

I - Institutional Information

To complete this section, first click on the Edit/Checkout button. Then copy and paste the headings into the Institutional Response box below and enter your information.

O 4. List all accredited programs (as they appear in your catalog).

Note: Listing new programs here does not confer accreditation. New degree programs, majors or emphases must be in effect for at least two years and have graduates and follow the guidance in the process book before accreditation will be granted.

O 5. List all programs that are in your business unit that are not accredited by ACBSP and how you distinguish accurately to the public between programs that have achieved accredited status and those that have not.

O 6. List all campuses where a student can earn a business degree from your institution.

O 7 Person completing report:

Person completing report Name:

Phone:

E-mail address:

ACBSP Champion name:

ACBSP Co-Champion name:

QA Report

Status: In Process | Due Date: 2/15/2018

Assigned To

David Hawkins

Institution Response

All accredited programs:

Bachelor of Business Administration (Accounting major)

Bachelor of Business Administration (Business Administration major)

Bachelor of Science in Organizational Leadership

Bachelor of Applied Arts and Sciences (Technical Management major)

All programs not accredited by ACBSP:

Not applicable

All campuses where a student can earn a business degree

There has been no change since the last quality assurance report. The online program was initiated in the year of the site visit but was not in existence during the self-study year. All Division of Business Programs are administered and presented by one Division of Business faculty. The division uses ITV and online courses to deliver courses to students at the various locations:

NWOSU Alva campus (main campus)

NWOSU Enid campus (satellite campus)

NWOSU Woodward campus (satellite campus)

University Center at Ponca City

Oklahoma state correctional institutions

Online [Business Administration/Accounting major classes are 100% online/distance; degree requirements (general education classes) are not 100% online]

Person completing report

Name: Dr. Wm. David Hawkins

Phone: 580.327.8440

E-mail address: wdhawkins@nwsu.edu

ACBSP Champion name: Dr. Steven Palmer

ACBSP Co-Champion name: Dr. Wm. David Hawkins

Sources

There are no sources.

II - Status Report on Conditions and Notes

O 8. Conditions or Notes to be addressed: You do not need to address Opportunity for Improvement (OFI).

Please explain and provide the necessary documentation/evidence for addressing each condition or note since your last report.

Are you requesting the Board of Commissioners to remove notes or conditions? (If the justification for removal is lengthy consider attaching an appendix to QA report).

Remove Note:

Remove Condition:

If you are not removing a note or condition, please list the note(s) or condition(s) below and explain the progress made in removing same.

Do Not Remove Note or Condition:

QA Report

Status: Not Started | **Due Date:** Not Set

Assigned To
Not Assigned

Institution Response

No notes or conditions currently exist with NWOSU.

Sources

There are no sources.

III - Public Information

Item III in the QA report applies to Overview Item 5g in the Baccalaureate/Graduate Degree Standards and Criteria book.

Accredited business programs must routinely provide reliable information to the public on their performance, including student achievement. **A direct link to aggregate business student results should be placed on your business page website. Ensure the link goes directly to business students' results such as the example in the evidence file above under ACBSP Documents, Good Example of Public Information.**

1. Student Learning Outcome Assessment Results: Such as what you report in standard #4, Criterion 4.2 - Major Field Test in Business (MFT), accounting SLO assessment results, management SLO assessment results, critical thinking SLO assessment results, team building SLO assessment results, communication SLO assessment results, etc. **A link to the spreadsheet tab "Standard 4 Results" found in the evidence file (ACBSP Documents folder) of this online reporting portal should be placed on your website.** A link to these tables is provided in the Evidence File and located in the ACBSP Documents folder at the top of this page.

2. Program Results for Business Students: Such as graduation rates, retention rates, job placement, etc. How do you make the results public? **A link to "Standard 6 - Table 6.1" found in the evidence file (ACBSP documents folder) should be placed on your website.** A link to these tables is provided in the Evidence File and located in the ACBSP Documents folder at the top of this page. Ensure the link goes directly to business students' results such as the example on the ACBSP website located under Baccalaureate/Graduate degree accreditation.

