

UNIT REPORT

Certificate-Risk Management & Insurance Management - 2020-2021 Effectiveness Report

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CCC RMI Mission Statement

Program/Unit: Certificate-Risk Management & Insurance Management

Mission Statement:

The College Credit Certificate (CCC) in Risk Management and Insurance Management program prepares students for further education and employment in the insurance industry. The program content is broad-based to reflect the cross-functional relationships prevalent in risk management and insurance. Students are exposed to related business practices such as standard operating procedures, budgeting, planning, organizing, insurance rules, and risk management theory. Emphasis is placed on understanding the concept of risk, insurance sales, insurance products/policies, customer service, and providing the right coverage for the amount of risk exposure. Learning is promoted via teamwork, case studies, practitioner guest lectures, video lectures, online learning aides, and visits to insurance agency and carrier sites. This program prepares students for employment in roles such as: Customer Service Representative, Insurance Office Assistant, Account Managers, Personal Lines Agent, Claims Adjuster, and Risk Analyst.

Start: 07/01/2020

End: 06/30/2021

SLO - 1 Demonstrate knowledge and application of product and service technology.

Name of Unit: Certificate-Risk Management & Insurance Management

1 (Required) - Assessment Method :

Realignment of the chapters covered in the course, as well as the change to the most recent edition of the textbook led to the use of a new assessment to evaluate the achievement of the learning outcome. The measure of this assessment is the **Final PowerPoint Presentation** assessment from the RMI 2110 course, where the benchmark of 70% of students will illustrate a proficiency of 70% or higher within this assessment during the 2020-2021 academic year.

Discussion during the August 2020 and September 2020 School of Business and Technology Business Department breakout meetings (see attached meeting minutes files) finalized the decision regarding the assessment tool to be used for this learning outcome.

Attached Files

[Business and Accounting Breakout Meeting Minutes August 2020.pdf](#)

[Business and Accounting Breakout Meeting Minutes September 2020.pdf](#)

How were the results from the prior year used to develop this outcome?:

Analysis of the data collection report revealed data collection issues. It was determined that errors in the data collection from the Spring '20 term (see attached RMI2110_AssessRpt-SP20), as well as a textbook edition change led to the decision that the assessment tool used in the '19-'20 academic year would need to be revised for the '20-'21 academic year to establish validity and confirm consistency of the results.

Attached Files

[RMI2110_AssessRpt-SP20.pdf](#)

Outcome Description:

Explain the terms, conditions, and coverage found in the standard fire policy. List and explain the various dwelling coverage forms available. List and explain the various commercial coverage forms available.

Start: 07/01/2020

End: 06/30/2021

SLO - 2 Demonstrate effective business communication skills.

Name of Unit: Certificate-Risk Management & Insurance Management

1 (Required) - Assessment Method :

Realignment of the chapters covered in the course, as well as the change to the most recent edition of the textbook led to the use of a new assessment to evaluate the achievement of the learning outcome. The measure of this assessment is the **Final PowerPoint Presentation** assessment from the RMI 2110 course, where the benchmark of 70% of students will illustrate a proficiency of 70% or higher within this assessment during the 2020-2021 academic year.

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[RMI2110_AssessRpt-SP20.pdf](#)

Outcome Description:

During the 2020-2021 academic year, students will develop the ability to select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. Students will develop the ability to give, follow and interpret oral and written communications.

Start: 07/01/2020

End: 06/30/2021

SLO - 3 Develop appropriate business records for an insurance agency.

Name of Unit: Certificate-Risk Management & Insurance Management

1 (Required) - Assessment Method :

Realignment of the chapters covered in the course, as well as the change to the most recent edition of the textbook led to the use of a new assessment to evaluate the achievement of the learning outcome. The measure of this assessment is the **Final PowerPoint Presentation** assessment from the RMI 2110 course, where the benchmark of 70% of students will illustrate a proficiency of 70% or higher within this assessment during the 2020-2021 academic year.

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[RMI2110_AssessRpt-SP20.pdf](#)

Outcome Description:

During the 2020-2021 academic year, students will develop the ability to discuss why business firms need good record systems. Identify appropriate business records for an insurance agency. Students will develop the ability to list reasons why business records should be protected.

