For Academic Programs

Informed by your assessment activities related to student learning, what changes have you made in your degree program in the last three to five years? Describe the changes (e.g., curriculum revision, new courses, faculty development), the general results that prompted the changes (e.g., student performance on an assessment measure), and any impact on student learning that you might attribute to these changes.

Targets for all learning goals have been met since 2009. However, oral communication (specifically appropriate eye contact & body language) was identified as a weakness in 2011-12. Two changes improved learning in this area for the 2012-13 cohort of graduates: (1) all students attend a bootcamp before the official beginning of their first fall semester of the MBA program and (2) MGT 542 (Management Communication) instituted steeper grade penalties for presentations with flaws in these areas.

Student Learning Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

SLO 1: Systems Thinking & Logical Analysis
Students will dissect business issues using logic while also thinking holistically and recognizing interrelations between and among business system components

Connected Documents
Rubric for MBA Student Learning Outcomes
Sample Exam Questions
Sample Written Cases

Related Measures

M 1: Exam Questions
Exam questions from ST 509 and AC 506 are collected.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

Connected Document
Sample Exam Questions

Target:
80% meet or exceed expectations.

M 2: Case Presentation
Case presentation oral assignment ratings of faculty approved rubric in GBA 525/MGT 542 are collected.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

Connected Document
Rubric for MBA Student Learning Outcomes

Target:
80% must meet or exceed expectations.

M 3: Case Analysis
Case analysis written assignments in MGT 542 are collected. Independent ratings on faculty approved rubric are competed.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

Connected Documents
Rubric for MBA Student Learning Outcomes
Sample Written Cases

Target:
80% must meet or exceed expectations.

SLO 2: Problem Definition & Opportunity Recognition
Students will diagnose business problems and recognize means of capitalizing on business opportunities.

Connected Documents
Rubric for MBA Student Learning Outcomes
Sample Exam Questions
Sample Written Cases

Related Measures

M 1: Exam Questions
Exam questions from ST 509 and AC 506 are collected.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

Connected Document
Sample Exam Questions
Target: 80% meet or exceed expectations

**M 2: Case Presentation**
Case presentation oral assignment ratings of faculty approved rubric in GBA 525/MGT 542 are collected.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

**Connected Document**
Rubric for MBA Student Learning Outcomes

Target: 80% must meet or exceed expectations.

**M 3: Case Analysis**
Case analysis written assignments in MGT 542 are collected. Independent ratings on faculty approved rubric are completed.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

**Connected Documents**
Rubric for MBA Student Learning Outcomes
Sample Written Cases

Target: 80% must meet or exceed expectations.

**SLO 3: Decision Making & Implementation**
Students will make justifiable business decisions and know how to implement them.

**Connected Documents**
Rubric for MBA Student Learning Outcomes
Sample Written Cases

**Related Measures**

**M 2: Case Presentation**
Case presentation oral assignment ratings of faculty approved rubric in GBA 525/MGT 542 are collected.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

**Connected Document**
Rubric for MBA Student Learning Outcomes

Target: 80% must meet or exceed expectations.

**SLO 4: Communication**
Students will construct written and oral messages that are professionally and strategically appropriate for a variety of business contexts.

**Connected Documents**
Rubric for MBA Student Learning Outcomes
Sample Written Cases

**Related Measures**

**M 2: Case Presentation**
Case presentation oral assignment ratings of faculty approved rubric in GBA 525/MGT 542 are collected.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

**Connected Document**
Rubric for MBA Student Learning Outcomes

Target: 80% meet or exceed expectations.

*Related Action Plans (by Established cycle, then alpha):*
For full information, see the Details of Action Plans section of this report.
Evaluate Performance of Class of 2013

Established in Cycle: 2011-2012

Because a communication bootcamp (Speakers Edge) was implemented prior to enrollment for first-year students in fall of 2011, ...

M 3: Case Analysis
Case analysis written assignments in MGT 542 are collected. Independent ratings on faculty approved rubric are competed.

