



Academic Program Review 2017-18 Consultant Undergraduate Program Review

Program: **Communication and Conflict, B.A.**

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Instructions: Please offer your assessment of each item below, considering when appropriate, your knowledge of other public research institutions. While a few items solicit an open-ended response, most ask you to rate a particular characteristic of the program under review as exemplary, appropriate, or needing improvement. At the end of each section, please elaborate on any items in that section identified as exemplary or needing improvement. Additional comments are optional. You may offer recommendations for improvement on the topics covered in each section at the end of the respective section and/or you may provide all recommendations for program improvement in item 8.3 at the end of this document.

Section 1 - Program Goals and Planned Student Learning Outcomes (SLOs)

Please evaluate the following:

- 1.1 Program goals and objectives, including those related to planned student learning outcomes (In addition to the program self-study, you may wish to consult the *Student Learning Outcomes Assessment* section in the UCF APR Web site.)

Please select only one option from the list below:

☐ Exemplary ☒ Appropriate ☐ Needs Improvement ☐ Don't Know ☐ Not Applicable

Please elaborate if you identified item 1.1 as exemplary or needing improvement. Other comments are optional.

This is a relatively new program that started in 2015. However, student demand is strong. This is a very appropriate example of a program that responds to the community needs.

Recommendations, if any, in the area of program goals and planned student learning outcomes:

The program needs more faculty support.

Section 2 - Program Coordination, Administration, and Student Support

Please evaluate the following:

- 2.1 Program administrative and management structures to effectively run program (e.g., effectiveness of program coordination, process for monitoring students' progress to degree, program handbooks, process for selecting preceptors /research mentors/clinical supervisors)

Please select only one option from the list below:

☐ Exemplary ☒ Appropriate ☐ Needs Improvement ☐ Don't Know ☐ Not Applicable

- 2.2 Student access to resources to support student success (e.g., advising, faculty members, appropriate technology)

Please select only one option from the list below:

☐ Exemplary ☐ Appropriate ☒ Needs Improvement ☐ Don't Know ☐ Not Applicable

- 2.3 Evaluate the composition of the current program advisory board (if applicable) to be able to benefit student preparation to meet industry needs

Please select only one option from the list below:

☐ Exemplary ☐ Appropriate ☐ Needs Improvement ☐ Don't Know ☒ Not Applicable

Please elaborate if you identified any items in this section (2.1- 2.3) as exemplary or needing improvement. Other comments are optional.

The Conflict Communication program is clearly growing and needs more faculty in order to successfully move students through the program and to meet community demand.

Recommendations, if any, in the area of program coordination and administration:

Section 3 – Contributing Faculty

- 3.1 Quality of faculty member instruction

Please select only one option from the list below:

☐ Exemplary ☒ Appropriate ☐ Needs Improvement ☐ Don't Know ☐ Not Applicable

- 3.2 Faculty member involvement of undergraduate students in research or other creative activity

Please select only one option from the list below:

☐ Exemplary ☒ Appropriate ☐ Needs Improvement ☐ Don't Know ☐ Not Applicable

- 3.4 Minimum faculty member qualifications required for teaching in the discipline(s) (The state and our regional accrediting body require UCF to review the qualifications of our faculty members. To inform related reviews, the department/unit has developed a statement articulating the minimum qualifications necessary to teach the discipline(s) it houses. Qualifications beyond the minimum may also be sought when hiring faculty members. We would appreciate your assessment as to whether or not the minimum qualifications identified by the unit appear consistent with common practices in the field. Please refer to the document labeled *Faculty Teaching Qualifications – Statement of Good Practices in Discipline*, located in the *Faculty Information* library in the UCF APR Web site.

Please select only one option from the list below:

☐ Exemplary ☒ Appropriate ☐ Needs Improvement ☐ Don't Know ☐ Not Applicable

Please elaborate if you identified any items in this section (3.1- 3.4) as exemplary or needing improvement. Other comments are optional.

Recommendations, if any, in the area of contributing faculty:

Section 4 - Program Demand and Productivity

Please evaluate the following:

4.1 Program's ability to meet student demand for the major

Please select only one option from the list below:

☐ Exemplary ☐ Appropriate ☒ Needs Improvement ☐ Don't Know ☐ Not Applicable

4.2 Enrollment levels relative to faculty size and composition

Please select only one option from the list below:

☐ Exemplary ☐ Appropriate ☒ Needs Improvement ☐ Don't Know ☐ Not Applicable

4.3 Program's ability and responsiveness to meet the needs of other disciplines (e.g., program offerings that support other programs)

Please select only one option from the list below:

☐ Exemplary ☒ Appropriate ☐ Needs Improvement ☐ Don't Know ☐ Not Applicable

4.4 Program's ability and responsiveness to meet local, regional, and national talent needs

Please select only one option from the list below:

☐ Exemplary ☒ Appropriate ☐ Needs Improvement ☐ Don't Know ☐ Not Applicable

4.5 Student time-to-degree in the program

Please select only one option from the list below:

☐ Exemplary ☒ Appropriate ☐ Needs Improvement ☒ Don't Know ☐ Not Applicable

Please elaborate if you identified any items in this section (4.1- 4.5) as exemplary or needing improvement. Other comments are optional.