QA Report

Status: In Process | Due Date: Not Set

Assigned To

Not Assigned

Institution Response

The Division of Business participates in an open and transparent format regarding its curriculum, student performance, and faculty qualifications. All documents regarding ACBSP accreditation and student performance can be found on the NWOSU/DOB website: Academics/School of Professional Studies/Business (www.nwosu.edu/school-of-professional-studies/business).

ACBSP Accreditation information is under tab Accreditation. Under the Accreditation tab is a link to the ACBSP homepage and the four accredited degrees offered by NWOSU - Accounting (BBA), Business Administration (BBA), Organizational Leadership (BS) and Technical Management (BAAS). The ACBSP logo is an active clickable link.

Assessment and Public information link is under tab Assessment/Public Disclosures. Active links include NWOSU Factbook for AY16-17, Peregrine results for AY15-16, 16-17, EBI AY15-16, 16-17, link to NWOSU Institutional overview on National Center for Educational Statistics,, and descriptive qualifications of current faculty.

Sources

There are no sources.

1 - Standard 1 Leadership

Organization

- a. List any organizational or administrative personnel changes within the business unit since your last report.
- b. List all new sites where students can earn an accredited business degree (international campus, off-campus on-campus, online) that have been added since your last report.

QA Report

Status: Not Started | **Due Date:** Not Set

Assigned To

Not Assigned

Institution Response

a. Dr. Wm. David Hawkins was appointed Chair of the Division of Business July 1, 2016. Dr. Hawkins joined NWOSU as an Assistant Professor in August 2013. There have been no changes in organization or administrative personnel at the university level since July 1, 2016.

b. There are no new sites where students can earn an accredited business degree that have been added since the last report.

Sources

There are no sources.

2 - Standard 2 Strategic Planning

This is an example of tables that you might use below in your institutional response.

Identify any major changes to the key strategic goals/objectives during this QA reporting period:

Key Strategic Goals/Objectives	Any Major Changes

2. Report the top 3-5 short/long term strategic goals/objectives, summarize the key measures used and progress toward achieving each objective during the current QA reporting period.

Strategic Objectives	Key Measures	Progress Toward Achievement

3. If there have been any significant changes to your strategic planning process (for example, new stakeholders, new process steps, etc.) during the QA reporting period, please report them in a table similar to this.

Strategic Planning Process Changes Summary

QA Report

Status: Not Started | **Due Date:** Not Set

Assigned To
Not Assigned

Institution Response

1. New strategic goals: Response is in Standard 2 Strategic Plan Table. Update of strategic plan from AY14-15 is in Standard 2 Strategic Plan Table, AY14-15 Update.
3. No changes to the strategic planning process.

Sources

- Standard_2_STRATEGIC_PLAN_Table
- Standard_2_STRATEGIC_PLAN_Table_AY14-15_UPDATE2018

3 - Standard 3 Student and Stakeholder Focus

Complete the Standard 3 - Student- and Stakeholder-Focus Results table, found under the Evidence File tab above.

Provide three or four examples, reporting what you consider to be the most important data. It is not necessary to provide results for every process.

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.

Periodic surveys should be made of graduates, transfer institutions, and/or employers of graduates to obtain data on the success of business programs in preparing students to compete successfully for entry-level positions.

