

Master Files

## Master Assessment Plan

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### Mission Statement

#### Emergency Management:

The mission of the emergency management planning and administration program is to deliver state-of-the-art, high quality, and affordable education to pre-professionals and career professional emergency managers in the areas of all-hazards emergency management throughout all phases of the emergency management process. The program mission includes providing outstanding teaching and scholarship to the students and educating students to become leaders in the discipline. The program is intended to provide graduates with the knowledge, skills and tools necessary to implement strategies to reduce the cost of a disaster in terms of life and property.

Lakeland Community College is a Higher Learning Commission (HLC) accredited AQIP Institution.

Below and on the following pages you will find the Program Student Learning Outcomes "Master Assessment Plan" for the Emergency Management Planning and Administration degree program. On the final two pages you will find the curriculum map for said program.

### Measures

#### Emergency Management Outcome Set

##### Outcome 1

Understand the concepts needed to manage emergencies and disasters through all phases of emergency management (prevent, mitigate, prepare, respond, recover).

**Performance Indicator: 1.1**

Identify examples related to each of the phases of EM

▼ **Measure:** Phases of EMS

Details/Description:

Acceptable Target: 70%

Ideal Target: 80%

Implementation Plan (timeline): This performance indicator was last assessed in 2014-15. It is scheduled for reassessment during the 2018-2019 academic year.

Emergency Management Planning and Administration courses are offered on an alternating basis in a two year cycle.

Key/Responsible Personnel: Program Director

**Performance Indicator: 1.2**

Articulate the importance of the various phases of emergency management.

▼ **Measure:** Articulate importance

Details/Description:

Acceptable Target: 70%

Ideal Target: 80%

Implementation Plan (timeline): This performance indicator was last assessed in 2014-15. It is scheduled for reassessment during the 2018-2019 academic year.

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Administration courses are offered on an alternating basis in a two year cycle.

Key/Responsible  
Personnel:

Program Director

**Performance Indicator: 1.3**

Discuss how the phases of emergency management impact various agencies and organizations.

▼ **Measure:** Discuss impact

Details/Description:

Acceptable Target: 70%

Ideal Target: 80%

Implementation Plan  
(timeline):

This performance indicator was last assessed in 2014-15. It is scheduled for reassessment during the 2018-2019 academic year.

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Key/Responsible  
Personnel:

Program Director

**Outcome 2**

Understand the processes needed to manage victims and volunteers related to emergency and disaster responses.

**Performance Indicator: 2.1**

Identify the needs of victims in emergencies and disaster.

▼ **Measure:** Identify victim needs

Details/Description:

Acceptable Target: 70%

Ideal Target: 80%

Implementation Plan (timeline): This performance indicator was last assessed in 2014-15. It is scheduled for reassessment during the 2018-2019 academic year.

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Key/Responsible Personnel: Program Director

**Performance Indicator: 2.2**

Identify the needs of volunteers pre and post-emergency/disaster.

▼ **Measure:** Identify volunteer needs

Details/Description:

Acceptable Target: 70%

Ideal Target: 80%

Implementation Plan (timeline): This performance indicator was last assessed in 2014-15. It is scheduled for reassessment during the 2018-2019 academic year.

Emergency Management Planning and Administration courses are offered on an alternating basis in a two year cycle.

Key/Responsible Personnel:

**Performance Indicator: 2.3**

Explain a donations management process and related concerns.

▼ **Measure:** Explain donations management

Details/Description:

Acceptable Target: 70%

Ideal Target: 80%

Implementation Plan (timeline): This performance indicator was last assessed in 2014-15. It is scheduled for reassessment during the 2018-2019 academic year.

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Key/Responsible Personnel: Program Director

**Outcome 3**

Evaluate an emergency plan for strenghts and weaknesses, making recommendations for changes to the plan based on available data.

**Performance Indicator: 3.1**

Perform a hazard assessment in a community or business.

▼ **Measure:** Individual Community Assessment Project  
*Program level Direct - Other*

Details/Description: In EMGT1260 students assess a community for man made and natural hazards and present their

	findings in a written report. The instructor evaluates the thoroughness of the information using a rubric designed for this purpose.
<b>Acceptable Target:</b>	70%
<b>Ideal Target:</b>	80%
<b>Implementation Plan (timeline):</b>	This performance indicator is scheduled for reassessment during the 2018-2019 academic year.
	Emergency Management Planning and Administration courses are offered on an alternating basis in a two year cycle.
<b>Key/Responsible Personnel:</b>	Mike Von Duhn

**Performance Indicator: 3.2**

Evaluate or design an emergency operation plan based on the hazard assessment.

