## Table 3.2 - Student- and Stakeholder Focus - Criterion 3.2 - 3.4

Use this format to respond to Criterion 3.2 - 3.4. If you are submitting a self-study for reaffirmation, this is the same table used in your QA report.

Student- and stakeholder-focused results examine how well your organization satisfies students and stakeholders key needs and expectations.

Performance measures may include: satisfaction and dissatisfaction of current and past students and key stakeholders, perceived value, loyalty, persistence, or other aspects of relationship building, end of course surveys, alumni surveys, Internship feedback, etc.

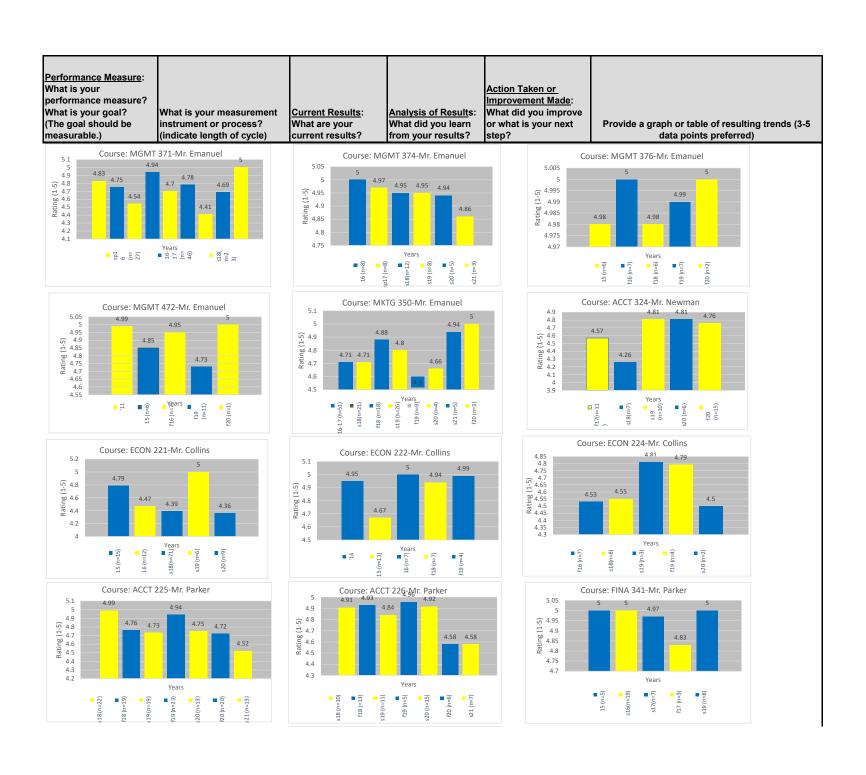
Measurement instrument or processes may include: end of course surveys, alumni surveys, Internship feedback, etc.

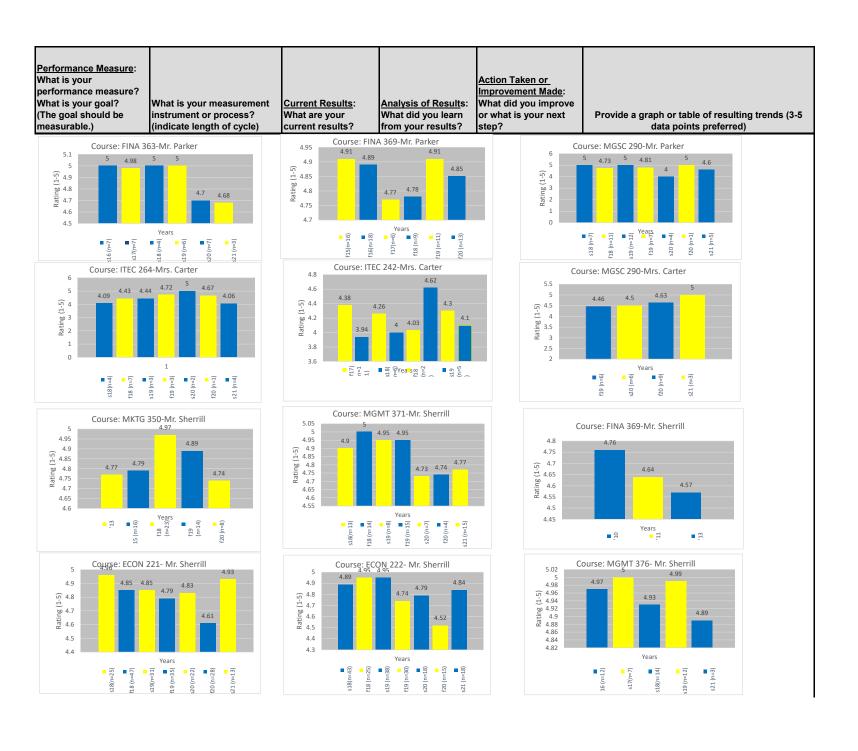
Each academic unit must demonstrate linkages to business practitioners and organizations which are current and significant, including an advisory board.