Performance Measure: What is your goal? The goal should be measurable.	What is your measurement instrument or process? (indicate length of cycle)	Current Results: 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)												
(Example) Alumni Satisfaction for business programs will be at or above 80%	Annual alumni survey	Three years of positive trend data exceeding goal	Overall satisfaction exceeded the goal, but students requested additional internships & job placement assistance.	Increased the opportunities for internships and assistance with job placement.	<p>Alumni Satisfaction: 2009 - 2013</p> <table border="1"> <caption>Alumni Satisfaction Data (2009-2013)</caption> <thead> <tr> <th>Year</th> <th>Satisfaction Score</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>60</td> </tr> <tr> <td>2</td> <td>70</td> </tr> <tr> <td>3</td> <td>80</td> </tr> <tr> <td>4</td> <td>85</td> </tr> <tr> <td>5</td> <td>90</td> </tr> </tbody> </table>	Year	Satisfaction Score	1	60	2	70	3	80	4	85	5	90
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QA Report

Status: Not Started | Due Date: Not Set

Assigned To
Not Assigned

Institution Response

To comply with Standard 3, the following instruments are used to gather input and feedback from significant stakeholders.

Students

SkyFactor

NWOSU-DOB has used Skyfactor/EBI Undergraduate Business Exit Assessment since AY 12-13. The survey is completed by students enrolled in the capstone course. Results are shared with DOB faculty, NWOSU Administration, and members of the Business Advisory Council. The two most recently completed results are posted on the DOB webpage (<https://www.nwsu.edu/school-of-professional-studies/business>) under the

Assessment/Public Disclosure tab.

Results of the survey are discussed during the annual DOB faculty meeting at the beginning of the fall semester. An ad hoc committee of DOB faculty is formed to look at specific trends or other significant shortcomings revealed in the survey and recommendations are made to the DOB faculty to address specific issues or trends.

Senior Focus Group

During the last week of classes, students enrolled in the capstone course participate in a round table discussion focus group. A member of the DOB faculty who does not teach the capstone course is assigned to be present at one of the four teaching sites (Alva, Woodward, Enid, and Ponca City).

A series of open ended questions are put forth to the students regarding their experience at NWOSU and specifically in the DOB. Faculty members rotate asking questions while the other faculty member writes down comments made by the students. Comments screened to redact any personal identifying information and then are sent to the DOB Secretary. The DOB Secretary collates and further redacts any personal or site identifying information so as to make the document applicable to the NWOSU/DOB program holistically, not individually. Information is shared with DOB faculty at the fall faculty meeting.

Student Advisory Committee

Since AY10-11, the DOB has had an eclectic student advisory committee. Each year, DOB faculty submit the name of potential members to the DOB chair for further consideration. Specific efforts are made to have students represent major demographics of the DOB student body: 1) each of the four campuses (Alva, Enid, Woodward, and Ponca City), 2) athletes/non-athletes, 3) male/female, 4) business major/accounting majors, 5) traditional/non-traditional students, and 6) caucasian/minority.

Members of the SAC meet with the DOB Chair to discuss their role and function as a member of the SAC. Student members then solicit feedback from their fellow-students throughout a 4-week period of time, asking open-ended questions and probing for other input and comments from the larger student body.

All DOB faculty members are present during the Student Advisory Committee. Faculty discuss with the SAC comments and probe for further explanation or detail on any topic that needs clarification. The information revealed is summarized and shared with all the DOB faculty and with the VP of Academics Affairs and with the Dean of Faculty.

Alumni

Efforts to survey NWOSU-DOB alumni have not been as successful as desired. In AY12-13, an alumni survey was provided through EBI/Skyfactor and 17 respondents participated. Since then, participation in the alumni survey has been disappointing. Collaborative efforts between the DOB and the Alumni Relations Office has not produced better participation either as the one survey issued through the Alumni Office resulted in a very low participation rate.

The lack of participation with alumni has been discussed with the Chair of the Business Advisory Council. The Chair has committed to bringing the issue to the whole BAC for their input and advice on how to improve alumni participation in the DOB survey.

Business Community

Business Advisory Council

The Division of Business created the Business Advisory Board in AY 09-10. Over time, participation in the activities of the BAC decreased. In AY16-17, a concerted effort was made to rebuild membership in the BAC and to ensure that the membership reflected the communities and professions in which NWOSU-DOB students live and work. The annual meeting held each spring semester rotates to each of the major NWOSU sites so as to involve local participation and to reduce the travel burden by any one particular constituency. The schedule is: AY16-17 - Enid, AY17-18 - Woodward, AY18-19 - Alva, AY19-20 - Enid.

