeme the MNU program prepared student with the skills to advance career in business pursue g school o profession certifica (Q4.3 "I more effinithe workpla complet MNU's program	f ent that U MSM 5 100% 2018 MSM 6 & 7 88% 2019 MSM 8, 9, 10 100% 2020 MSM 11 & 13 27/31 = 87% acce after ting MSM MSM 6	Performance target met	No action taken. (Note small sample size in 2021.)	Exit Survey: Career Preparation 100 100 90 88 87 60 50 40 30 20 10 0 2017

60% of alumni will agree or strongly agree	Alumni Survey Level of agreement that	2016 MSM 1 (N-4)	Performance target met	2020: Efforts will be made to increase alumni		Alumni Su	irvey:	Career Preparation
with the	the MNU MSM	100%		survey response	100 —			
statement.	program			rates.	00			78
	prepared the	2017			80 —			66
	student with the	MSM 3 & 4			60 —			
	knowledge and	(N=27)		In 2017, the	60 —			
	skills to	100%		target was	40 —			33
	advance in a			increased from	40			33
	career in	2018		50% to 60%.	20 —			
	business and/or	MSM 5, 8, & 9			20			
	pursue graduate	100%			0 —			
	school or	2010						
	professional certification.	2019 MSM 10				2 017	2018	■ 2019 ■ 2020 ■ 2021
	(Q10.1 "My	66%						
	academic	0070						
	experiences in	2020						
	MNU's	MSM 8, 9, & 10						
	business	1/3 = 33%						
	program							
	prepared me for	2021						
	or advanced my	MSM 11, 13, & 16						
	career.")	7/9 = 78%						
	This is now							
	Q11.1 (AY							
	2020).							

Performance Indicator
Master of Science in
Management Outcome: MSM
graduates will understand how to
integrate tools and concepts from
multiple functional areas (e.g.,
Ethics, Leadership, Marketing,
Strategic Human Resource
Management, Organizational
Behavior, Organizational
Development, Conflict Resolution)
to solve business problems.

Objective: Students will understand how to integrate tools and concepts from multiple functional areas (e.g., Ethics, Leadership, Marketing, Strategic Human Resource Management, Organizational Behavior, Organizational Development, Conflict Resolution) to solve business problems. (ETS or Peregrine Major Field Test) (Exit Survey) (Alumni Survey)

	Analysis of Results											
Performance Measure	Description of Measurement	Areas of Success	Analysis and Action Taken	Results of Action Taken	Graphs or Tables of Resulting Trends for 3-5 Years (Please graph all available data up to five years.)							
(Competency)	Instrument	Success	Action Taken	(occurs in the following year)	(1 lease graph an available data up to five years.)							
50% of students will score at or above the 50 th percentile for faith-based institutions.	Peregrine MSM Major Field Test	2017 MSM 5 63% 2018 MSM 6 & 7 57% 2019 MSM 8, 9, 10 50% 2020 MSM 11 & 13 13/25 = 52% 2021 MSM 16 0/5 = 0%	Performance target NOT met in AY 2021	Will monitor for trends. In 2018, we developed a MFT Preparation Resource Guide to help students study for this exam.	MSM Major Field Test 100 80 63 57 50 52 40 20 0 2017 2018 2019 2020 2021							

50% of	Exit Survey –	2017	Performance	No action taken		Fxit :	Surve	v: Ca	reer F	ffectiv	veness	
students will	Please indicate	MSM 5	target met					y. Ca				
agree or	your level of	100%			100		100		100		100	
strongly agree	agreement that									97		
with the	(Q4.1"MNU's	2018			98							
statement.	MSM program	MSM 6 & 7			96							
	has prepared me	88%			94							
	with the	2010			92							
	knowledge and	2019			90			00				
	skills to increase	MSM 8, 9, 10			88			88				
	my effectiveness	100%			86							
	and/or leadership	2020										
	abilities in my	2020			84							
	chosen career.")	MSM 11 & 13			82							
		30/31 = 97%				_	2017	2018	2019	2020	2021	
						_	2017	2010	2013	2020	2021	
		2021										
		MSM 16										
		2/2 = 100%										

60% of alumni	Alumni Survey	2016	Performance	In 2017, we		Alumni Survey: C	urriculum
will agree or	 Please indicate 	MSM 1	target met	increase target			
	•				100 -	97 100	100
	•				100 80 60 40 20	97 100 66 66	33
		2020 MSM 8, 9, & 10 1/3 = 33% 2021 MSM 11, 13, & 16 9/9 = 100%					