- ▼ **Measure:** Hazardous Plan Assessment Project  
*Program level Direct - Other*

<b>Details/Description:</b>	In EMGT1260 Students assess an emergency plan in a business or community based on the available data. A written report is completed and evaluated based on a rubric developed for that purpose.
<b>Acceptable Target:</b>	70%
<b>Ideal Target:</b>	80%
<b>Implementation Plan (timeline):</b>	This performance indicator is scheduled for reassessment during the 2018-2019 academic year.
	Emergency Management Planning and Administration courses are offered on an alternating basis in a two year cycle.
<b>Key/Responsible Personnel:</b>	Mike Von Duhn

**Performance Indicator: 3.3**

Propose alternative solutions to the plan based on the evaluation.

▼ **Measure:** Hazardous Plan Student Recommendation Project  
*Program level Direct - Other*

Details/Description:	In EMGT1260, after assessing the emergency plan in a business or community, students offer recommendations for changes in the plan based on material presented in class. A rubric is used to assess the project.
Acceptable Target:	70%
Ideal Target:	80%
Implementation Plan (timeline):	This performance indicator is scheduled for reassessment during the 2018-2019 academic year.  Emergency Management Planning and Administration courses are offered on an alternating basis in a two year cycle.
Key/Responsible Personnel:	Mike Von Duhn

**Outcome 4**

Demonstrate the knowledge and skills necessary to interface with or manage an Emergency Operations Center.

**Performance Indicator: 4.1**

Analyze and critique the location and design of an existing EOC.

▼ **Measure:** Existing EOC - Design and Location  
*Course level Direct - Student Artifact*

Details/Description:	A requirement in EMGT1280 is for students to examine the design and location of an existing emergency operations center. They will present their findings in a written report. The instructor evaluates the thoroughness of the information using a rubric designed for this purpose.
Acceptable Target:	70%
Ideal Target:	80%
Implementation Plan (timeline):	This performance indicator was last assessed in 2015-16. The class had no completors enrolled in 2017-2018.  Emergency Management Planning and Administration courses are offered on an alternating basis in a two year cycle.
Key/Responsible Personnel:	Mike Von Duhn

**Performance Indicator: 4.2**

Design an emergency operations center based on best practice examples.

▼ **Measure:** EOC Design  
*Course level Direct - Student Artifact*

Details/Description:	A requirement in EMGT1280 is for students to propose a basic design for an emergency operations center. They will present their findings in a written report. The instructor evaluates the thoroughness of the information using a rubric designed for this purpose.
Acceptable Target:	70%



<b>Ideal Target:</b>	80%
<b>Implementation Plan (timeline):</b>	This performance indicator was last assessed in 2015-16. There were no completors enrolled in 2017-18
<b>Key/Responsible Personnel:</b>	Emergency Management Planning and Administration courses are offered on an alternating basis in a two year cycle. Mike Von Duhn

**Performance Indicator: 4.3**

Determine the staffing of an emergency operations center based on best practice examples.

- ▼ **Measure:** EOC Staffing  
*Course level Direct - Student Artifact*

<b>Details/Description:</b>	A requirement in EMGT1280 is for students to design an emergency operations center and propose appropriate staffing for same. They will present their findings in a written report. The instructor evaluates the thoroughness of the information using a rubric designed for this purpose.
<b>Acceptable Target:</b>	70%
<b>Ideal Target:</b>	80%
<b>Implementation Plan (timeline):</b>	This performance indicator was last assessed in 2015-16. The class had no completors enrolled during the 2017-2018 offering.  Emergency Management Planning and Administration courses are offered on an alternating basis in a two year cycle.
<b>Key/Responsible Personnel:</b>	Mike Von Duhn

**Outcome 5**

**Articulate the five areas of National Incident Management System (NIMS).**

**Performance Indicator: 5.1**

**Define and give examples of preparedness.**

▼ **Measure: Preparedness**

**Details/Description:**

**Acceptable Target:** 70%

**Ideal Target:** 80%

**Implementation Plan  
(timeline):**

This performance indicator was last assessed in 2014-15. It is scheduled for reassessment during the 2018-2019 academic year.