Source of Evidence: Faculty pre-test / post-test of knowledge mastery

Connected Documents
Rubric for MBA Student Learning Outcomes
Sample Written Cases

Target:
80% meet or exceed expectations.

Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

OthOtcm 5: The Program will improve and sustain a high level of recognized quality.
The Program will improve and sustain a high level of recognized quality.

Related Measures
M 4: AACSB Accreditation
Documentation from the most recent reaffirmation of accreditation of the College and School by the Association to Advance Collegiate School of Business (AACSB) as well as recently published national rankings.

Source of Evidence: Professional standards

Target:
NA

OthOtcm 6: The Program will build and sustain an optimal level of annual program enrollments and degree completions.
The Program will build and sustain an optimal level of annual program enrollments and degree completions.

Related Measures
M 5: OIRA Statistical Profiles
1. The University's Office of Institutional Research and Assessment reports Statistical Profiles for enrollments in this program.

Source of Evidence: Existing data

Target:
Target enrollment is 160-180 (80-90 new admits per year).

OthOtcm 7: The Program will be highly valued by its program graduates and other key constituencies it serves.
The Program will be highly valued by its program graduates and other key constituencies it serves.

Related Measures
M 6: Job Placements
The UA Career Center provides job placement data for graduates of the BSCBA.

Source of Evidence: Existing data

Target:
Placement rate 90 days after graduation should be 80%.

OthOtcm 8: Delete
please delete

Details of Action Plans for This Cycle (by Established cycle, then alpha)

Evaluate Performance of Class of 2013

Because a communication bootcamp (Speakers Edge) was implemented prior to enrollment for first-year students in fall of 2011, but assessment results were measured with second-year students who did not participate in the bootcamp, the MBA committee recommended measuring performance again in GBA 525/MGT542 in fall 2012. The Committee will meet again when that data is available to determine if additional efforts are required to improve student learning in the area of oral communication because of the percentage of students failing to meet expectations related to body language and eye contact in 2011.

Established in Cycle: 2011-2012
Implementation Status: Finished
Priority: High

Relationships (Measure | Outcome/Objective):
Measurement: Case Presentation | Outcome/Objective: Communication

Implementation Description: The Committee will meet again when that data is available to determine if additional efforts are required to improve student learning in the area of oral communication because of the percentage of students failing to meet expectations related to body language and eye contact in 2011.

Projected Completion Date: 12/2012
Responsible Person/Group: Kim Campbell, Brian Gray, Ron Dulek
Student Learning Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

SLO 1: Systems Thinking & Logical Analysis
Students will dissect business issues using logic while also thinking holistically and recognizing interrelations between and among business system components

Connected Documents
Rubric for MBA Student Learning Outcomes
Sample Exam Questions
Sample Written Cases

Related Measures

M 1: Exam Questions
Exam questions from ST 509 and AC 506 collected for 96 MBA students (100%) in December 2011.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery
Connected Document
Sample Exam Questions

Target:
80% meet or exceed expectations.

Finding (2012-2013) - Target: Not Reported This Cycle
Findings are captured every other year for the MBA program to allow sufficient time to implement improvement actions.

M 2: Case Presentation
Case presentation oral assignment ratings of faculty approved rubric in GBA 525/MGT 542 collected from 89 MBA students (100%) in December 2011.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery
Connected Document
Rubric for MBA Student Learning Outcomes

Target:
80% must meet or exceed expectations.

Finding (2012-2013) - Target: Not Reported This Cycle
Data is collected on a two-year cycle.

M 3: Case Analysis
Case analysis written assignments in MGT 542 collected from 89 MBA students (100%) in December 2011.
Independent ratings on faculty approved rubric competed in January 2012.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery
Connected Documents
Rubric for MBA Student Learning Outcomes
Sample Written Cases

Target:
80% must meet or exceed expectations.