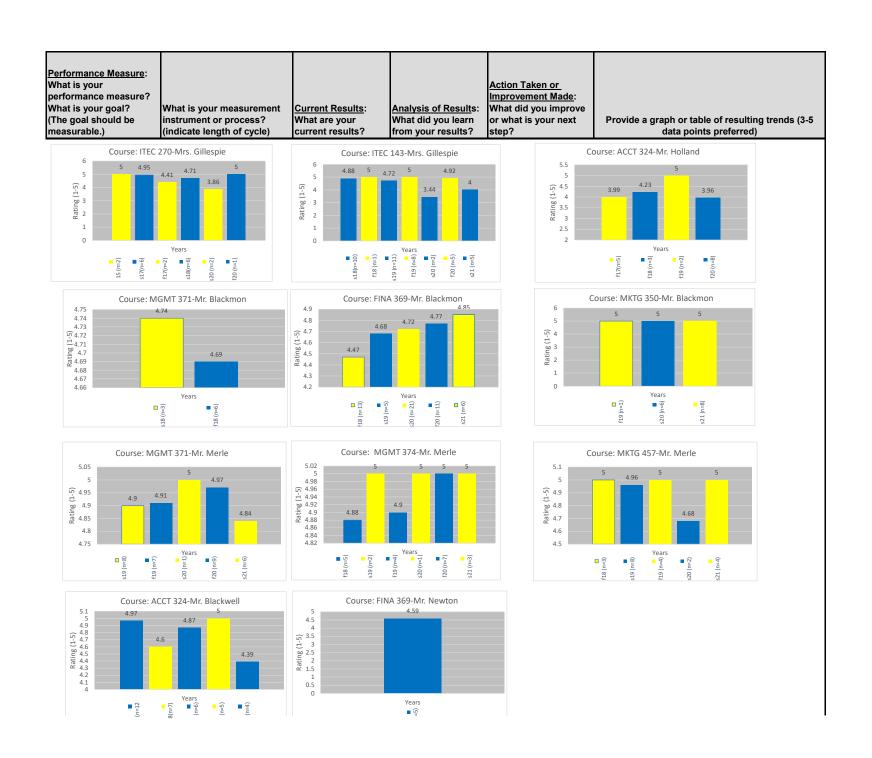
Analysis of Results							
Performance Measure: What is your performance measure? What is your goal? (The goal should be measurable.)	instrument or process?	What are your	<u>Analysis of Result</u> s: What did you learn from your results?	Action Taken or Improvement Made: What did you improve or what is your next step?	Provide a graph or table of resulting trends (3-5 data points preferred)		
51% of the graduates will report employment in the field or continuing in another degree program on the annual CHE 301 report.		65% of the graduates reported employment in the field or continuing in another degree program on the annual CHE 301 report.	The goal was exceeded and trending upwards.	We were very pleased with the results; no action needed at this time.	Graduates Reporting Employment in the Field or Continuing Education  100  80  100  81  81		
80% of the alumni will report the computer courses are Outstanding or Good for the business world.	Alumni Survey report using surveymonkey.com. The goal is to do this at least bi-annually.	reported the computer courses are Outstanding or Good for the business	Challenges associated with the pandemic resulted in students learning curve relative to computer literacy.	We continue to look for ways to improve our computer courses.	Computer Courses are Outstanding or Good for the Business World  120  90  82  84.5  90  82  17  81-21  (S1=0)  (C1=0)  (C1=0)		

