<table>
<thead>
<tr>
<th>Identify Each Student Learning Outcome and Measurement Tool(s)</th>
<th>Identify the Benchmark</th>
<th>Total Number of Students Observed</th>
<th>Total Number of Students Meeting Expectation</th>
<th>Assessment Results: Percentage of Students Meeting Expectation</th>
<th>Assessment Results: 1. Does not meet expectation 2. Meets expectation 3. Exceeds expectation 4. Insufficient data</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SLO 1</strong>&lt;br&gt;Demonstrate critical thinking and problem solving skills in association with assigned tasks in an integrated experience or applied setting.</td>
<td>Internship Evaluation (indirect)</td>
<td>80% of students will receive scores of 4 or higher</td>
<td>9</td>
<td>9</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>Internship e-portfolio Project (direct)</td>
<td>80% of students will receive scores of 80/100 or higher</td>
<td>9</td>
<td>9</td>
<td>100</td>
</tr>
<tr>
<td><strong>SLO 2</strong>&lt;br&gt;Demonstrate proficiency with various computer programs used in athletics departments through the completion of course projects and tutorials.</td>
<td>Rubric generated results (direct)</td>
<td>80% of students will receive scores of 80/100 or higher</td>
<td>5</td>
<td>5</td>
<td>100</td>
</tr>
<tr>
<td><strong>SLO 3</strong>&lt;br&gt;Demonstrate effective communication in verbal and written forms through completion of</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
presentations and written work.

| Rubric generated results of performance measure in a project (direct) | 80% of students will receive scores of 80/100 or higher | 5 | 5 | 100 | 3 |

**SLO 4**
Demonstrate expertise in operating areas of an intercollegiate athletics department, conference office, or related governing agency, conference office, or intercollegiate athletic-related agency.

| Internship evaluation (indirect) | 80% of students will receive scores of 4 or higher | 9 | 9 | 100 | 3 |

**SLO 5**
Demonstrate an understanding of the professional commitment required of practitioners with regard to the administration of intercollegiate athletics programs.

| Internship self-evaluation | 80% of students will receive scores of 4 or higher | 9 | 9 | 100 | 3 |

**Explanation of course action for intended outcomes not realized:**
Overall we are pleased with the outcomes and results for our graduate students. The small class sizes enable us to provide personal attention and ensure students understand and meet expectations. We will continue to attempt to attract high caliber students into our program and challenge them to perform at a high level.
### Program-Level Operational Effectiveness Outcomes Matrix

<table>
<thead>
<tr>
<th>Identify Each Operational Effectiveness Goal and Measurement Tool(s)</th>
<th>Identify the Benchmark</th>
<th>Data Summary</th>
<th>Assessment Results:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graduation/retention rates from registrar’s office</td>
<td>Program retention and graduation rates will be at or above the university level.</td>
<td>Retention rates were in the 75%. These are above the university level of 61%.</td>
<td>2</td>
</tr>
<tr>
<td>Senior exit survey</td>
<td>90% of exit survey questions (1-20) will be rated at either agree or strongly agree</td>
<td>100% of statements related to skills gained were rated at agree or strongly agree. Questions scored below the agree level were related to courses not taught by sport management faculty (accounting, microeconomics, and sport public relations).</td>
<td>2</td>
</tr>
<tr>
<td>Alumni survey</td>
<td>Conduct alumni survey once every 5 years</td>
<td>Distributed in May 2016. Results reveal 81% completely satisfied with undergrad education at UIndy</td>
<td>2</td>
</tr>
</tbody>
</table>

**OEG 1 - Fulfill the mission of the program, department, school, and university**

**OEG 2 - Biannually evaluate faculty teaching performance and methods to determine their impact on students’ performance**

| In-person evaluations | All full-time faculty will be evaluated by the chair and one peer each year | Completed. Faculty met or exceeded expectations | 2 |
| Student evaluations | Students will evaluate all sport management major courses taught each semester. | Completed. Students provided feedback on all courses. Data is evaluated and used to improve each course | 2 |
| Faculty reflections | Faculty will reflect (written) on strengths/weaknesses of teaching methods as identified in | Completed. Faculty reflect on ways to change/improve each course. Reflections | 2 |
student and in-person evaluations. | included strengths, weaknesses, and goals for improvement.  

**OEG 3 - Biannually evaluate student achievement, monitoring success in internship performance**

| Internship supervisor evaluations | 80% of students will score an average of 4 or better on all evaluation questions in both semesters | 90% of the students received an average of 4 or better in semester I & II | 3 |

**OEG 4 - Foster and strengthen relationships with community sport businesses**

| Internship site visits and program coordinator activities | Internship faculty supervisors will conduct site visits (in-person or via phone for those out of the area) to foster relationships. Program coordinator will conduct at least one visit per semester with an existing or new sport business. | In-person faculty site visits were completed at all local internship sites. Phone calls were made to site supervisors at out-of-area sites. | 2 |

**OEG 5 - Continuously engage students in applied and experiential learning**

| Strategic plan report | On a yearly basis, a minimum of 8 sport management major courses will contain at least one applied/experiential learning opportunity | All courses contained at least one applied/experiential learning opportunity | 2 |

**OEG 6 - Deliberately engage in professional growth through professional organizations, conference attendance, volunteer activities, and research activities**

| Faculty self-evaluation report | 100% of all full-time faculty will engage in 2 or more of the professional growth activities mentioned on an annual basis | 100% of full-time faculty engaged in professional growth via professional memberships, research activities, and professional conference attendance. | 2 |

**Explanation of course action for intended outcomes not realized:**

OEG 1: We will continue to try to discover better methods for improving retention, as well as gathering data from our alumni.