At the annual BAC, members recommended that they have more involvement and connection to NWOSU students and that one annual meeting was not enough connection to DOB Faculty and students. Upon recommendation and support of the BAC, a site meeting at each of the four major learning sites would be held each fall, most likely in September. These meetings were first conducted in September 2017 with a very positive response by BAC members, DOB faculty, and DOB students. A total of 10 BAC members, 8 faculty, 9 students, and 3 members of NWOSU/University Center at Ponca City attended the first series of luncheons. The breakdown by site is: Ponca City - 2 BAC members, 1 UC Administrator, 2 DOB faculty, and 1 DOB student, Enid - 3 BAC members, 4 DOB faculty, 2 DOB students, Alva - 4 BAC members, 4 DOB faculty, 2 DOB students, and Woodward - 4 BAC members, 2 NWOSU Administration, 2 DOB faculty, and 4 DOB students.

Information shared at each of the local site luncheon will be shared with the BAC at the annual Spring meeting in Woodward scheduled for Spring 18.

Chambers of Commerce

NWOSU has participated with the local Chamber of Commerce in each location for several years. For AY17-18, Dr. Nnanna was replaced as the member for the Woodward Chamber by Ms. Jana Walker. Dr. Moore who participated in the Alva Chamber left NWOSU and his replacement has not been decided. Dr. Breyley is a member of the Enid Chamber and he is retiring at the end of AY17-18. His replacement has not been named. These positions will need to be filled by the beginning of the AY18-19.

Regional Business Survey

Attempts to have local and regional business owners reply to a survey has been predominantly disappointing in the past few years. The local Chamber of Commerce in Alva, Enid, and Woodward assisted in the distribution of information about the survey to their members. Responses were so few that no reliable data could be extrapolated and no significant conclusions could be made. With faculty members being reassigned to memberships at all three sites, new efforts will be done to have each respective Chamber assist in the distribution and collection of the survey. However, as faculty members meet with various business owners, hiring managers, site managers, a dialogue between faculty members and individuals within the business community takes place about the skills and abilities of the professional world and the shortcomings of graduating seniors from NWOSU and other institutions. Most comments made during this dialogue match findings from national surveys as presented in published media.

Sources

- Standard_3_Table_AY17_18

4 - Standard 4 Measurement and Analysis of Student Learning and Performance

a. Program Outcomes.

List outcomes by accredited programs. Many of the program outcomes should be used as part of a student learning assessment plan and be measurable.

State the learning objectives for each program (MBA, Ph.D., BBA, AA, etc.) accredited. A program is defined as follows: a plan of study is considered a program when it requires a minimum of 12 credit hours of coursework beyond the CPC and/or is recorded on a student's transcript (ex. Business Administration: major/concentration/option/specialization in Accounting, Finance, Marketing, etc.)

b. Performance Results.

Complete Table Standard 4 - Student Learning Results found under the Evidence File tab above. One example from each accredited program must be provided. If only one or two programs are accredited, provide three examples, reporting what you consider to be the most important data. It is not necessary to provide results for every process.

QA Report

Status: Not Started | Due Date: Not Set

Assigned To

Not Assigned

Institution Response

In Spring 2014, the Division of Business faculty made the decision to change the assessment test from the Major Field Test (MFT) administered by ETS to the Peregrine Academic Services assessment test (PAS) effective in AY 2014-2015. The decision made in AY 2014-2015 has not been changed through Spring 18. The data and availability of report modification with the Peregrine exam has been beneficial. The faculty believed the PAS test was a better fit for our assessment efforts for the following reasons:

pre-test/post-test model

- separate Accounting and Business Administration tests
- PAS test tests the 12 CPC components of ACBSP standards
- Ability to customize the exams
- No proctor requirement – beneficial for online students
- Availability of raw data
- Pay as you go versus pre-payment of tests in blocks
- Longitudinal reporting availability

- Unlimited options regarding cohorts
- Immediate availability of results
- Subject-level analysis

The faculty unanimously adopted a new Assessment Plan incorporating the recommended changes effective with the 2014-2015 academic year. No changes have been made but a holistic review of the curriculum and Assessment Plan along with SLO has begun in Spring 2018. The current Student Learning Outcomes is attached.

