

## Mass Communication [MCOM]

**Cycles included in this report:**

Jun 1, 2018 to May 31, 2019

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## **Program Name: Mass Communication [MCOM]**

**Reporting Cycle: Jun 1, 2018 to May 31, 2019**

### **1 Is this program offered via Distance Learning?**

100% Traditional or less than 50% Distance/Traditional

### **2 Is this program offered at an off-site location?**

No

### **2.1 If yes to previous, provide addresses for each location where 50% or more of program credits may be earned.**

### **3 Example of Program Improvement**

2015-2016:

Met with IRE about master plan. Will implement changes to assessments in 2016-2017.

2017-2018:

From data collected on the technology survey this year, we identified a need for the students in the public relations concentration to have additional knowledge in the software program, Adobe InDesign. This was also substantiated from the exit interviews conducted with graduating seniors, which is not an evaluation tool used on the master plan report.

From this data, we have included the teaching of Adobe InDesign within the class MCOM 338 - Writing for Public Relations, which is required for all public relations students. With data collected through 2018-2019, we will analyze the effectiveness of adding this section to this class.

2018-2019:

According to data collected this year, public relations students have received more instruction on Adobe InDesign and are more comfortable with the program.

This year's data indicates an interest in an additional technology class for all students. We are continuing to collect data and student opinions on the possibility of adding an additional technology class, and we will make a decision on it next year.

### **4 Program Highlights from the Reporting Year**

2016-2017:

Met about several curriculum changes and began offering new concentrations.

2017-2018:

The department has added a Post Baccalaureate Certificate in Strategic Corporate Communication. The purpose of this certificate is to increase awareness of communication in organizations. The intended audience are those people with an existing bachelors degree that are in the workplace.

2018-2019:

The department is currently undergoing a self-study. Desired student learning outcomes have been identified for the degree as a whole. This year, we are examining the assessment measures that we have for these students learning outcomes, and we will be making changes to our assessment plan.

### **5 Program Mission**

The mission of the Department of Mass Communication is to support the mission of McNeese State University. The department will enable graduates to improve their media and professional communication activities, knowledge and awareness of multicultural communication, and enhance communication professions through a focus on:

- Critical thinking in a variety of contexts;
- Service to the university and community in assessing and improving oral and written

- communication skills;
- Professionalism and ethical understanding; and,
- Understanding of mass media and its technological applications.

Fundamental to this mission is the faculty commitment to excellence in teaching, community service, and student success.

## 6 Institutional Mission Reference

The Department of Mass Communication supports McNeese State University's mission statement by offering the only baccalaureate degree in mass communication for Southwest Louisiana.

## 7 Assessment and Benchmark MCOM 400 Graduating Senior Questionnaire [Approved]

Assessment: The questionnaire is given to graduating seniors in MCOM 400 - Senior Seminar.

Benchmark: 75% of students that finish their degree will self-assess their knowledge of technology as defined by the goals listed on the technology survey at the good or excellent level.

Files: See list of attachments to view. (Requires Adobe Reader or compatible viewer).

MCOM 400 tech survey

### Course Links

#### MCOM400 [Seminar in Professional Practices (Lec. 1, Cr. 1)]

### Outcome Links

#### Technology [Program]

Students will apply current methods and technologies appropriate for the communication professions in which they work and to understand the digital world.

## 7.1 Data Technology Self-Assessment

Pre-degree knowledge of technology:

Academic Year	Poor		Neutral		Good	
	#	%	#	%	#	%
2017-2018	18/22	81.82%	3/22	13.64%	1/22	4.55%
2018-2019	5/7	71.43%	1/7	14.29%	1/7	14.29%

Post-degree knowledge of technology:

Academic Year	Poor		Neutral		Good	
	#	%	#	%	#	%
2017-2018	0/22	0%	5/22	22.73%	17/22	77.27%
2018-2019	0/7	0%	1/7	14.29%	6/7	85.71%

\*note: the data for the 2018-19 year only reflects one semester. The other semester data has been lost.

### Course Links

#### MCOM400 [Seminar in Professional Practices (Lec. 1, Cr. 1)]

### 7.1.1 Analysis of Data and Plan for Continuous Improvement [Approved]

2016-2017:

This is a new learning outcome and assessment based on recent curriculum changes. There were problems adding this measure to the MCOM 400 Senior Seminar class, and the data was not collected for this year. This will be remedied for next year.

2017-2018:

Since this is our first year of data, we have decided to initially set this standard at 75% of students finished their degree will self-assess their knowledge of technology as defined by the goals listed on the technology survey at the good or excellent level.