Performance Measure: What is your performance measure? What is your goal? (The goal should be measurable.) 2. 80% of the alumni will rate the overall quality of the USC Lancaster Associate in Science in Business degree program as Outstanding or Above Average.	What is your measurement instrument or process? (indicate length of cycle) Alumni Survey report using surveymonkey.com. The goal is to do this at least bi-annually.	Current Results: What are your current results? 82% of the alumni rated the overall quality of the USC Lancaster Associate in Science in Business degree program as Outstanding	Analysis of Results: What did you learn from your results? The co-champion and the Associate Dean of Academic Affairs met to discuss results. Alumni Outcome was met.	Action Taken or Improvement Made: What did you improve or what is your next step? We are pleased with the results. According to niche.com for 2021, USCL is ranked #1 in South Carolina and #2 in the nation among two year	Provide a graph or table of resulting trends (3-5 data points preferred)  Satisfaction with USCL Assoc. in Science in Business Program  120 100 90 90 76.5 77 71 81 82
3. 80% of the alumni will report continuing their	Alumni Survey report using surveymonkey.com. The goal is	,	The co-champion and the Associate Dean of	schools. Our student responses support this ranking.  We will continue to monitor, but are pleased with these	Continuing Education or Employed Full-time
education, employed and continuing their education, or employed full-time.	to do this at least bi-annually.	education, employed and continuing their education, or employed full-time.	Academic Affairs met to discuss results.Alumni Outcome was not met.	results given the current environment with the virus pandemic.	120 100 100 100 90 88 80 75 100 100 90 88 80 75 100 100 90 88 80 75 100 100 100 100 100 100 100 10
80% of the alumni will report they acquired the knowledge and skills to prepare them for the job market.	Alumni Survey report using surveymonkey.com. The goal is to do this at least bi-annually.	100% of the alumni reported they acquired the knowledge and skills to prepare them for the job market.	The co-champion and the Associate Dean of Academic Affairs met to discuss results. Alumni Outcome was met.	We will continue to monitor. We recently hired an internship coordinator and another full-time faculty/staff member in 2020 to assist with building relationships with our local businesses.	Knowledge and Skills Acquired Prepared  Alumni for Job Market  100  487  88
5. 80% of the Alumni will report if they were to begin college again in the Associate in Science in Business degree program, they would definitely choose or probably choose USC Lancaster.	Alumni Survey report using surveymonkey.com. The goal is to do this at least bi-annually.	82% of the Alumni reported if they were to begin college again in the Associate in Science in Business degree program, they would choose USC Lancaster.	The co-champion and the Associate Dean of Academic Affairs met to discuss results.Alumni Outcome was met.	We will continue to monitor but we are extremely pleased with the feedback.	Alumni Who Would Choose USC Lancaster  102 100 98 96 99. 99. 99. 100 100 100 100 100 100 100 100 100 10