Start: 07/01/2020

End: 06/30/2021

SLO - 4 Define effective leadership and identify key leadership behaviors.

Name of Unit: Certificate-Risk Management & Insurance Management

1 (Required) - Assessment Method :

The measure of this assessment is the **Chapter 6 - Quiz** from the course, GEB 1011 Introduction to Business, where the benchmark of 70% of students will illustrate a proficiency of 70% or higher within this assessment during the 2020-2021 academic year.

Quiz questions for this learning outcome include:

6-5, 6-6, 6-9, 6-104, 6-105, 6-11, 6-110, 6-112, 6-18, 6-20, 6-22, 6-68, 6-74, 6-75, 6-106, 6-108, 6-113, 6-16, 6-21, 6-72, 6-84

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How were the results from the prior year used to develop this outcome?:

Although the goal for the 2018-2019 and 2019-2020 academic years was achieved, given disruptions in the learning environment and class modalities during the Spring 2020 term that resulted from COVID-19, and given the notes included in the GEB1011_AssessRpt-SP20 (see attached file of the report) which revealed that shuffling answers in the multiple-choice quiz, along with the multiple-attempts provided by some instructors led to a limited representation of the achievement of the material encompassed in the quiz, the decision was made to continue using the same assessment previously used in the 2019-2020 academic year to verify that the results of this assessment are valid over time.

Attached Files

[GEB1011_AssessRpt-SP20.pdf](#)

Outcome Description:

During the 2020-2021 academic year, students will develop the ability to define leadership, and explain its role in the achievement of organizational objectives. Students will also specify the skills managers need in order to be successful.

Start: 07/01/2020

End: 06/30/2021

SLO - 5 Define organization vision and mission.

Name of Unit: Certificate-Risk Management & Insurance Management

1 (Required) - Assessment Method :

Although the goal for the 2018-2019 and 2019-2020 academic years was achieved, given disruptions in the learning environment and class modalities during the Spring 2020 term that resulted from COVID-19, and given the notes included in the GEB1011_AssessRpt-SP20 (see attached file of the report) which revealed that shuffling answers in the multiple-choice quiz, along with the multiple-attempts provided by some instructors led to a limited representation of the achievement of the material encompassed in the quiz, the decision was made to continue using the same assessment previously used in the 2019-2020 academic year to verify that the results of this assessment are valid over time.

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[GEB1011_AssessRpt-SP20.pdf](#)

How were the results from the prior year used to develop this outcome?:

During the 2020-2021 academic year, students will develop the ability to define an organization's vision and mission.

1 - Results & Analysis:

The measure of this assessment is the **Chapter 6 - Quiz** (The Nature of Management) from the course, GEB 1011 Introduction to Business, where the benchmark of 70% of students will illustrate a proficiency of 70% or higher within this assessment during the 2019-2020 academic year.

Quiz questions used to assess this learning outcome include:

6-101, 6-11, 6-20, 6-24, 6-24, 6-25, 6-26, 6-28, 6-30, 6-31, 6-37, 6-38, 6-48, 6-49, 6-82, 6-29, 6-32, 6-33, 6-46

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Start: 07/01/2020

End: 06/30/2021

SLO - 6 Identify characteristics of effective goals.

Name of Unit: Certificate-Risk Management & Insurance Management

1 (Required) - Assessment Method :

The measure of this assessment is the **Chapter 6-Quiz** from the course, GEB 1011 Introduction to Business, where the benchmark of 70% of students will illustrate a proficiency of 70% or higher within this assessment during the 2020-2021 academic year.

Quiz questions used for this learning outcome include:

6-10, 6-3, 6-116, 6-117, 6-20, 6-24, 6-25, 6-34, 6-42, 6-45, 6-52, 6-54, 6-55, 6-58, 6-115, 6-12, 6-35, 6-39, 6-53

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[GEB1011_AssessRpt-SP20.pdf](#)

Outcome Description:

During the 2020-2021 academic year, students will develop the ability to define goals and describe characteristics that identify effective goals.

Start: 07/01/2020

End: 06/30/2021