Mission:

The Department of Sport Management’s mission is to develop students into well-educated, ethical, competent sport management professionals. The department’s teaching, research, and service activities will occur in a positive learning environment valuing both theory and practice.

Learning Goals

The approved broad-based learning goals for students in the M.Ed.-Sport Management program are:

1) Secure an understanding of how relevant managerial, marketing, public relations, and financial theory are applicable when working in sport management
2) Develop an understanding of and an appreciation for the socio-cultural dimensions of sport and making managerial decisions in sport organizations
3) Gain an understanding of the ethical and legal dimensions of managing sport organizations
4) Understand the foundations of effective research in sport management
5) Develop critical thinking skills, particularly as they are relevant to effective managerial decision-making in sport organizations
6) Advance oral, written and interpersonal communication skills as necessary for successful sport management practice
7) Develop skills pertaining to the use of technology in sport management
8) Acquire relevant professional experience in which knowledge secured in sport management classes is successfully applied in a sport management setting

Operating Goals

The approved, broad-based operational goals for the Department of Sport Management are:
1) Recruit, hire, and retain diverse, high quality administrators, faculty and staff.
2) Recruit and retain quality students to meet local and global demands for our graduates.
3) Achieve professional recognition for programs.
4) Strengthen the graduate program to support the University’s research and grants/contracts mission components.
5) Ensure a technology rich culture in which administrators, students, faculty, and staff work together to (a) pursue innovation and excellence, (b) promote intellectual exploration, and (c) enhance learning.
6) Develop and maintain collaborative relationships, locally and globally, that enrich the department’s mission.

**Program Level Student Learning Outcomes**

1) Display an understanding of the managerial dimensions of sport management practice, including managerial decision making, program evaluation and strategic planning
2) Display an understanding of how marketing principles may be effectively applied in a sport management setting, including ticket sales, promotional events and broadcast distribution
3) Display an understanding of how public relations theory may be effectively applied in a sport management setting, including media relations, community relations and reputation management
4) Display an understanding of the financial dimensions of sport management practice, including resource acquisition and financial management
5) Display an understanding of the ethical dimensions of sport management practice and be able to utilize ethical frameworks in decision making
6) Display an understanding of the legal dimensions of sport management practice and be able to apply legal theory such as contract law and tort law in sport management settings
7) Display an understanding of effective research practices employed by sport managers
8) Display sound critical thinking skills that can be employed in sport management settings
9) Display effective oral, written and interpersonal communication skills as required for successful sport management practice
10) Display proficiency in employing technologies commonly employed by sport managers
11) Display proficiency in applying sport management knowledge and related skills in an in-depth experiential learning assignment (i.e., internship)

**Basic Skills Development Program**
Since the MEd-Sport Management degree is a graduate program, candidates accepted into the program are expected to possess the basic skills (e.g., mathematics, written composition) necessary to succeed in a college environment. The program’s application review process is designed to assess candidates’ preparation for graduate work and their prospects for success in the program. Per Graduate School policy, candidates are required to have a 2.75 GPA or better for their last 60 credit hours of academic work. In addition, the members of the sport management faculty also consider applicants’ GRE scores for the verbal and quantitative sections of the exam (if the candidates choose to submit them), applicants’ letters of application, their resumes, and their reference reports. Specific considerations include academic performance, relevant professional experience, level of professional advancement, professional/campus engagement, and community service.

Personal Development Program

The Department of Sport Management is housed within the College of Education (COE). The COE’s Conceptual Framework is comprised of six elements:

1. Professionalism and reflection on the vocation
2. Human development and respect for diversity
3. Connection of teaching and assessment
4. Technology integration
5. Understanding content knowledge
6. Collaboration with stakeholders

These principles inform both the design of the MEd-Sport Management program as well as related opportunities that may assist students in becoming highly competent, collaborative and reflective.

Within the MEd-Sport Management curriculum, students are taught both the skills and dispositions necessary to be effective personally and professionally. Courses stress the importance of ethical-decision making, relationship management, and the implications of sport management policies on the broader society. They also address diversity as it relates to the management of sport organizations, the offering of sport products and services, and the development of relationships with key constituents. Classes also cover the technologies involved with effective sport management practice and provide students with the opportunity to demonstrate competence with technologies commonly employed in the field.

