

**Eastern West Virginia Community and Technical College
COURSE ASSESSMENT REPORT**

Course Title and Number: Human Resource Management – MGT 251	Academic Term and Year of Assessment Activity (Ex: Fall, 2014) Fall 2017
Report Submitted By: Seyed Mirkhani – Gerard Wenham	Number of Students Assessed: Twelve students registered for this course – Nine are included in this assessment report.
Date Report Submitted: 2/5/2018	Number of Sections Included: 2
Course Delivery Format (list all modalities used in sections assessed. Ex: web based, VDL, traditional section, hybrid course, etc.): Hybrid (50% online)	

Course Role in the Curriculum
Provide a description of the role the course serves in the curriculum (i.e. general education requirement, program technical core, restricted elective, etc.). Note all as appropriate.
MGT 251 is an elective course for the following programs: AAS BUS and CAS BUS, AAS AST (General area of Emphasis), CAS AST and AAS Early Childhood (Entrepreneurship area of Emphasis).

Assessment Methods
Provide a description of the assessment process used. Include description of instrument and performance standards in description. Note all methods.
<p>This assessment uses Blackboard's Goals as one of the tools to assess the outcomes of the course.</p> <p>The visiting team of the HLC in 2013 recommended that reducing the number of course outcomes would simplify the assessment. Last fall, the outcomes of this course were reduced from more than fifteen to five to streamline the assessment process.</p> <p>An exam consisting of 32 questions was given during the final week. The questions were linked to the course outcomes.</p> <p>In addition to the final exam, the graded assignments for each chapter were linked to the outcomes. The final exam and the homework assignments covered all the five outcomes.</p>

Assessment Results
Provide a summary of results including tables/charts. Incorporate information from previous assessments as appropriate. Append additional pages if necessary. If appending, include notation in box to "See attached".
The performance target for this assessment was set at 75%. The average score for the five outcomes was 84.4%. A performance range of 5% was assigned to all outcomes to identify the outcomes that are 5% below or above the performance target score of 75%.

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1 / 3

75%

Course Name: Human Resource Management
Number of Students: 12
Goal/Goal Set: MGT 251
Included Categories: Goals
Report Description: This report displays information showing how a single Blackboard Learn Course performs against a selected set of goals. Performance targets and a range of acceptable performance for the course can be determined when running the report. Data includes averages for the entire course as well as break downs for individual students and goals.

Course Overview

Performance Target	Performance Range	Course Average	Median	Mode	Standard Deviation
0.0%	+/- 5% (or -5% - 5%)	84.4%	90.0%	100.0%	19.9%

Average Score (in %)

Students Over/Under Avg

Average Score (in %)

Item Type	Average Score (in %)	Performance Offset	Count of Items
Assignments	95.4%	95.4%	14
Tests	72.7%	72.7%	12

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3 / 3

75%

Average by Type (Count)

Goal	75.4%	93.3% (2)	64.7% (3)
1. Explain competitive advantage, legal and environmental context of human resource management	75.4%	93.3% (2)	64.7% (3)
2. Discuss human resource management regarding preselection (planning and job analyzing), selection (recruiting and selecting applicants)	87.4%	96.7% (3)	73.6% (2)
3. Discuss human resource management as it relates to selection practices	62.7%	99.3% (1)	67.8% (1)
4. Discuss human resource management regarding postselection (training, appraising, determining pays and benefits and implementing productivity improvement programs)	85.5%	96.4% (3)	78.9% (4)
5. Discuss workplace justice laws, unions, employee safety and health needs, and establishing human resource management practices in foreign countries	88.1%	93.9% (5)	74.2% (2)

3 / 3

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* Please note if using a different minimum performance standard.

Conclusions
Provide a brief summary of conclusions derived based on analysis of data. Append additional pages if necessary. If appending, include notation in box to "See attached".
All five outcomes of the course were met. Students performed better in the written part of the assessment compared to the multiple choice questions (average score of 72%). The overall average for the course was 84.4%.
The students in this course would benefit if the discussion board of Blackboard is more utilized. Providing students with informative videos and articles would provide students with more relevant materials.

Previous Assessment Reports and Results
Date of Previous Assessment: N/A This is the first assessment of this course.
List of Outcomes Not Met:
Summary of Actions Taken to Address Unmet Learning Outcomes: Append additional pages if necessary. If appending, include notation in box to "See attached".

Action Plan and Date for Reassessment
Identify action plan for improvement or maintaining current performance levels including outcomes identified for re-assessment, curriculum revision, LOT proposal, new or revised course activities to reinforce learning outcomes, etc. Append additional pages if necessary. If appending, include notation in box to "See attached".
For the future assessment, it is helpful to use additional assessment tools such as assessing discussion board postings and class participation. Encouraging students to post on the discussion board also provides more student engagement.