In addition, students are asked to highlight what areas they would have wanted additional education in narrative form. Students in the public relation concentration indicated that they needed to be taught Adobe InDesign. In regards to the narrative question, we have added a section on Adobe InDesign to the MCOM 338 - Writing for Public Relations class required for all public relations concentration students, in response to the request for additional education in this software.

2018-2019:  
We have met our benchmark.

We have two problems with this measure. First, the data are not useful to us as they stand. Second, the assessment has little participation across the department. We are examining how to better construct our assessment data.

**Course Links**

**MCOM400 [Seminar in Professional Practices (Lec. 1, Cr. 1)]**

**8 Assessment and Benchmark MCOM 400 Exit Exam**

Assessment: Exit Exam questions related to SLO 3: Students will critically evaluate their own work and that of others for accuracy and fairness, clarity, appropriate style and grammatical correctness.

Benchmark: 70% of students will score at 70% or higher on pertinent exit exam questions.

Files: See list of attachments to view. (Requires Adobe Reader or compatible viewer).

MCOM 400 exit exam

**Course Links**

**MCOM400 [Seminar in Professional Practices (Lec. 1, Cr. 1)]**

**Outcome Links**

**Critical Evaluation [Program]**

Students will critically evaluate their own work and that of others for accuracy and fairness, clarity, appropriate style and grammatical correctness.

**8.1 Data**

Academic Year	# of students that took exit exam	# of questions analyzed	Questions answered correctly	
			#	%
2013-2014	34	8	235/272	86.40%
2014-2015	29	8	173/232	75.86%
2015-2016	30	5	133/150	88.67%
2016-2017	35	5	140/175	80.00%
2017-2018	22	5	98/110	89.09%

Academic Year	Students scoring 70% or higher	
	#	%
2018-2019	5/7	71.43%
2019-2020		
2020-2021		

\*Note: One semester of data missing.

**Course Links**

**MCOM400 [Seminar in Professional Practices (Lec. 1, Cr. 1)]**

**8.1.1 Analysis of Data and Plan for Continuous Improvement**

2016-2017:

Upon faculty evaluation of the new questions used to assess this measure, it was found that these questions are not adequately analyzing SLO 3 and will be rewritten.

2017-2018:

We have met our level of achievement. We are still struggling to identify test questions that most appropriately analyze this SLO 3. We will be meeting to attempt to better clarify the purpose of this SLO, so that we can find a better means of collecting data.

2018-2019:

We met our benchmark.

The faculty have decided that this is not a very useful measure. We are looking at ways to replace it.

**Course Links**

**MCOM400 [Seminar in Professional Practices (Lec. 1, Cr. 1)]**

**9 Assessment and Benchmark MCOM 400 Embedded Writing Rubric Assignment**

Assessment: Embedded Writing Rubric Assignment.

Benchmark: 70% of students completing the course will satisfactorily complete the embedded assignment with a score of 70% or higher on the writing rubric in MCOM 400.

Prior to 2017-2018, the benchmark was 70% of students completing the course will satisfactorily complete the embedded assignment with a score of 70% or higher on the writing rubric in MCOM 481.

*Files: See list of attachments to view. (Requires Adobe Reader or compatible viewer).*

MCOM 400 career rubric

**Course Links**

**MCOM400 [Seminar in Professional Practices (Lec. 1, Cr. 1)]**

**Outcome Links**

**Professional Writing [Program]**

Students will write correctly and clearly in forms and styles appropriate for the communication professions, audiences, and purposes they serve.

**9.1 Data**

Academic Year	# of students that completed MCOM 481	Students that scored 70% or higher	
		#	%
2013-2014	34	31	91.18%
2014-2015	37	36	97.3%
2015-2016	44	39	88.6%
2016-2017	27	27	100%

Academic Year	Students that scored 70% or higher	
	#	%

2017-2018	—	—
2018-2019	20/20	100%
2019-2020		

### Course Links

#### MCOM400 [Seminar in Professional Practices (Lec. 1, Cr. 1)]

##### 9.1.1 Analysis of Data and Plan for Continuous Improvement [Approved]

2016-2017:

Expected level of achievement met. For the 2017-2018 reporting period, this assessment will come from MCOM 400, rather than from MCOM 481. MCOM 481 is no longer required for all students to take. MCOM 400 is required for all students.

2017-2018:

It was determined last academic year (2016-2017) that an embedded assignment in MCOM 400 would replace the embedded assignment in MCOM 481, since MCOM 481 is no longer required in the curriculum. The initial MCOM 400 embedded assignment was deemed ineffective for its purposes and has been changed starting with the fall 2018 semester. Therefore no data exists for the 2017-2018 academic year.