Performance Measure: What is your performance measure? What is your goal? (The goal should be measurable.)	What is your measurement instrument or process? (indicate length of cycle)	<u>Current Results:</u> What are your current results?	Analysis of Results: What did you learn from your results?	Action Taken or Improvement Made: What did you improve or what is your next step?	Provide a graph or table of resulting trends (3-5 data points preferred)
<ol> <li>80% of the Alumni will report being very satisfied or satisfied with the knowledge gained in the general education requirements.</li> </ol>	Alumni Survey report using surveymonkey.com. The goal is to do this at least bi-annually.	100% of the Alumni reported being very satisfied or satisfied with the knowledge gained in the general education requirements.	The co-champion, and the Associate Dean of Academic Affairs met to discuss results. Alumni Outcome was met.	We will continue to monitor, but we are satisfied about this result.	Alumni Satisfied with Knowledge Gained in  General Education Requirements  120  120  120  120  120  120  92  100  94  94  100  100  100  100  100
7. 80% of the alumni will report being very satisfied or satisfied with the Professors in the Business program.	Alumni Survey report using surveymonkey.com. The goal is to do this at least bi-annually.	100% of the alumni reported being very satisfied or satisfied with the Professors in the Business program.	The co-champion and the Associate Dean of Academic Affairs met to discuss results. Alumni Outcome was met.	We will continue to monitor, but we feel great about the diverse backgrounds of our professors and the effective way they share their knowledge of the business industry.	Alumni Satisfied with Professors in Business  Program  120 100 100 100 100 100 100 100 100 10
8. 80% of the alumni will report that the computer software preparation they received for the business world was either outstanding, excellent, or above average.	Alumni Survey report using surveymonkey.com. The goal is to do this at least bi-annually.	73% of the alumni will report being very satisfied or satisfied that the computer software prepared you for the business world.	The co-champion and the Associate Dean of Academic Affairs met to discuss results.Alumni Outcome was met.	We will continue to monitor, and are always seeking to improve. The majority of the instructors now use online software programs (e.g., Cengage) to assist the students in improving their skills.	Alumni Satisfied with Computer Software  100 80 82.4 92 80 76 87 81 73 160 170 170 170 170 170 170 170 170 170 17
Course: FINA 3 5.1 5.1 5.1 5.1 5.1 5.1 6.9 4.78 4.78 4.84 4.3 4.2	301-Mr. Emanuel 4,96 4.8 72 4.8 72 4.5 72 73 74 75 76 76 77 77 78 78 78 78 78 78 78 78 78 78 78		A 369-Mr. Emanuel 4.95 4.9 4.89 4.77 4.54 4.54  Years (Gaul) 618 (Gaul) 618	4.94 4.92 4.92 4.9 (5 4.88 7 1 4.86 2 4.8 4.8 4.78 4.76 4.76	Durse: FINA 363-Mr. Emanuel 4.92 4.88 4.81  Years  ### ### ### ########################







(The goal should be	instrument or process?	What are your	Analysis of Results: What did you learn	Action Taken or Improvement Made: What did you improve or what is your next step?	Provide a graph or table of resulting trends (3-5 data points preferred)
f17( )	s18 s19 f19 s20		f20 (n		

			nt Learning Assess		
Performance Indicator  1. Student Learning Results	Use this table to supply data for Criterion 4.1  Definition  A student learning outcome is one that measures a specific competency attainment. Examples of a direct assessment (evidence) of student learning attainment that might be used include: capstone performance, third-party examination, faculty-designed examination, professional performance, licensure examination).  - If for any given performance measure your goal is being exceeded repeatedly, consider either increasing the goal or changing the performance measure so that - For all data reported, show sample size (n=75).				
Academic Program, 2. Student Learning Outcome, 3. Measurable Goal  1. Associate in Science in Business. 2- Learning Outcome #1. 3. 70% of the students enrolled in an accounting course should be able to identify the components of an income statement, balance sheet, or statement of owner's equity. Students should be able to identify and classify accounts, as well as create and record general journal entries.	What is your measurement instrument or process? Do not use grades. Indicate type of instrument (e.g. direct, formative, internal, comparative)  Samples of student work submitted to the assessment committee (Direct).		We are very pleased with the results. We do currently allow 2 attempts on the homework (using CengageNow), which certainly helps the scores. In addition, there are videos on Blackboard of lectures and examples of problems for students to view.	Action Taken or Improvement Made: What did you improve or what is your next step?  For 2022, we will continue to allow two attempts on homework, and provide videos of class lectures and in-class problems. Students may still face challenges from COVID and have to miss inperson meetings.	Provide a graph or table of resulting trends (3-5 data points preferred)   Solve of table of resulting trends (3-5 data points preferred)  Solve of table of resulting trends (3-5 data points preferred)  Solve of table of resulting trends (3-5 data points preferred)  Solve of table of resulting trends (3-5 data points preferred)  Solve of table of resulting trends (3-5 data points preferred)  Solve of table of resulting trends (3-5 data points preferred)
1 - Associate in Science in Business. 2- Learning Outcome # 3. 3-70% of the students enrolled in a management course should be able to apply basic management theories to reach appropriate business decisions.	Samples of student work submitted to the assessment committee (Direct).	Outcome was met. 79% of the students enrolled in a management course should score 3 or higher on the management skills rubric.	with the increase from	We will continue to look at the rubric to see if improvements can be made. We are also having conversations with faculty about ways to improve the artifact submitting process.	Management Skills  90  80  76  71  72  90  10  10  10  10  10  10  10  10  10

