

## 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:

Name:

Phone:

Email address:

ACBSP Champion name:

ACBSP Co-Champion name:

### QA Report

**Status:** Completed | **Due Date:** 9/17/2014

#### Assigned To

Pamela Benner

## Institution Response

---

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

**Our accredited programs:**

- Accounting
- Administrative Office Professional
- Business Management
- Corporate Finance
- Entrepreneurship
- Judicial Reporting & Captioning
- Legal Assisting
- Marketing Management
- Business Administration (Associate of Arts)

- **Fashion Merchandising (Associate of Arts)**

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.

**There are no programs in the Business and Entrepreneurial Studies Division that are not accredited by ACBSP.**

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

- **Main Campus**
- **eStarkState (online)**
- **Satellites:**
  - **Alliance satellite center**
  - **Barberton satellite center**
  - **Carrollton satellite center**
  - **Downtown Canton satellite center**
- **Other Course Locations:**
  - **Massillon course location center**
  - **Smithville course location center**

O 7 Person completing report:

Name: **Margaret Atkinson, Pamela S. Benner, Rene Eneix, Julie Hardgrove, Pamela Janson, Gloria Komer, Jonathan Mitchell, Michael Zerbe**

Phone: **(330) 494-6170**

Email address: **pbenner@starkstate.edu, gkomer@starkstate.edu**

ACBSP Champion name: **Pamela S. Benner**

ACBSP Co-Champion name: **Gloria Komer**

## **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:

Do not remove note or condition. Explain the progress made in removing the note or condition:

### QA Report

**Status:** Completed | **Due Date:** 9/17/2014

#### Assigned To

Pamela Benner

### Institution Response

---

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.

**The Quality Assurance Report that we submitted in 2012 received no Notes or Conditions. The Quality Assurance Report Review Form (dated November 14, 2012) contained four Opportunities for Improvement (OFI). As a result of these OFIs the following actions were taken:**

- **The Business and Entrepreneurial Division is continuously monitoring the performance measures we use to assess our Student Learning Outcomes. We have modified our performance measuring tools where appropriate.**
- **We have done extensive research into the external assessment tools available which would supplement the internal assessment tools already in place. Our goal is to pilot an external assessment tool in the upcoming academic year.**

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): **None**

Remove Note:

Remove Condition:

Do not remove note or condition. Explain the progress made in removing the note or condition:

## **Sources**

---

*There are no sources.*

### III - Public Information

---

Item III in the QA report applies to Criterion 6.11 in the *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. The following items must be available to the public for accreditation.

Student Learning Outcome Assessment Results: Such as what you report in standard #4, ETS, MFT, accounting assessment, management assessment, critical thinking, communication, etc. [A link to Table 2 found in the evidence file must be placed on your website.](#)

Program Results for Business Students: Such as graduation rates, retention rates, job placement, etc. How do you make the results public? [A link to Table 7 found in the evidence file must be placed on your website.](#) Ensure the link goes directly to business students' results such as the example on the ACBSP website located under associate degree accreditation.

---

#### QA Report

Status: Completed | Due Date: 9/17/2014

#### Assigned To

Pamela Benner

---

#### Institution Response

O 9. The business unit must routinely provide reliable information to the public on its performance, including student achievement such as assessment results.

Describe how you routinely provide reliable information to the public on your performance, including student achievement such as assessment results and program results.

Student Learning Outcome Assessment Results: Such as what you report in Standard 4, accounting assessment, management assessment, critical thinking, communication, etc. How do you make the results public?

Program Results: Such as what you report in Standard 4, graduation rates, retention rates, job placement, etc. How do you make the results public?

**Stark State College routinely provides reliable information to the public on the College's performance (including student achievement) through our website, [Academic Assessment](#)**

**In addition, we have posted our approved ACBSP QA report on our Business & Entrepreneurial Studies website, [Business & Entrepreneurial Studies Division](#)**

---

#### 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:** Completed | **Due Date:** 9/17/2014

### Assigned To

Pamela Benner

## Institution Response

---

### Organization

- a. List any organizational or administrative personnel changes within the business unit since your last report.

**The Dean of the Business and Entrepreneurial Studies Division, Dr. Genda Zink, retired effective June 30, 2014.**

- 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.

**Since our last Quality Assurance report, Stark State College has begun offering classes at the Smithville course location center.**

### Sources

---

*There are no sources.*

## 2 - Standard 2 Strategic Planning

---

You do not have to respond to Standard #2 Strategic Planning if you do not have any notes or conditions in this standards.

### QA Report

**Status:** Completed | **Due Date:** 9/12/2014

**Assigned To**  
Pamela Benner

### Institution Response

---

*There is no response.*

### Sources

---

*There are no sources.*

## 3 - Standard 3 Student and Stakeholder Focus

---

Complete the table for Standard 3 - Student- and Stakeholder-Focused Results, found under the Evidence File tab above. Provide three or four examples of assessment data, reporting what you consider to be the most important data. It is not necessary to provide results for every process in your QA report.

### QA Report

**Status:** Completed | **Due Date:** 9/17/2014

**Assigned To**  
Pamela Benner

### Institution Response

---

Complete the table for Standard 3 - Student- and Stakeholder-Focused Results, found under the Evidence File tab above. Provide three or four examples of assessment data, reporting what you consider to be the most important data. It is not necessary to provide results for every process in your QA report.