Finding (2012-2013) - Target: Not Reported This Cycle
Findings are captured every other year for the MBA program to allow sufficient time to implement improvement actions.

SLO 2: Problem Definition & Opportunity Recognition
Students will diagnose business problems and recognize means of capitalizing on business opportunities.

Connected Documents
Rubric for MBA Student Learning Outcomes
Sample Exam Questions
Sample Written Cases

Related Measures

M 1: Exam Questions
Exam questions from ST 509 and AC 506 collected for 96 MBA students (100%) in December 2011.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery
Connected Document
Sample Exam Questions

Target:
80% meet or exceed expectations

Finding (2012-2013) - Target: Not Reported This Cycle
Findings are captured every other year for the MBA program to allow sufficient time to implement improvement actions.

**M 2: Case Presentation**
Case presentation oral assignment ratings of faculty approved rubric in GBA 525/MGT 542 collected from 89 MBA students (100%) in December 2011.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

**Connected Document**
Rubric for MBA Student Learning Outcomes

**Target:**
- 80% must meet or exceed expectations.

**Finding (2012-2013) - Target: Not Reported This Cycle**
Data is collected on a two-year cycle.

**M 3: Case Analysis**
Case analysis written assignments in MGT 542 collected from 89 MBA students (100%) in December 2011.
Independent ratings on faculty approved rubric competed in January 2012.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

**Connected Documents**
Rubric for MBA Student Learning Outcomes
Sample Written Cases

**Target:**
- 80% must meet or exceed expectations.

**Finding (2012-2013) - Target: Not Reported This Cycle**
Findings are captured every other year for the MBA program to allow sufficient time to implement improvement actions.

**SLO 3: Decision Making & Implementation**
Students will make justifiable business decisions and know how to implement them.

**Connected Documents**
Rubric for MBA Student Learning Outcomes
Sample Written Cases

**Related Measures**

**M 1: Exam Questions**
Exam questions from ST 509 and AC 506 collected for 96 MBA students (100%) in December 2011.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

**Connected Document**
Sample Exam Questions

**Target:**
- 80% meet or exceed expectations.

**Finding (2012-2013) - Target: Not Reported This Cycle**
Findings are captured every other year for the MBA program to allow sufficient time to implement improvement actions.

**M 2: Case Presentation**
Case presentation oral assignment ratings of faculty approved rubric in GBA 525/MGT 542 collected from 89 MBA students (100%) in December 2011.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

**Connected Document**
Rubric for MBA Student Learning Outcomes

**Target:**
- 80% must meet or exceed expectations.

**Finding (2012-2013) - Target: Not Reported This Cycle**
Data is collected on a two-year cycle.

**M 3: Case Analysis**
Case analysis written assignments in MGT 542 collected from 89 MBA students (100%) in December 2011.
Independent ratings on faculty approved rubric competed in January 2012.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

**Connected Documents**
Rubric for MBA Student Learning Outcomes
Sample Written Cases

**Target:**
- 80% must meet or exceed expectations.

**Finding (2012-2013) - Target: Not Reported This Cycle**
Findings are captured every other year for the MBA program to allow sufficient time to implement improvement actions.

**SLO 4: Communication**
Students will construct written and oral messages that are professionally and strategically appropriate for a variety of
business contexts.

**Connected Documents**
- Rubric for MBA Student Learning Outcomes
- Sample Written Cases

**Related Measures**

M 2: Case Presentation
Case presentation oral assignment ratings of faculty approved rubric in GBA 525/MGT 542 collected from 89 MBA students (100%) in December 2011.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

**Connected Document**
- Rubric for MBA Student Learning Outcomes

**Target:**
80% meet or exceed expectations.

**Finding (2012-2013) - Target: Met**
Data was collected from all students in class of 2013, who completed an oral presentations boot camp.

**Related Action Plans (by Established cycle, then alpha):**
For full information, see the Details of Action Plans section of this report.