2018-2019:

We met our benchmark.

The new assignment asks students to analyze their career choice; therefore, they both illustrate their writing and learn about their career prior to entering the workforce. Since 100% scored highly at this assessment, the faculty is not sure how to improve this, other than to change the measure so that more students will fail the measure.

### Course Links

#### MCOM400 [Seminar in Professional Practices (Lec. 1, Cr. 1)]

## 10 Assessment and Benchmark MCOM 491 Internship Supervisor Evaluation

Assessment: Supervisors evaluate students on the following criteria:

1. SLO1 - Students will write correctly and clearly in forms and styles appropriate for the communication professions, audiences and purposes they serve.
  2. SLO2 - Students will apply current methods and technologies appropriate for the communication professions in which they work, and to understand the digital world.
  3. SLO3 - Students will critically evaluate their own work and that of others for accuracy and fairness, clarity, appropriate style and grammatical correctness.
  4. SLO4 - Students will communicate effectively verbally to large groups and one-on-one.
- Benchmark 1: 70% of students completing the internship will score a minimum of 4.00 on a 5-point evaluation scale completed by the internship supervisor for SLO1.
    - Prior to 2017-2018, the benchmark was a score of 3.00/5.00.
    - Prior to 2014-2015, the benchmark was a score of 2.00/4.00.
  - Benchmark 2: 70% of students completing the internship will score a minimum of 4.00 on a 5-point evaluation scale completed by the internship supervisor for SLO2.
    - Prior to 2018-2019, the benchmark was a score of 3.00/5.00.
  - Benchmark 3: 70% of students completing the internship will score a minimum of 4.00 on a 5-point evaluation scale completed by the internship supervisor for SLO3.
    - Prior to 2018-2019, the benchmark was a score of 3.00/5.00.
  - Benchmark 4: 70% of students completing the internship will score a minimum of 4.00 on a 5-point evaluation scale completed by the internship supervisor for SLO4.
    - Prior to 2018-2019, the benchmark was a score of 3.00/5.00.

Files: See list of attachments to view. (Requires Adobe Reader or compatible viewer).

SupervisorInternEval

### Course Links

#### MCOM491 [Internship in Communication (Cr. 3)]

### Outcome Links

#### Critical Evaluation [Program]

Students will critically evaluate their own work and that of others for accuracy and fairness, clarity, appropriate style and grammatical correctness.

#### Effective Communication [Program]

Students will communicate effectively verbally to large groups and one-on-one.

#### Professional Writing [Program]

Students will write correctly and clearly in forms and styles appropriate for the communication professions, audiences, and purposes they serve.

#### Technology [Program]

Students will apply current methods and technologies appropriate for the communication professions in which they work and to understand the digital world.

## 10.1 Data

Academic Year	Students that scored 4.00 or higher	
	#	%
2013-2014	32/33	96.70%
2014-2015	36/37	94.74%
2015-2016	18/19*	94.70%
2016-2017	29/31**	93.55%
2017-2018	16/16	100%
2018-2019	9/10*	90%

\*1 student ranked N/A

\*\*2 students ranked N/A

### Course Links

#### MCOM491 [Internship in Communication (Cr. 3)]

### Outcome Links

#### Professional Writing [Program]

Students will write correctly and clearly in forms and styles appropriate for the communication professions, audiences, and purposes they serve.

### 10.1.1 Analysis of Data and Plan for Continuous Improvement [Approved]

2016-2017:

Expected level of achievement met. Benchmark will be raised for 2017-2018 to "70% of students completing the internship will score a minimum of 4.00 on a 5-point evaluation scale completed by the internship supervisor."

2017-2018:

As of 2017, the expected level of achievement was increased to 4.00 on a 5-point scale. This level was met. Overall, supervisor evaluations are very high for all internship students. It has been suggested by the faculty that the supervisors may be hesitant to give a lower score because they believe their score may negatively impact the student's grade. For the spring 2019 semester, a new Supervisor Internship Evaluation will be drafted that includes a statement emphasizing the need for an accurate assessment of the student.

2018-2019:

We met our benchmark.

The internship supervisors have rated all of our students highly on their ability to write, with the exception of one student who did not have writing as part of his internship. This data do not tell us anything meaningful that we can improve on other than we continue to emphasize writing in our curriculum.

### Course Links

#### **MCOM491 [Internship in Communication (Cr. 3)]**

### 10.2 Data

Academic Year	Students that scored 4.00 or higher	
	#	%
2014-2015	20/20	100%
2015-2016	16/17*	94.12%
2016-2017	19/20*	95%
2017-2018	16/16	100%
2018-2019	10/10	100%

\*1 student ranked N/A

### Course Links

#### **MCOM491 [Internship in Communication (Cr. 3)]**

### Outcome Links

#### **Technology [Program]**

Students will apply current methods and technologies appropriate for the communication professions in which they work and to understand the digital world.