The most recent Assessment Report was finalized in 2016. The current Assess Report covering through AY 16-17 will be finalized in Spring 2018.

Sources

- 2014-2015_Program_Assessment_Report_-_Final
- Division_of_Business_Program_Student_Learning_Outcomes_AY_2015-2016
- TABLE_4

5 - Standard 5 Faculty and Staff Focus

a. Faculty and Staff Focus

Complete Table 5.1 Standard 5 - **Faculty- and Staff-Focused Results** found under the Evidence File above

b. Faculty Qualifications

Complete Table 5.2 Standard 5 - **New Full-Time and Part-Time Faculty Qualifications** and Table 5.3 Standard 5, Criterion 5.8 - **Scholarly and Professional Activities**, found under the Evidence File tab above, for **new** full-time and part-time faculty members hired since last self-study or QA report. Do not include faculty members previously reported.

QA Report

Status: Not Started | **Due Date:** Not Set

Assigned To

Not Assigned

Institution Response

The Division of Business has added two adjunct faculty members through AY17.

Dr. Johnny Nelson teaches online accounting or accounting based courses: International Accounting, Management Controls (Cost Accounting for managers).

Ms. Jana Walker was added as an adjunct instructor. Ms. Walker has a MS in Agricultural Economics and is an Oklahoma CPA, serves as a managing Partner in a CPA firm. She has been teaching Financial and Managerial Accounting.

Sources

- Table_5.2

6 - Standard 6 Educational and Business Process Management

a. Curriculum

List any existing accredited degree programs/curricula that have been substantially revised since your last report and, for each program, attach a Table - Standard 6, Criterion 6.1.3 - Undergraduate CPC Coverage, found under the Evidence File tab above.

List any new degree programs that have been developed and, for each new program since your last report, attach a Table - Standard 6, Criterion 6.1.3 - Undergraduate CPC Coverage found under the Evidence File tab above.

If a program has met the requirements of having graduates and being in existence for at least two years, please contact ACBSP accreditation staff and request that the "Adding New Programs to ACBSP Accreditation" Project be added for your business programs.

Note: If you have a new degree at a level currently accredited by ACBSP, then report information on: student enrollment, program objectives, instructional resources, facilities and equipment, admissions requirements, graduation statistics, core professional components (CPCs), and the outcomes assessment process to ACBSP. If the new degree is at a higher level than what is currently accredited, the school must complete a self-study to add the degree.

If the new degree is at a higher level than what is currently accredited, the school must complete a self-study to add the degree. New degree programs, majors or emphases must be in effect for at least two years and have graduates before accreditation will be granted.

If the new program is determined to be substantially different from other programs offered by the institution, ACBSP, at its discretion, may direct a new visit to be conducted. If, as a result of a new program visit, ACBSP determines that the overall quality of an institution is being diminished, the institution may be scheduled for a complete reevaluation.

b. List any accredited programs that have been terminated since your last report.

c. Provide three or four examples of organizational performance results. Report what you consider to be the most important data, [using Table 6.1 Standard 6 - Organizational Performance Results, found under the Evidence File tab above](#). It is not necessary to provide results for every process.

QA Report

Status: Not Started | Due Date: Not Set

Assigned To

Not Assigned

Institution Response

No major changes to the program or curriculum has taken place since the last Quality Assurance report.

No new degree programs have been initiated since the last Quality Assurance Report.

NWOSU and the DOB continue to aggressively and actively pursue new student enrollment and improve student retention in spite of a ongoing reduction in state funding and the corresponding financial challenges brought forth by the uncertainty.

Sources

- Table_6.1_2018