Beyond the curriculum, students in the MEd-Sport Management program enjoy a range of opportunities that may assist them in developing personally and professionally. These include:

- Sport Management Student Association (SMSA): Provides social, educational and service opportunities with an emphasis on developing relationships with key stakeholders, including practitioners and alumni.
• Sport Management Alumni Association: Provides a network of contacts available to students as they seek to establish themselves in the field.
• Office of Cooperative Education and Work-Based Learning: Offers opportunities for experiential learning beyond the required internship and offers counsel on job searching.
• Office of Career Services: Provides expertise as it relates to job searching and effectively preparing application materials.

The university also offers a variety of programs and services to assist students as they develop personally and professionally. These include:
• presentations sponsored by the Center for Counseling and Training on topics such as stress management, time management and personal effectiveness,
• personal counseling services,
• a writing center,
• special speakers, and
• a host of student organizations beyond SMSA.

Student Learning Measurements

Student learning outcomes will be assessed at a programmatic level using the following tools:

Required Internship (direct measure)
- In-depth experiential learning assignment in which students employ sport management and related skills in a sport management setting pertaining to their career interest (see Appendix A for internship manual)
- Faculty supervisors utilize rubric (see Appendix B) when evaluating students
- Criterion: Grade of B or better
- Goal: 90% or more of students meeting criterion

Comprehensive Exam (direct measure)
- Covers all required coursework
- Program faculty utilize the rubric (see in Appendix C) when evaluating students
- Criterion: Grade of “pass” on each section of the exam
- Goal: All students meeting criterion

Exit Survey (indirect)
- Graduate School exit survey (see Appendix D) of students completing program of study each year
- Goal: Minimum of 80% of all responses being either “moderately prepared” or “highly prepared” to questions 15-32

Employer Survey (indirect).
- Survey of graduate’s employers (see Appendix E) regarding the graduates’ preparation for effective sport management practice
- Survey conducted every three years
Goal: Minimum of 80% of all responses being either a 3 or 4 to questions 2-29

**Sport Management Advisory Council** (indirect).
- Council comprised of students, alumni, and practitioner
- Meets annually to discuss program effectiveness
- Goal: Annual vote of the Council, excluding faculty, with the majority indicating they are “satisfied” with the program’s effectiveness

**Operational Effectiveness Measures**

Operational effectiveness is evaluated utilizing the following measures:
1) SWOT analysis conducted annually by faculty
2) Student demographic data
3) Graduation and retention rates
4) Faculty teaching evaluation data
5) Faculty/student scholarship records
6) Advising survey data
7) Advisory Council minutes
8) Program recognition status

**Action Plans – Program Changes & Improvements**

Program evaluation in the MEd-Sport Management Program occurs both (a) to make decisions about students’ performance in regard to approved learning outcomes and (b) to make decisions about the program’s operational effectiveness in light of the department’s mission and approved strategic plan.

The sport management faculty is the primary group responsible for reviewing the data and for making recommendations about the effectiveness of the program. The faculty obtains advice from the Sport Management Advisory Council. The Advisory Council consists of a minimum of two sport management practitioners, two sport management graduate candidates, two sport management undergraduate candidates, two sport management program alumni, and full-time members of the sport management faculty. Total membership shall not exceed 15. Members of the Advisory Council are appointed annually by the department chair.

Each academic year, the sport management faculty will develop an annual report summarizing relevant student learning and operational effectiveness data and defining an action plan for program improvement to be employed the following year. The annual report will be submitted to the College of Education’s Assessment Committee each year. Recommendations within the action plan that have budget implications will be submitted to the dean of the College of Education by the department chair.
The internship is the culminating activity required of all students pursuing the Master of Education in Sport Management in the Department of Sport Management. The sport management internship is a required activity that helps fulfill the sport management student’s total preparation for the profession. It provides a combined work experience and learning opportunity that integrates the theoretical with a direct practical application. Students will be asked to go into a sport management-related environment to gain experience and exposure to techniques, methodologies and procedures under the close supervision and guidance of a capable practitioner.

The participation time for the internship is a minimum of 810 work hours in the internship experience. The sport management student will receive six (6) hours of academic credit for the internship experience and may complete the internship in two academic semesters (three credit hours each semester) or as arranged with the sports organization and approved by the faculty supervisor.

The sport management internship is structured to facilitate the student’s attainment of the following goals:

1. The student will gain practical experience under the direction of a professional sports management practitioner.

2. The internship provides the practical phase for classroom experiences and theories.

3. The student will have the opportunity to develop the ability to work with people, individually and as a part of a group.

