

## Conflict Management and Resolution, MS



### Assessment Overview & Results Summary

<b>College/School:</b>	Joan B. Kroc School of Peace Studies
<b>Measures Used:</b>	The outcomes are aligned with papers, presentations, projects, and portfolio assignments from a variety of courses including field and practicum courses, as well as indirect measures such as exit and alumni surveys. Faculty also assess student achievement by reviewing job placement and rates of completion Kroc Program Assessment Committee.
<b>Process for Interpretation of Evidence:</b>	The MS in Conflict Management and Resolution assesses six student learning outcomes. Every semester, the faculty review student performance on direct measures, and annually the faculty discuss the results and submit a written summary of findings to be used for program improvement.
<b>How Findings are Used:</b>	<ul style="list-style-type: none"><li>✓ Changes to curriculum/pedagogy</li><li>✓ Changes to faculty workload</li><li>✓ Changes to assessment methods</li><li>✓ Changes to student services</li><li>✓ Increased faculty professional development</li></ul>
<b>Results Summary and Continuous Improvement Actions for AY 2020-2021:</b>	<p>For the 2020-2021 academic year, the Kroc School undertook a review of Learning Outcome 5: Communication. Each committee member was assigned to review 5-6 students for Portfolio submissions for both oral and written communication. The purposes of this activity were to:</p> <ol style="list-style-type: none"><li>1. Collect baseline data on LO5</li><li>2. Determine the appropriateness of the scoring rubric</li><li>3. Begin gathering information to consider for possible programmatic revisions</li></ol> <p>A baseline score was established, and the results and scoring rubrics were shared with faculty as a guide for evaluating students' written and oral communication. After reviewing the other five learning outcomes, the committee will undertake another formal review of Learning Outcome 5: Communication.</p>