This program is relatively new so UCF and the department will know more as the school begins to graduate its first students.

Recommendations, if any, in the area of program demand and productivity:

Section 5 - Program Quality

Please evaluate the following:

- 5.1 Quality and rigor of student learning outcome targets (Refer to student learning outcomes assessment plans located in the *Student Learning Outcomes Assessment* section of the APR Web site.)

Please select only one option from the list below:

☐ Exemplary ☒ Appropriate ☐ Needs Improvement ☐ Don't Know ☐ Not Applicable

- 5.2 Evidence of student learning consistent with stated program goals (including planned student learning outcomes) and discipline standards

Please select only one option from the list below:

☐ Exemplary ☒ Appropriate ☐ Needs Improvement ☒ Don't Know ☐ Not Applicable

- 5.3 Student licensure pass rates (if applicable)

Please select only one option from the list below:

☐ Exemplary ☐ Appropriate ☐ Needs Improvement ☐ Don't Know ☒ Not Applicable

- 5.4 Placement rates for graduates relative to disciplinary trends at other public research universities

Please select only one option from the list below:

☐ Exemplary ☒ Appropriate ☐ Needs Improvement ☒ Don't Know ☐ Not Applicable

- 5.5 Quality and rigor of any affiliated combination programs (if applicable, see self-study addendum); e.g., accelerated baccalaureate-to-master's degrees, combination dual degrees, graduate degrees with external departments

Please select only one option from the list below:

☐ Exemplary ☒ Appropriate ☐ Needs Improvement ☒ Don't Know ☐ Not Applicable

Student Perceptions of their Overall Experience

Based upon your interactions with students in the program, please indicate how you believe students in the program view the program in the following areas:

- 5.6 Students' perception of the overall administration of the program

Please select only one option from the list below:

☐ Exemplary ☐ Appropriate ☐ Needs Improvement ☒ Don't Know ☐ Not Applicable

- 5.7 Students' perception of advising and mentoring

Please select only one option from the list below:

☐ Exemplary ☒ Appropriate ☐ Needs Improvement ☒ Don't Know ☐ Not Applicable

- 5.8 Students' perception of program quality and rigor

Please select only one option from the list below:

☐ Exemplary ☐ Appropriate ☐ Needs Improvement ☒ Don't Know ☐ Not Applicable

5.9 Students' perceptions of the academic and collegial atmosphere of the program

Please select only one option from the list below:

☐ Exemplary ☐ Appropriate ☐ Needs Improvement ☒ Don't Know ☐ Not Applicable

Please elaborate if you identified any items in this section (5.1- 5.9) as exemplary or needing improvement. Other comments are optional.

Since a large cohort of students have not graduated from the program it is impossible to determine the overall efficacy of the program. Students we met with from the program were happy with their current advising for this program.

Recommendations, if any, in the area of program quality:

Section 6 - Student Characteristics and Quality

Please evaluate the following:

6.1 Program's ability to attract high quality students

Please select only one option from the list below:

☐ Exemplary ☒ Appropriate ☐ Needs Improvement ☐ Don't Know ☐ Not Applicable

6.2 Incoming students' credentials (e.g., GPA)

Please select only one option from the list below:

☐ Exemplary ☐ Appropriate ☐ Needs Improvement ☒ Don't Know ☐ Not Applicable

6.3 Student diversity

Please select only one option from the list below:

☐ Exemplary ☐ Appropriate ☐ Needs Improvement ☒ Don't Know ☐ Not Applicable

6.4 Quality of student accomplishments compared to similar programs at other public research universities (e.g., theses, dissertations, creative works, papers presented; awards won; quality of subsequent graduate and professional programs entered; employment) (Refer to student works located in the *Student Works* section of the APR Web site as well as any additional student works you may have reviewed during your site visit.)

Please select only one option from the list below:

☐ Exemplary ☐ Appropriate ☐ Needs Improvement ☒ Don't Know ☐ Not Applicable

6.5 Program relationship with alumni

Please select only one option from the list below:

☐ Exemplary ☒ Appropriate ☐ Needs Improvement ☐ Don't Know ☐ Not Applicable

Please elaborate if you identified any items in this section (6.1- 6.5) as exemplary or needing improvement. Other comments are optional.

