

manageable number of outcomes should be in the range of five to ten. Describe Program Learning Outcome(s) review activities*.

There have been no changes in the program learning outcomes since the last interview.

An entry-level graduate with an Associate of Applied Science Degree in Financial Management from Sinclair Community College will be able to:

Learning Outcomes	Related Courses
1. Apply quantitative skills and accounting skills appropriate to the Financial Management occupation the student has prepared to enter.	ACC 111, 112, 113; MAT 105; FIN electives
2. Prepare as well as interpret financial statements.	ACC 113; FIN 215
3. Demonstrate understanding of computers at a level compatible with job demands.	BIS 160; FIN electives
4. Analyze problems and make informed decisions.	ECO 201, 202, 203; FIN 215, 255; FIN electives
5. Exhibit positive attitude and work habits in professional/occupational situations. Practice human relations skills on the job and in other interpersonal situations.	MAN 205, 225; PSY 122; FIN electives
6. Demonstrate an understanding of the importance of financial institutions as it affects the economy, the community, businesses and individuals.	ECO 202, 203; FIN 255; FIN electives
7. Aware of the services that financial institutions offer to government, correspondence.	LAW 102 or LAW 103; FIN electives

Learning Outcomes	Related Courses
8. Become familiar with financial regulation and examination – chartering, regulation agencies, examinations, internal controls, safeguards, and accounting.	FIN 105, 255; LAW 102 or LAW 103; FIN electives
9. Explain the relationships of financial institutions in the community and their dual desire to make profits and provide valuable services to the community.	FIN 105, 148; FIN electives
10. Develop human relations skills that are necessary for employers of financial institutions in establishing good customer communications and relationships.	FIN 200,202; MKT 201; FIN electives
11. Demonstrate an understanding of typical automated office operations utilized by financial intermediates.	FIN electives
12. Analyze and make decisions relevant to the needs of the community and of financial institutions.	FIN 205; MKT 202; FIN electives
13. Think rationally, systematically and logically to solve problems through proper means of analysis/synthesis.	ECO 201, 202, 203; FIN 215, FIN electives
14. Develop an understanding of human creativity and its relation to society.	HUMANITIES electives

III. **Assessment Method(s)**: A measurable indicator of success in attaining the stated learning outcome(s). The methodology should be both reliable and valid. Please describe in detail.

- a. Formative Assessment Method(s): a measurable indicator of success in attaining the student in-progress learning outcome(s).

Formative assessment is completed on a course-by-course basis. Course projects are used in many courses to assess student learning. Projects in financial management require students to do research within the local community that involves gathering information, analyzing data and then making a recommendation. In FIN 246, Principles of Investment, students track a mutual fund or a stock portfolio throughout the quarter. FIN 200, Consumer Credit, requires students to do research within the community on banking services. In FIN 202, Consumer Credit Counseling, students develop a consumer credit plan for a debt-distressed person. Feedback from the faculty helps students to recognize strengths and shortcomings.

- b. Summative Assessment Method(s): a measurable indicator of end-of-program success in attaining the stated program learning outcome(s).

The summative assessment takes place in the required FIN 295 course. This class calls upon students to apply previously learned financial management principles and will serve as an overall assessment of the students' learning within the financial management program. Case studies, reading, ethics, and discussions of issues that impact modern financial institutions are covered.

The department still offers FIN 270, Financial Management Internship, as an elective. The internship allows students be involved in learning experiences that relate to the financial services industry and apply those credits toward their degree requirements.

IV. Results: A description of the actual results of overall student performance gathered from the summative assessment(s). (see III.b.)

Informal feedback indicates that students are performing at an acceptable level. Many of the current cohort of students (approximately 40) has reached the summative assessment stage. Generally, feedback from employers, who work with interns, has been positive with no weaknesses noted. Hiring institutions are generally satisfied and highly value the student graduates. An area of concern relates to student awareness of bank operations. Solving this issue is difficult due to the individualized needs of various banks. This need might be better addressed through corporate service training. Another area of concern on the part of "highering" institutions is the level of student familiarity with data base development, structure, and management. This prompted a change in the curriculum to be outlined later in this report.

- V. **Analysis/Actions:** From analysis of your summative assessment results, do you plan to or have you made any adjustments to your program learning outcomes, methodologies, curriculum, etc.? If yes, describe. If no, explain.

Yes. The curriculum has been updated to include Introduction to Access, BIS M31 and Intermediate Access, BIS M32. The curriculum has further been strengthened by the addition of Statistics 1, MAT 122.

- VI. **General Education:** A description of where and how within the major the three primary general education outcomes* (communication, thinking, values/citizenship) are assessed.

- a. Where within the major do you assess written communication? Describe the assessment method(s) used. Describe assessment results if available.

Case studies used in the financial management courses require students to write. Faculty are beginning use the written communication checklist to evaluate writing skills. Student writing skills have room for improvement overall.

- b. Where within the major do you assess oral communication? Describe the assessment method(s) used. Describe assessment results if available.

FIN 215 and 246 require students to work in groups on course projects. The teamwork requires interpersonal communication skills. Faculty do not currently use the oral communication checklist to evaluate these skills.

- c. Where within the major do you assess thinking? Thinking might include inventing new problems, seeing relationships and/or implications, respecting other approaches, demonstrating clarity and/or integrity, or recognizing assumptions. Describe the assessment method(s) used. Describe assessment results if available.

Case studies used in many financial management courses such as FIN 200, 205, 215, 245, 246, and 255 emphasize problem solving and critical thinking skills. Students demonstrate a high degree of critical thinking and problem solving skill and the department is very satisfied with this outcome.

- d. Where within the major do you assess values/citizenship/community? These activities might include behaviors, perspective, awareness, responsibility, teamwork, ethical/professional standards, and service

learning or community participation. Describe the assessment method(s) used. Describe assessment results if available.

ECO 201, 202, 203 all address values and citizenship issues due to the social nature of local and global economics. LAW 101 and MAN 205 and 255 and MKT 201 address business ethics by establish guidelines for professional ethics and standards for behavior in the industry. Community and citizenship issues are further advanced through activities requiring students to visit local institutions in order to complete assignments.

VII. Recommendation(s)/Comment(s):

General education should investigate the addition of mathematical minimum skills.