OEG 2-5: As we collect data about faculty performance and student achievement, this data is provided to faculty and discussed individually and in faculty meetings to identify areas of improvement. For example, conversations with internship supervisors have revealed a
weakness in students’ ability to use Excel. Therefore, we have added a few assignments in different classes requiring students to use Excel. Likewise, we are always looking for new opportunities for applied experiences. This summer we added an opportunity for students to work with the Indiana Sports Corp in planning and executing their annual Corporate Challenge. Our expectations in these areas are high, therefore we have scored ourselves as meeting expectations, instead of exceeding expectations.

Notes: 1) Provide all explanations of this table that follows. 2) If you are using different operational outcomes measures for different degree programs, please replicate this form, using one form for each program that has different measures. 3) If different programs use the same measures, only one copy of this form is needed.
This profile offers information about the performance of a program in the context of its basic purpose and key features.

Name of Institution

Institution: University of Indianapolis
Program Accreditor: Commission on Sport Management Accreditation
Institutional Accreditor: Higher Learning Commission through Academic Quality Improvement Plan

Date of Next Comprehensive Program Accreditation Review: October 2020
Date of Next Comprehensive Institutional Accreditation Review: 2023-2024

To learn more about the accredited status of the program, click here:
http://www.uindy.edu/health-sciences/kinesiology/sport-management

Program Context and Mission

Program Mission: The mission of the Sport Management program at the University of Indianapolis is to comprehensively train students for successful careers in the sport industry through the study of the cultural, ethical, legal, and business principals that affect the sport industry and through direct engagement with industry professionals and organizations.

Program Goals:
Learning Goals:
1. Acquire knowledge in the core content areas: law, marketing, finance, leadership, and ethics
2. Develop skills and points of view of sport managers for effective professional practice
3. Demonstrate an understanding of legal and ethical ramifications in decision-making
4. Demonstrate the ability to use diverse ways of thinking to solve problems
5. Effectively employ a variety of business and professional communication styles in written and spoken communication

Operating Goals:
1. Fulfill the mission of the program, department, school, and university
2. Biannually evaluate faculty teaching performance and methods to determine their impact on students’ performance
3. Biannually evaluate student achievement, monitoring success in internship performance
4. Foster and strengthen relationships with community sport businesses
5. Continuously engage students in applied and experiential learning

Brief Description of Student Population:
5,400 students are enrolled in the university, including approximately 1,200 graduate students. The UIndy student population is represented by students from 42 U.S. states and 52 nations. The university draws a higher percentage of international undergrads than all but two Hoosier universities—9% of undergraduates and 8% of graduate students are international students.
Nearly 23 percent of students enrolled at the university are from a minority population. The average class size is 17 and the student-to-faculty ratio is 11-to-1. 79% of freshmen and 47% of full-time undergraduates live on campus. The undergraduate sport management program enjoys a strong history of enrollment, averaging 127 majors for the last five years. Retention rates have generally exceeded the university rates. The graduate program is relatively new, enrolling 15 students in 2017-18. Retention/graduation rates range between 90-100% for the past three years.

Admissions Requirements:
Sport Management majors are assisted by sport management faculty who serve as their faculty advisor. The role of the faculty advisor is to help students plan their course of study to complete the specific requirements of the major and the general education core. While there are no specific admissions requirements for entry into the sport management undergraduate major, students are required to attain a C or better in every sport management course and attain a C- average in the general education core prior to graduation. A minimum of 120 total hours are required for graduation. For more information about the curriculum for the major and for general education requirements, refer to: http://www.uindy.edu/health-sciences/kinesiology/sport-management

Indicators of Effectiveness with Undergraduates As Determined by the Program

1. Graduation
   Year: 2018   # of Graduates: 18   Graduation Rate: 60%

2. Completion of Educational Goal (other than certificate or degree – if data collected)
   # of Students Surveyed: NA   # Completing Goal: NA

3. Average Time to Certificate or Degree
   1-Year Certificate: _____   2-Year Degree: _____   4-Year Degree: _____

4. Annual Transfer Activity
   Year: NA   # of Transfers: NA   Transfer Rate: NA

5. Graduates Entering Graduate School
   Year: NA   # of Graduates: NA   # Entering Graduate School: _____

6. Job Placement (if appropriate)
   Year: 17-18   # of Graduates: 18   # Employed: 2

Approximately 15% of students were employed full-time at the time of graduation. 28% were accepted into graduate school. 53% were employed full-time one year after graduation and 47% are unknown.

Licensure/Certification Examination Results: NA

1. Additional Indicators, if any:

   The following data is based upon an alumni survey done by the sport management program (2016)*:
   85% agree or strongly agree that their sport management major prepared them for their current employment.
The following data is based upon a senior exit survey done by the sport management program (2016)*:

Students indicated that they feel that the program provided them with the basic skills needed to perform successfully in a future sport career (avg. score = 4.47/5)

Students indicated satisfaction with the required courses in the sport management program (avg. score = 4.05/5)

*Less than 20% of alumni responded to the survey