**Evaluate Performance of Class of 2013**
*Established in Cycle: 2011-2012*
Because a communication bootcamp (Speakers Edge) was implemented prior to enrollment for first-year students in fall of 2011, ...

M 3: Case Analysis
Case analysis written assignments in MGT 542 collected from 89 MBA students (100%) in December 2011.
Independent ratings on faculty approved rubric competed in January 2012.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

**Connected Documents**
- Rubric for MBA Student Learning Outcomes
- Sample Written Cases

**Target:**
80% meet or exceed expectations.

**Finding (2012-2013) - Target: Not Reported This Cycle**
Findings are captured every other year for the MBA program to allow sufficient time to implement improvement actions.

**Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans**

OthOtcM 5: The Program will improve and sustain a high level of recognized quality.
The Program will improve and sustain a high level of recognized quality.

**Related Measures**

M 4: AACSB Accreditation
Documentation from the most recent reaffirmation of accreditation of the College and School by the Association to Advance Collegiate School of Business (AACSB) as well as recently published national rankings.
Source of Evidence: Professional standards

**Target:**
Maintenance of accreditation

**Finding (2012-2013) - Target: Met**
The program was included in the maintenance of AACSB accreditation in March 2013.

OthOtcM 6: The Program will build and sustain an optimal level of annual program enrollments and degree completions.
The Program will build and sustain an optimal level of annual program enrollments and degree completions.

**Related Measures**

M 5: OIRA Statistical Profiles
1. The University's Office of Institutional Research and Assessment reports Statistical Profiles for enrollments in this program.
Source of Evidence: Existing data

**Target:**
Target enrollment is 160-180 (80-90 new admits per year).

**Finding (2012-2013) - Target: Met**

<table>
<thead>
<tr>
<th>MBA Enrollments</th>
<th>MBA Graduates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester</td>
<td>Class of MBA</td>
</tr>
<tr>
<td>Fall 2008</td>
<td>2008</td>
</tr>
<tr>
<td>Fall 2009</td>
<td>2009</td>
</tr>
<tr>
<td>Fall 2010</td>
<td>2010</td>
</tr>
<tr>
<td>Fall 2011</td>
<td>2011</td>
</tr>
</tbody>
</table>
OthOtcm 7: The Program will be highly valued by its program graduates and other key constituencies it serves.

The Program will be highly valued by its program graduates and other key constituencies it serves.

Related Measures

M 6: Job Placements
Job placement data for graduates is collected by the Manderson Graduate School of Business.
Source of Evidence: Existing data
Target:
Placement rate 90 days after graduation should be 80%.

Finding (2012-2013) - Target: Not Reported This Cycle
Data is not available but will be reported before the end of fall semester 2013.

OthOtcm 8: Delete
please delete

Related Measures

M 7: DELETE
1. Delete

Source of Evidence: Existing data

Details of Action Plans for This Cycle (by Established cycle, then alpha)

Evaluate Performance of Class of 2013

Because a communication bootcamp (Speakers Edge) was implemented prior to enrollment for first-year students in fall of 2011, but assessment results were measured with second-year students who did not participate in the bootcamp, the MBA committee recommended measuring performance again in GBA 525/MGT542 in fall 2012. The Committee will meet again when that data is available to determine if additional efforts are required to improve student learning in the area of oral communication because of the percentage of students failing to meet expectations related to body language and eye contact in 2011.

Established in Cycle: 2011-2012
Implementation Status: Finished
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: Case Presentation | Outcome/Objective: Communication

Implementation Description: The Committee will meet again when that data is available to determine if additional efforts are required to improve student learning in the area of oral communication because of the percentage of students failing to meet expectations related to body language and eye contact in 2011.