There is high student demand for this program. We currently do not have data on the students located in this particular program.

Recommendations, if any, in the area of student characteristics and quality:

Section 7 - Curriculum, Course Offerings, and Student Engagement Opportunities

Please evaluate the following:

7.1 Current curriculum's alignment with program goals

Please select only one option from the list below:

☐ Exemplary ☒ Appropriate ☐ Needs Improvement ☐ Don't Know ☐ Not Applicable

7.2 Design of core courses' to provide students a solid foundation in the discipline

Please select only one option from the list below:

☐ Exemplary ☒ Appropriate ☐ Needs Improvement ☐ Don't Know ☐ Not Applicable

7.3 Availability and timeliness of required courses

Please select only one option from the list below:

☐ Exemplary ☒ Appropriate ☐ Needs Improvement ☐ Don't Know ☐ Not Applicable

7.4 Adequacy of student professional development opportunities (e.g., research, clinical experience)

Please select only one option from the list below:

☐ Exemplary ☒ Appropriate ☐ Needs Improvement ☐ Don't Know ☐ Not Applicable

7.5 Balance between coursework and research, practica, independent study, etc., (e.g., too many or too few courses)

Please select only one option from the list below:

☐ Exemplary ☒ Appropriate ☐ Needs Improvement ☐ Don't Know ☐ Not Applicable

7.6 Overall quality and rigor of current curriculum

Please select only one option from the list below:

☐ Exemplary ☒ Appropriate ☐ Needs Improvement ☐ Don't Know ☐ Not Applicable

7.7 Degree to which the program's course/activity/experiences sequence is appropriate to achieve the program's outcomes and student learning objectives.

Please select only one option from the list below:

☐ Exemplary ☒ Appropriate ☐ Needs Improvement ☐ Don't Know ☐ Not Applicable

Please elaborate if you identified any items in this section (7.1- 7.7) as exemplary or needing improvement. Other comments are optional.

Due to the newness of this program the school is determining the appropriate sequences of courses and offerings. Faculty resources are a concern for the School, as this program has grown quickly.

Please use the space below to provide recommendations, if any, in the area of curriculum, course offerings, and student engagement opportunities. Please offer any specific suggestions to further enhance the curriculum (e.g., internationalize curriculum, add interdisciplinary components, expand high impact practices)

Section 8 - Comparative Advantage

- 8.1 If applicable, please identify features that distinguish the program from similar programs at other institutions (e.g., curriculum, faculty member expertise, student engagement opportunities)

This program is designed to meet community needs.

The online nature of the program

- 8.2 Does the program fit a disciplinary niche? If so, please elaborate.

Yes, communication and conflict is an important community and disciplinary expertise that is valuable. Students that learn these skills will be able to make an immediate impact in any organization or in the community. Managing conflict effectively is a skill that is highly valued by both organizations and the community.

- 8.3 Please discuss the program's potential for achieving discipline (re-)accreditation or (re-)certification, if available.

N/A

Section 9 - Analysis and Recommendations

- 9.1 Please identify up to five areas of greatest program strength.

1. The program responds to community needs.
2. The online nature of the program.
3. The applied nature of the program.
4. Student demand.

- 9.2 Please identify up to five areas of greatest concern for the program (e.g., program weaknesses, barriers, threats, unique vulnerabilities).

1. The program needs enough faculty to meet student demand.
2. The program will need to adapt and learn after the first cohort graduates
3. Competing programs regionally and nationally.

9.3 Please reflect on program centrality, cost, comparative advantage, demand, and quality. Keeping these factors in mind, please offer your recommendations for program improvement considering each of the following, as appropriate:

- improvements necessary for successful continuation of program operation (if applicable)
- improvements that are not resource intensive, but that are likely to enhance program quality
- improvements that, if resources permit, could help take the program to the next level of prominence (including program rankings) and/or help enhance performance key metrics identified in the university's collective impact strategic plan

Program improvement focuses on having enough faculty to meet the student demand. This program is an excellent example of an academic program that meets the needs of the Orlando community.

Section 10 - Executive Summary

In one to two pages, please provide your overall impression of the program, emphasizing key aspects of the review. As appropriate, contextualize your assessment in relation to best practices in the discipline of study, graduate education, the broader higher education landscape, and/or industry trends within the field.

The Conflict Communication program is a relatively new program that is very responsive to the Orlando community. The curriculum is also innovative in that it is taught online. The opportunities for the program are great as organizations and communities need a better understanding and higher-level skill development in conflict management. The current problem is that the school may not have enough faculty to meet student demand. As the program graduates its first cohort of students it should pay special attention to graduation rates, learning outcomes, and assessment. This program will likely continue to grow in the future and will serve as a great example of ways the school can provide communication assets to local organizations and the community.