Assessment Committee Recommendation/Approval (To be posted by Assessment Committee Chair)
<input type="checkbox"/> Approved as presented
<input checked="" type="checkbox"/> Approved with recommendations for future reports (Explanation Required)
1. Ensure headings are included in screenshots
2. Ensure areas of underperformance identified by data are addressed directly in the Action Plan.
<input type="checkbox"/> Resubmission Required. Reason for Resubmission:
Date: 3/9/18

The HRM department is generally responsible for all but which of the following compensation administration issues?

- ☐ 1. Negotiating starting salaries
- ☐ 2. Overseeing the job evaluation process
- ☐ 3. Ensuring EEO compliance
- ☐ 4. Conducting pay surveys

Question 2

_____ is the systematic process for determining the worth of a job.

- ☐ 1. Job evaluation
- ☐ 2. Job enrichment
- ☐ 3. Job analysis
- ☐ 4. Job shadowing

Question 3

HRM departments serve all but which of the following main functions in performance appraisal?

- ☐ 1. Monitor and evaluate the implementation of the system.
- ☐ 2. Provide appraiser training.
- ☐ 3. Conduct performance appraisal for everyone.
- ☐ 4. Develop the appraisal system.

Question 4

A good _____ system reinforces an organization's strategic business plan by focusing attention on employees' progress toward meeting their portion of the plan.

- ☐ 1. performance appraisal
- ☐ 2. human resource management
- ☐ 3. performance evaluation
- ☐ 4. human resource planning

Question 5

What is defined as planned learning experiences designed to provide workers with the competencies needed to perform their current or future jobs?

- ☐ 1. Training and placement
- ☐ 2. Training and development
- ☐ 3. Development
- ☐ 4. Training

Question 6

Which type of training is given to new recruits to teach them about basic skills in such areas as writing, basic arithmetic, following oral instructions, speaking, and understanding manuals, graphs, and schedules?

- ☐ 1. Literacy training
- ☐ 2. Remedial training
- ☐ 3. Orientation training
- ☐ 4. Technical training

6.25 points

Question 7

Which of the following is a step in the concurrent validation process?

- ☐ 1. Administer the selection procedure to a group of applicants.
- ☐ 2. Disregard selection scores and randomly select applicants.
- ☐ 3. Administer the selection procedure to a group of job incumbents.
- ☐ 4. Disregard selection scores and select all applicants.

Question 8

Companies run a higher risk of litigation due to their selection practices when:

- ☐ 1. interviewers are not properly trained to ask job-related questions.
- ☐ 2. the organization utilizes objective selection criteria.
- ☐ 3. tests given to the candidate are related to the specific job they perform.
- ☐ 4. the organization has made every effort to validate selection criteria.

Question 9

What is the process of incorporating the tasks of a vacant position into currently existing positions called?

- ☐ 1. Job standardization
- ☐ 2. Job redesign
- ☐ 3. Job overhaul
- ☐ 4. Job restoration

6.25 points

Question 10

A recruiting method that produces the best pool of candidates quickly and cost efficiently can help maximize:

- ☐ 1. competitive advantage.
- ☐ 2. job acceptance decisions.
- ☐ 3. retention rates.
- ☐ 4. job satisfaction.

Question 11

Which of the following can be used to motivate employees with intrinsic rewards?

- ☐ 1. Stimulating job assignments
- ☐ 2. Routine job assignments
- ☐ 3. Added benefits
- ☐ 4. Pay raises

Question 12

A(n) ____ program must ensure that job performance is accurately measured and the ratings reflect actual job performance levels to build employee trust in the system.

- ☐ 1. employee empowerment
- ☐ 2. pay-for-performance
- ☐ 3. performance evaluation
- ☐ 4. performance appraisal

Question 13

Entry-level HRM generalists positions are most often found in:

- ☐ 1. large state governments.
- ☐ 2. small to midsized organizations.
- ☐ 3. midsized to large organizations.
- ☐ 4. large private sector corporations.

Question 14

Career opportunities in the field of HRM are rapidly expanding because firms are becoming increasingly aware of the impact of HRM practices on:

- ☐ 1. strategic planning.
- ☐ 2. organizational effectiveness.
- ☐ 3. strategic goals.
- ☐ 4. organizational commitment.

Question 15

Which allowances are given to expatriates when living in a host country where expenses are greater than that in the United States?