Projected Completion Date: 12/2012
Responsible Person/Group: Kim Campbell, Brian Gray, Ron Dulek
Student Learning Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

SLO 1: **Systems Thinking & Logical Analysis**
Students will dissect business issues using logic while also thinking holistically and recognizing interrelations between and among business system components

**Connected Documents**
- Rubric for MBA Student Learning Outcomes
- Sample Exam Questions
- Sample Written Cases

**Related Measures**

**M 1: Exam Questions**
Exam questions from ST 509 and AC 506 collected for 96 MBA students (100%) in December 2011.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

**Target:**
80% meet or exceed expectations.

*Finding (2011-2012) - Target: Met*
Around 85% of students could integrate disciplinary knowledge & demonstrate logical analysis skill. Definite improvement compared with 2009.

**M 2: Case Presentation**
Case presentation oral assignment ratings of faculty approved rubric in GBA 525/MGT 542 collected from 89 MBA students (100%) in December 2011.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

**Connected Documents**
- MBA Committee Minutes 3-5-12
- MBA Committee Minutes 4-2-12
- Sample Exam Questions

**Target:**
80% must meet or exceed expectations.

*Finding (2011-2012) - Target: Met*
Almost 90% of students could contextualize business issues, integrate disciplinary knowledge, & demonstrate logical analysis skill. Definite improvement compared with 2009.

**M 3: Case Analysis**
Case analysis written assignments in MGT 542 collected from 89 MBA students (100%) in December 2011. Independent ratings on faculty approved rubric competed in January 2012.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

**Connected Documents**
- MBA Committee Minutes 3-5-12
- MBA Committee Minutes 4-2-12
- Rubric for MBA Student Learning Outcomes
- Sample Written Cases

**Target:**
80% must meet or exceed expectations.

*Finding (2011-2012) - Target: Met*
More than 95% of students could contextualize business issues, integrate disciplinary knowledge, & demonstrate logical analysis skill. Definite improvement compared with 2009.

SLO 2: **Problem Definition & Opportunity Recognition**
Students will diagnose business problems and recognize means of capitalizing on business opportunities.

**Connected Documents**
- Rubric for MBA Student Learning Outcomes
- Sample Exam Questions
- Sample Written Cases

**Related Measures**

**M 1: Exam Questions**
Exam questions from ST 509 and AC 506 collected for 96 MBA students (100%) in December 2011.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery
Target: 80% meet or exceed expectations

**Finding (2011-2012) - Target: Met**
Over 85% of students could define business problems. Definite improvement compared with 2009.

**M 2: Case Presentation**
Case presentation oral assignment ratings of faculty approved rubric in GBA 525/MGT 542 collected from 89 MBA students (100%) in December 2011.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

**Target:**
80% must meet or exceed expectations.

**Finding (2011-2012) - Target: Met**
Over 85% of students could define business problems & recognize opportunities. Definite improvement compared with 2009.

**M 3: Case Analysis**
Case analysis written assignments in MGT 542 collected from 89 MBA students (100%) in December 2011.
Independent ratings on faculty approved rubric competed in January 2012.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

**Target:**
80% must meet or exceed expectations.

**Finding (2011-2012) - Target: Met**
Over 95% of students could define business problems & recognize opportunities. Definite improvement compared with 2009.

**SLO 3: Decision Making & Implementation**
Students will make justifiable business decisions and know how to implement them.
Case analysis written assignments in MGT 542 collected from 89 MBA students (100%) in December 2011.
Independent ratings on faculty approved rubric competed in January 2012.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

Connected Documents
- MBA Committee Minutes 3-5-12
- MBA Committee Minutes 4-2-12
- Rubric for MBA Student Learning Outcomes
- Sample Written Cases

Target:
80% must meet or exceed expectations.

Finding (2011-2012) - Target: Met
Over 95% of students could justify decisions & describe implementation plans. Improvement compared with 2009.

SLO 4: Communication
Students will construct written and oral messages that are professionally and strategically appropriate for a variety of business contexts.