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**Key/Responsible  
Personnel:**

Program Director

**Performance Indicator: 5.2**

**Define and give examples of communications and information management.**

▼ **Measure: Communications/Info**

**Details/Description:**

**Acceptable Target:** 70%

<b>Ideal Target:</b>	80%
<b>Implementation Plan (timeline):</b>	This performance indicator was last assessed in 2014-15. It is scheduled for reassessment during the 2018-2019 academic year.
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<b>Key/Responsible Personnel:</b>	Program Director

**Performance Indicator: 5.3**

Define and give examples of resource management.

▼ **Measure:** Resource management

<b>Details/Description:</b>	
<b>Acceptable Target:</b>	70%
<b>Ideal Target:</b>	80%
<b>Implementation Plan (timeline):</b>	This performance indicator was last assessed in 2014-15. It is scheduled for reassessment during the 2018-2019 academic year.
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<b>Key/Responsible Personnel:</b>	Program Director

**Performance Indicator: 5.4**

Define and give examples of command and management.

▼ **Measure:** Command/management

Details/Description:

Acceptable Target:

Ideal Target:

Implementation Plan  
(timeline):

This performance indicator has never been formally assessed. The course in which students were expected to "demonstrate" this indicator is being phased out. As we rotate performance indicators we measure, we will attempt to inject this into the replacement capstone course.

Emergency Management Planning and Administration courses are offered on an alternating basis in a two year cycle.

Key/Responsible  
Personnel:

Program Director

**Performance Indicator: 5.5**

Define and give examples of ongoing management and maintenance.

▼ **Measure:** Ongoing mgmt

Details/Description:

Acceptable Target:

Ideal Target:

Implementation Plan  
(timeline):

This performance indicator has never been formally assessed. The course in which students were expected to "demonstrate" this indicator is being phased out. As we rotate performance

indicators we measure, we will attempt to inject this into the replacement capstone course.

Emergency Management Planning and Administration courses are offered on an alternating basis in a two year cycle.

Key/Responsible  
Personnel:

Program Director

#### Outcome 6

Demonstrate and exhibit an understanding of the profession of emergency management.

#### Performance Indicator: 6.1

Recognize why history and culture have an effect on today's field of emergency management.

#### ▼ Measure: History/culture

Details/Description:

Acceptable Target:

Ideal Target:

Implementation Plan  
(timeline):

This performance indicator has never been formally assessed. The course in which students were expected to "demonstrate" this indicator is being phased out. As we rotate performance indicators we measure, we will attempt to inject this into the replacement capstone course.

Emergency Management Planning and Administration courses are offered on an alternating basis in a two year cycle.

Key/Responsible  
Personnel:

Program Director

**Performance Indicator: 6.2**

Exhibit the characteristics of an effective emergency management professional.

▼ **Measure:** Effective professional

Details/Description:

Acceptable Target:

Ideal Target:

Implementation Plan  
(timeline):

This performance indicator has never been formally assessed. The course in which students were expected to "demonstrate" this indicator is being phased out. As we rotate performance indicators we measure, we will attempt to inject this into the replacement capstone course.

Emergency Management Planning and Administration courses are offered on an alternating basis in a two year cycle.

Key/Responsible  
Personnel:

Program Director

**Performance Indicator: 6.3**

Analyze current issues and develop appropriate solutions that impact the field of emergency management.

▼ **Measure:** Current issues

Details/Description:

Acceptable Target: 70%

Ideal Target: 80%

Implementation Plan  
(timeline):

This performance indicator was last assessed in 2014-15. It is scheduled for reassessment during



	Outcome 1 Understand the concepts needed to manage emergencies and disasters through all phases of emergency management (prevent, mitigate, prepare, respond, recover).			Outcome 2 Understand the processes needed to manage victims and volunteers related to emergency and disaster response.			Outcome 3 Evaluate an emergency plan for strengths and weaknesses, making recommendations for how to improve the plan based on available data.			Outcome 4 Demonstrate the knowledge and skills necessary to interface with an Emergency Operations Center.			Outcome 5 Articulate the five areas of National Incident Management System (NIMS).					Outcome 6 Demonstrate and exhibit an understanding of the profession of emergency management.						
	11	12	13	21	22	23	31	32	33	4.1	4.2	4.3	5.1	5.2	5.3	5.4	5.5	6.1	6.2	6.3				
Disaster Response and Recovery	R						R			R								R	R	R				
EMGT 2380 Continuity of Operations	R						R		D	R									R					
EMGT 2380 Emergency Management Field Service Seminar	D	D	D	R	R	R	P	R	R	R			D	D	O	D	D	D	D	D				D

Legend:	I	Introduce	R	Reinforced	D	Demonstrated
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