	What is your measurement instrument or process? (indicate length of cycle) Samples of student work submitted to the assessment	Current Results: What are your current results? Outcome was exceeded. 97% of the students	Analysis of Results: What did you learn from your results? Outcome was met. The courses used for this	Action Taken or Improvement Made: What did you improve or what is your next step? We are very pleased with the results and will not	Provide a graph or table of resulting trends (3-5 data points preferred)  Effective Communication Skills
Outcome # 4. 3 - 70% of the students enrolled in ITEC 242 or ENGL463 will be able to communicate effectively for a business environment.	committee (Direct).	or No the statement of the controlled in ITEC 242, or ENGL463 scored 3 or higher on the business effective communications rubric in Fall 2021.	outcome provided different artifacts, but the rubric was sufficient to handle both types of	change anything for Fall	100 89 86 97 100 100 100 100 100 100 100 100 100 10
1 - Associate in Science in Business. 2 - Learning Outcome # 2. 3 - 70% of the students enrolled in ACCT324 will score 3 or higher on the business law rubric, displaying basic knowledge of legal concepts.	Samples of student work submitted to the assessment committee (Direct).	Outcome was not met. 67% of the students enrolled in ACCT324 scored 3 or higher on the business law rubric.	believe the artifacts to be submitted in Fall 2022 will result in better results. This course is taught by full-time lawyers so that is a great benefit to the university.	overcome.	Legal Concepts  Legal Concepts  86  87  87  88  88  67  72  72  72  88  88  88  67  67  67  68  68  68  68
Enrollment in the Associate in Business program will be at least 16 students that generate 12 full-time equivalents.	Enrollment numbers provided by the Admissions and Records office.	Acceptable numbers of students enrolled in the Associate program were reported.	Outcome was met. The required courses for the degree have been adjusted to more easily transfer into the 4 year Business programs at USC (fall 2012).	We will continue to monitor and review numbers enrolled in the program. With the potential changes in the program coming in the fall, these numbers should go up.	Students Enrolled as Assoc. in Business Majors  200  100  61 69 58 64 70 66 71 74 84 70 93 92 101 100 85  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Total Number of Associate in Science in Business Degrees awarded will be 6 or higher in a given academic year.	Graduate numbers provided by the Admissions and Records office.	Acceptable numbers of graduates were reported.	Outcome was met.	We will continue to monitor. With the potential changes in the program coming in the fall, these numbers should go up.	Students Awarded A.S. in Business Degree Per  Academic Year  29 25  14 16 18 19 12 15 12 19 15 21 22 25  20 38 21 20 38 21 20 38 21 20 38 21 20 38 21 20 38 21 20 38 21 20 38 21 20 38 21 20 38 21 20 38 21 20 38 21 20 38 21 20 38 21 20 38 20
Associate in Science in Business. 2 - Learning Outcome - Knowledge of Economics     70% of the students enrolled in ECON221 will score 3 or higher on the business economics rubric, displaying basic knowledge of economic concepts.	Samples of student work submitted to the assessment committee (Direct).	Outcome was met. 91% of the students enrolled in ECON221 scored a 3 or better on the Economics rubric.	We are very pleased that the results are very positive. There was one item what was not assessed in Fall 2021, and that was addressed with the faculty member.	We have asked the faculty members to submit artifacts that will address all of the traits in the rubric for Fall 2022.	Deconomics-95 91 76 80 80 80 80 80 80 80 80 80 80 80 80 80