**Please see [Standard 3](#) . Student Evaluation of Instruction surveys were significantly revised beginning Fall 2012 and expanded to include all semesters, including Summer. The revised survey system provides students with expanded feedback opportunities. It provides faculty members with an enhanced view of areas for improvement.**

### Sources

---

- Standard 3



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

---

- a. **Program Outcomes.** List outcomes by accredited programs. Program outcomes should be used as part of a student learning assessment plan and be measurable.

AAS

AS

AS Accounting, etc.

- b. **Performance Results.** Complete the table for Standard 4 Student Learning Results (required for each accredited program) found under the Evidence File above. Provide three or four examples of assessment data, reporting what you consider to be the most important data. It is not necessary to provide results for every process. However, you must have results for every accredited program.

### QA Report

Status: Completed | Due Date: 9/17/2014

#### Assigned To

Pamela Benner

### Institution Response

---

**Program Outcomes.** List outcomes by accredited programs. Program outcomes should be used as part of a student learning assessment plan and be measurable.

**Student learning outcomes are assessed and measurable in each of our accredited programs. Please see [Standard 4a](#) .**

**Performance Results.** Complete the table for Standard 4 Student Learning Results (required for each accredited program) found under the Evidence File above. Provide three or four examples of assessment data, reporting what you consider to be the most important data. It is not necessary to provide results for every process.

**Please see [Standard 4b](#) which provides examples of assessment data for each of our accredited programs.**

### Sources

---

- Standard 4a
- Standard 4b

## 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. Provide three or four examples of assessment data, reporting what you consider to be the most important data. It is not necessary to provide results for every process.
- b. **Faculty Qualifications** Complete Table 5.2 Standard 5 - **New Full-Time and Part-Time Faculty Qualifications** found under the Evidence File above. This table is for **new full-time and part-time faculty members since your last self-study or QA report. Do not include faculty members previously reported**, in accordance with Criterion 5.2 in the Standards and Criteria.

### QA Report

**Status:** Completed | **Due Date:** 9/17/2014

#### Assigned To

Pamela Benner

### Institution Response

---

a. **Faculty and Staff Focus** Complete Table 5.1 Standard 5 - Faculty- and Staff-Focused Results found under the Evidence File above. Provide three or four examples of assessment data, reporting what you consider to be the most important data. It is not necessary to provide results for every process.

**Please see attached [Standard 5.1](#) on which we have provided four examples of assessment data related to Faculty and Staff focus.**

b. **Faculty Qualifications** Complete Table 5.2 Standard 5 - New Full-Time and Part-Time Faculty Qualifications found under the Evidence File above. This table is for new full-time and part-time faculty members since your last self-study or QA report. Do not include faculty members previously reported, in accordance with Criterion 5.2 in the Standards and Criteria.

**Please see attached [Standard 5.2](#) on which we have list all Full-time and Part-time Faculty hire during the last two years.**

**During the two years since our last QA report we have hired fifteen full-time or part-time faculty. Of these fifteen new hires, six (one full-time and five part-time) new faculty are for our newly created Culinary Arts program. The part-time culinary arts faculty are recruited based upon the following criteria:**

- **Culinary Education**
- **Experience in the field**
- **Experence in education**
- **Certifications from organizations, such as the American Culinary Federation (ACF)**
- **Recommendation of our full-time instructor and chef**

**Our Culinary Arts program has begun the process to also become accredited by the American Culinary Federation.**

## Sources

---

- Standard 5.1
- Standard 5.2

## 6 - Standard 6 Educational and Business Process Management

---

### a. Curriculum

1. List any existing accredited degree programs/curricula that have been **substantially revised** since your last report and attach an updated Table 6 Curriculum Summary found under the Evidence File tab above.
2. List any degree programs that have changed names whether or not there are curriculum changes. This information will be used to update your list of accredited programs on the ACBSP website.
3. List any **new degree programs** that have been developed since your last report and attach a Table 6 Curriculum Summary found under the Evidence File tab above.

*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.*

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

**Note: If you do not have any new or revised programs, you do not need to complete Table 6 Curriculum Summary.**

5. Provide three or four examples of organizational performance results, reporting 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:** Completed | **Due Date:** 9/17/2014

**Assigned To**  
Pamela Benner

## Institution Response

---

### a. Curriculum

1. List any existing accredited degree programs/curricula that have been substantially revised since your last report and attach an updated Table 6 Curriculum Summary found under the Evidence File tab above.

**There have been no existing degree programs/curricula substantially revised since our 2012 QA report.**

2. List any new degree programs that have been developed since your last report and attach a Table 6 Curriculum Summary found under the Evidence File tab above.

**We have developed one new degree program since our last QA report:**

\* **Business Management - Culinary Arts (see [Table 6](#) )**

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

**There have been no accredited programs terminated since our last QA report.**

4. Provide three or four examples of organizational performance results, reporting 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

**Attached is [Standard 6- Table 6.1](#) which provides several examples of our organizational performance results.**

## Sources

---

- Standard 6- Table 6.1
- Table 6