Connected Documents
- Rubric for MBA Student Learning Outcomes
- Sample Written Cases

Related Measures

M 2: Case Presentation
Case presentation oral assignment ratings of faculty approved rubric in GBA 525/MGT 542 collected from 89 MBA students (100%) in December 2011.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

Connected Documents
- MBA Committee Minutes 3-5-12
- MBA Committee Minutes 4-2-12
- Rubric for MBA Student Learning Outcomes

Target:
80% meet or exceed expectations.

Finding (2011-2012) - Target: Partially Met
More than 80% of students could create an oral message with appropriate organization, style, vocal expression, & visuals. Fewer than 75% could create an oral message with appropriate eye contact & body language. (No prior results for comparison.)

Related Action Plans (by Established cycle, then alpha):
For full information, see the Details of Action Plans section of this report.

Evaluate Performance of Class of 2013
Established in Cycle: 2011-2012
Because a communication bootcamp (Speakers Edge) was implemented prior to enrollment for first-year students in fall of 2011, ...

M 3: Case Analysis
Case analysis written assignments in MGT 542 collected from 89 MBA students (100%) in December 2011.
Independent ratings on faculty approved rubric competed in January 2012.
Source of Evidence: Faculty pre-test / post-test of knowledge mastery

Connected Documents
- MBA Committee Minutes 3-5-12
- MBA Committee Minutes 4-2-12
- Rubric for MBA Student Learning Outcomes
- Sample Written Cases

Target:
80% meet or exceed expectations.

Finding (2011-2012) - Target: Met
Over 80% of students exceeded expectations for creating appropriate written messages.

Other Outcomes, with Any Associations and Related Measures, Targets, Findings, and Action Plans

OthOtcm 5: The Program will improve and sustain a high level of recognized quality.
The Program will improve and sustain a high level of recognized quality.

OthOtcm 6: The Program will build and sustain an optimal level of annual program enrollments and degree completions.
The Program will build and sustain an optimal level of annual program enrollments and degree completions.

OthOtcm 7: The Program will be highly valued by its program graduates and other key constituencies it serves.
The Program will be highly valued by its program graduates and other key constituencies it serves.

OthOtcm 8: Program Quality
The Program will improve and sustain a high level of recognized quality, including national accreditation, if available.

Related Measures

M 4: AACSB Accreditation
Documentation from the most recent reaffirmation of accreditation of the College and School by the Association to Advance Collegiate School of Business (AACSB) as well as recently published national rankings.

Source of Evidence: Professional standards

Target:
To maintain accreditation in 2012-13.

Finding (2011-2012) - Target: Not Reported This Cycle
The College's AACSB accreditation was reaffirmed in 2003. The peer review team asked the College to develop and implement a strategy that would consolidate, streamline, and rationalize Manderson Graduate School's portfolio of programs, including the MBA, consistent with available resources and overall mission.

For 2010, the Manderson Graduate School is ranked 33rd among the 255 MBA programs (in the top 13%) at public U.S. Universities by US News and World Report. In addition, the new Poets & Quants ranking places Manderson 34th among public institutions and 70th among all MBA programs in U.S. universities.

Details of Action Plans for This Cycle (by Established cycle, then alpha)

Evaluate Performance of Class of 2013
Because a communication bootcamp (Speakers Edge) was implemented prior to enrollment for first-year students in fall of 2011, but assessment results were measured with second-year students who did not participate in the bootcamp, the MBA committee recommended measuring performance again in GBA 525/MGT542 in fall 2012. The Committee will meet again when that data is available to determine if additional efforts are required to improve student learning in the area of oral communication because of the percentage of students failing to meet expectations related to body language and eye contact in 2011.

Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: Case Presentation | Outcome/Objective: Communication

Implementation Description: The Committee will meet again when that data is available to determine if additional efforts are required to improve student learning in the area of oral communication because of the percentage of students failing to meet expectations related to body language and eye contact in 2011.

Projected Completion Date: 12/2012
Responsible Person/Group: Kim Campbell, Brian Gray, Ron Dulek

Connected Documents
MBA Committee Minutes 3-5-12
MBA Committee Minutes 4-2-12