

Department of Business Learning Outcomes

1. Business Language & Communication

Students will use American Sign Language (ASL) and written English to communicate effectively with diverse audiences in business related purposes and settings.

- Demonstrate competence expressing business communication in ASL and written English:
 - Select and use business terminology appropriately to specific fields of business (i.e., management, finance, operations, etc.).
 - Use such business terminology and media tools properly in diverse business situations (e.g., one-on-one interviewing or negotiations; team settings; and formal presentations).
- Demonstrate competence in business writing:
 - Choose appropriate words, phrases, and sentence and paragraph structure for business correspondence (i.e., letters, memos, reports, proposals, etc.).
 - Demonstrate adequate command of written English syntax and grammar.
- Demonstrate competence in receptive communication, and ability to comprehend written and signed material that uses business jargon and terminology.
- Present content coherently in business settings, which involves clarifying points, bringing together information in a well-organized way, and drawing logical connections among ideas.
- Demonstrate knowledge of and respect for national and cultural differences, by being able to see business situations from global and individual perspectives.

2. Critical and reflective thinking, problem solving and analysis

Students will summarize, synthesize, and critically analyze ideas from multiple sources of business and financial information in order to draw well-supported conclusions and solve organizational problems.

- Select relevant and varied sources of financial and business information, and accurately analyze their arguments, state their key points and recap supporting details.

- Demonstrate knowledge of, and experience with, the problem solving and strategic planning process and be able to analyze data for decision making purposes.
- Use critical thinking skills to analyze complex organizational issues, make informed decisions and solve real-life problems, modifying one's approach as needed based on the requirements of particular situation.
- Show evidence of the ability to apply business theory to solving practical organizational problems and to bring together ideas to arrive at reasonable conclusions.
- Understand the impact of external forces (economic, legal, social, political and global) on the organization.

3. Identity and culture, self awareness, diversity issues, global business issues

Students will understand themselves and their complex social identities, including deaf identities, in the context of diverse cultures within the organization.

- Demonstrate an understanding of self in the global business world, including one's multiple social identities and the factors that contribute to the individual's success and betterment of the community (be able to identify which cultural identities you possess, how they are formed and how do they influence others). Within the deaf community this would include a focus on the spectrum of deafness including appreciating the range of acceptance of cochlear implants and other factors that affect one's identity in the deaf community.
- Compare and contrast the perspectives of diverse cultures including ethnic, national and deaf cultures on various business issues and practices (organizational cultures and sub-cultures).
- Have the ability to identify and analyze competencies of various organizations, including those for-profit and not-for-profit.
- Be able to identify and analyze the interrelations within and among local, national and global organizations (understand the interdependency of organizations in global markets).
- Operate with civility inside and outside the classroom with a focus on professional etiquette and ethical behavior.

4. Knowledge and inquiry, creativity, technology and technical skills

Students will apply knowledge, modes of inquiry, creative thinking and technological competence to understand the decision-making process in business, and the rationale for it.

- Demonstrate competence in the basic concepts, methods, technologies and other tools used in business, including statistical, spreadsheet, quantitative and qualitative analysis.
- Demonstrate and communicate creative approaches to problem solving and substantial knowledge of at least one tool used in making business decisions through an independent project that involves intensive use of that tool.
- Develop information used in business planning and evaluation from various sources, including the internet, secondary databases, and other venues.
- Understand and access emerging trends and technological advances that will affect the marketplace in the future.

5. Ethics & social responsibility

Students will make reasoned ethical judgments, showing awareness of multiple value systems and taking responsibility for their actions within their organization. They will apply these judgments, using collaboration and leadership skills, to promote corporate justice and fairness in their local, national, and global communities.

- Know how differences in values, beliefs, and priorities can lead to different business decision-making.
- Support ethical judgments with informed analysis/reasoning.
- Participate actively in developing sound ethical practices within their organization and spheres of influence.
- Understand the value of collaboration, work effectively in teams, and develop leadership skills.
- Develop awareness of social responsibility and participate actively in promoting such value both inside and outside of business organizations.
- Demonstrate intellectual honesty, professionalism, and integrity. Meet the professional standards of different business fields/discipline (such as CPA for accounting majors, etc.).