- ☐ 1. Hardship allowances
- ☐ 2. Relocation allowances
- ☐ 3. Cost-of-living allowances
- ☐ 4. Foreign service premiums

Question 16

Which of the following is a society's set of assumptions, values, and rules about social interaction?

- ☐ 1. Values
- ☐ 2. Artifacts
- ☐ 3. Religion
- ☐ 4. Culture

Question 17

With respect to safety and health issues, HR professionals are generally responsible for all but which of the following?

- ☐ 1. Conducting safety audits.
- ☐ 2. Formulating HRM safety practices.
- ☐ 3. Ensuring OSHA compliance.
- ☐ 4. Evaluating safety and health programs.

Question 18

Which of the following processes help employers focus on prevention of unsafe acts that could lead to accidents?

- ☐ 1. Safety audits
- ☐ 2. Safety incentive programs
- ☐ 3. Safety workshops
- ☐ 4. Safety training

Question 19

As defined by the Taft-Hartley Act, ____ obliges both parties to meet at reasonable times and confer in good faith with respect to wages, hours, and other terms and conditions of employment.

- ☐ 1. good faith bargaining
- ☐ 2. cooperative bargaining
- ☐ 3. bad faith bargaining
- ☐ 4. collective bargaining

Question 20

____ represent workers throughout the country in a particular craft or in a specific industry.

- ☐ 1. Company unions
- ☐ 2. National unions
- ☐ 3. Local unions
- ☐ 4. Industrial unions

Question 21

_____ occurs when an employee or applicant must provide sexual favors in order to be hired or promoted.

- ☐ 1. Victimization
- ☐ 2. Hostile environment sexual harassment
- ☐ 3. Quid pro quo sexual harassment
- ☐ 4. Sexual misconduct

Question 22

Promoting workplace justice can contribute to all but which of the following?

- ☐ 1. A favorable company image
- ☐ 2. More EEO litigation
- ☐ 3. Workplace diversity
- ☐ 4. Increased sales volume

Question 23

Managers should review _____ with new employees in order to convey job responsibilities.

- ☐ 1. reporting relationship
- ☐ 2. job descriptions
- ☐ 3. job context
- ☐ 4. worker requirements

Question 24

Job analysis helps employers make accurate selection decisions by identifying:

- ☐ 1. the flow of work through the organization.
- ☐ 2. the knowledge, skills, and abilities necessary to successfully perform a job.
- ☐ 3. the performance management system being employed.
- ☐ 4. the nonessential job functions.

Which of the following approaches would a firm use to predict workforce requirements for the current year based on the sales expectation for that year and the sales and workforce size of the previous three years?

- ☐ 1. Trend analysis
- ☐ 2. Brainstorming analysis
- ☐ 3. Regression analysis
- ☐ 4. Ratio analysis

Question 26

Which of the following can be used to make calculations of overtime pay and employee pension benefits at different retirement ages easier?

- ☐ 1. Human resource planning system
- ☐ 2. Human resource information system
- ☐ 3. Human resource management system
- ☐ 4. Human resource evaluation system

Question 27

Which of the following acts provides a very detailed description of the evidence needed to prove a discrimination claim?

- ☐ 1. Civil Rights Act of 1991
- ☐ 2. Age Discrimination in Employment Act
- ☐ 3. Immigration Reform and Control Act
- ☐ 4. Americans with Disabilities Act

Question 28

Categories based on race, color, sex, religion, national origin, age, and disability that are protected from discrimination by EEO laws are called:

- ☐ 1. preserved groups.
- ☐ 2. protected categories.
- ☐ 3. reserved categories.
- ☐ 4. protected classifications.

Question 29

A competitive advantage achieved through human resource management practices is likely to be more sustainable than that achieved by other means because:

- ☐ a. human resource management practices are not usually visible.
- ☐ b. Human resource management practices are easy to evaluate.
- ☐ c. human resource practices are not easy to imitate.
- ☐ d. human resource practices are easy to imitate.

Question 30

Through _____, managers attempt to anticipate and meet the changing needs relating to the acquisition, development, and utilization of their employees.

- ☐ a. performance appraisal
- ☐ b. job analysis
- ☐ c. recruitment
- ☐ d. human resource planning

Question 31

Which process involves locating and attracting job applicants for particular positions?

- ☐ a. Preselection
- ☐ b. Orientation
- ☐ c. Recruitment
- ☐ d. Selection

Question 32

A good way to discourage unqualified applicants is to clearly state the ____ in the vacancy notification.

- ☐ 1. job qualifications
- ☐ 2. job context
- ☐ 3. job profiles
- ☐ 4. job content

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