### 10.2.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

Expected level of achievement met. Decision was made to continue monitoring and consider raising the benchmark. In many cases, students had the wrong version of the 'Supervisor's Internship Evaluation' form filled out. The department will seek out and destroy the remaining previous copies of the evaluation form.

2017-2018:

Expected level of achievement met. The benchmark will be raised to "70% of students completing the internship will score a minimum of 4.00 on a 5-point evaluation scale completed by the internship supervisor."

Overall, supervisor evaluations are very high for all internship students. It has been suggested by the faculty that the supervisors may be hesitant to give a lower score because they believe their score may negatively impact the student's grade. For the spring 2019 semester, a new Supervisor Internship Evaluation will be drafted that includes a statement emphasizing the need for an accurate assessment of the student.

2018-2019:

We met our benchmark.

Internship supervisors were universally satisfied with the students understanding of technology. We are discussing trying to divide out different types of technology, so that we will not meet our benchmark and will have some room for improvement.

### Course Links

**MCOM491 [Internship in Communication (Cr. 3)]****10.3 Data**

Academic Year	Students that scored 4.00 or higher	
	#	%
2014-2015	19/20	95%
2015-2016	15/17**	88.24%
2016-2017	19/20*	95%
2017-2018	14/16**	87.5%
2018-2019	10/10	100%

\*1 student ranked N/A

\*\*2 students ranked N/A

**Course Links****MCOM491 [Internship in Communication (Cr. 3)]****Outcome Links****Critical Evaluation [Program]**

Students will critically evaluate their own work and that of others for accuracy and fairness, clarity, appropriate style and grammatical correctness.

**10.3.1 Analysis of Data and Plan for Continuous Improvement [Approved]**

2016-2017:

Expected level of achievement met. Decision was made to continue monitoring and consider raising the benchmark. In many cases, students had the wrong version of the 'Supervisor's Internship Evaluation' form filled out. The department will seek out and destroy the remaining previous copies of the evaluation form.

2017-2018:

Expected level of achievement met. The benchmark will be raised to "70% of students completing the internship will score a minimum of 4.00 on a 5-point evaluation scale completed by the internship supervisor."

Overall, supervisor evaluations are very high for all internship students. It has been suggested by the faculty that the supervisors may be hesitant to give a lower score because they believe their score may negatively impact the student's grade. For the spring 2019 semester, a new Supervisor Internship Evaluation will be drafted that includes a statement emphasizing the need for an accurate assessment of the student.

2018-2019:

We met our benchmark.

The wording of this particular assessment is difficult to grasp; however, this is the exact wording used by the ACEJMC accreditation board for Journalism/Mass Communication. Even though we are not accredited, we are still working with the same standards in mind. But since this wording is not particularly specific, we are considering changing it.

**Course Links****MCOM491 [Internship in Communication (Cr. 3)]****10.4 Data**

	Students that scored 4.00 or higher

Academic Year	higher	
	#	%
2014-2015	20/20	100%
2015-2016	17/17	100%
2016-2017	20/20	100%
2017-2018	16/16	100%
2018-2019	10/10	100%

#### Course Links

**MCOM491 [Internship in Communication (Cr. 3)]**

#### Outcome Links

##### Effective Communication [Program]

Students will communicate effectively verbally to large groups and one-on-one.

### 10.4.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

Expected level of achievement met. Decision was made to continue monitoring and consider raising the benchmark. In many cases, students had the wrong version of the 'Supervisor's Internship Evaluation' form filled out. The department will seek out and destroy the remaining previous copies of the evaluation form.

2017-2018:

Expected level of achievement met. The benchmark will be raised to "70% of students completing the internship will score a minimum of 4.00 on a 5-point evaluation scale completed by the internship supervisor."

Overall, supervisor evaluations are very high for all internship students. It has been suggested by the faculty that the supervisors may be hesitant to give a lower score because they believe their score may negatively impact the student's grade. For the spring 2019 semester, a new Supervisor Internship Evaluation will be drafted that includes a statement emphasizing the need for an accurate assessment of the student.

2018-2019:

We met our benchmark.

Supervisor evaluations show that 100% of our students completing an internship over the past five years have scored high on communication abilities. As a faculty, we have discussed how we can improve here. We are considering changing the benchmark or assessment method; however, the ability to communicate is an essential skill for any mass communication major.

#### Course Links

**MCOM491 [Internship in Communication (Cr. 3)]**

End of report