4. The student will have the opportunity to test personal skill and competencies.

5. The student has the opportunity to become familiar with the routine procedures and responsibilities of a sport organization.

6. The student is provided with the opportunity to learn about, observe, and practice a variety of administrative activities.
7. The internship provides a controlled opportunity for the student to evaluate himself/herself in relation to the internship experience and in relation to the theoretical preparation.

8. The internship provides an opportunity for the faculty supervisor and the organizational site supervisor to evaluate the student in terms of specific skills and competencies.

9. The internship provides an opportunity for the student to establish realistic goals for professional development.

Eligibility

Students are required to be in full standing and have an approved plan of study on file with the Graduate School. They must also have completed 24 credit hours of coursework in the sport management program prior to beginning the internship. Students must have a minimum grade point average of 3.0 to enroll in internship hours.

Selecting the Internship

Careful considerations should be given to the selection of the internship site so that it will provide the sport management student the highest quality experience. The student may request to complete his/her internship requirements at any university, college, professional team, recreation or park service, sports agency or sports-related organization where an outstanding internship may be obtained.

*While the student is ultimately responsible for securing the internship,* internships may be negotiated in three different ways. They are as follows:

- The faculty supervisor makes the initial and final contact with the internship agency.
- The sports management student makes the initial and final contacts with the internship agency, securing the approval of the faculty supervisor prior to entering into a final agreement.
- The faculty supervisor and the sport management student work together to make the initial and final contacts.

The internship may be taken out of the greater Wichita metro area or out-of-state sites that are approved by the faculty supervisor.

In most situations, the sport management student will shoulder the major financial obligations for the internship. The student may accept financial stipends, salaries, housing and outside employment provided by the internship agency.
Students are strongly encouraged to seek internships with organizations possessing the following characteristics:

- An internship agency should consider the intern as a learning partner while the intern is engaged in the professional training.
- The internship agency should make a commitment to provide the intern with a comprehensive learning experience.
- The qualifications and experience of the internship supervisor are very important to the success of the internship. The supervisor must have the proper practical experiences or college training to qualify as a sports management professional.
- An internship agency must understand the goals of the sports management internship program; professional excellence must be a commitment.

Students considered non-residents for the purposes of tuition should contact their faculty supervisors if they plan to conduct their internships out-of-state. They may be eligible for tuition reductions.

**Advance Materials**

Prior to the internship, the sport management student must address and turn in appropriate documentation to the faculty supervisor material relating to the following items/tasks.

1. Up-to-date resume.
2. Secure a position description detailing the intern's responsibilities and defining any compensation that will be provided to the student.
3. Develop, with internship site supervisor, a set of objectives.
4. Complete the Work Site Approval and Information Form
5. Complete the COE “Affiliation Agreement” and secure appropriate signatures.

All internship forms are available through the Department of Sport Management Web site at http://webs.wichita.edu/?u=coedsportadmin&p=/INTERNSHIPS/INTERNSHIPMATERIALS/

The Affiliation Agreement between the sport management department and the internship agency must be completed in written form prior to the first day of the internship unless previously negotiated with the faculty supervisor.

The Affiliation Agreement between the sport management department and internship agency will be considered binding when the agency’s representative and the Wichita State University representatives have attached their signatures. The contract must have attached to it any responsibilities of the agency, the student and/or sport management department not specified in the standard agreement. The contractual agreement can be declared broken only when the internship agency and the sport management department are in full agreement and notify each other of their desire to be released from the contract. Also, the contract can be declared void if it is discovered that the agency is either unable or unwilling to provide the
kinds of experiences defined in the position description, objectives, and internship proposal.

**Responsibilities of the Internship Organization/Agency**

1. Provide the student with a position description and based on that description, assist the student in defining the internship objectives and proposal.

2. Assign a site supervisor who will schedule work assignments that coincide with the internship position description and learning objectives.

3. If financial compensation is to be provided to the student, pay the intern the amount specified in the position description form.

4. Notify the student and faculty supervisor of any changes concerning the internship agreement or position description if the changes take place while the student is serving the organization as an intern.

5. Inform the student of all organization rules/policies/procedures relevant to their work as an intern.

6. Allow the intern to attend, without penalty, any mandatory meetings, lectures, exams, etc. scheduled by the university, unless a written agreement otherwise is made between the university and organization.

7. Provide the student with any necessary materials needed for their work assignments.

8. Agree to periodic consultation with the faculty supervisor regarding the intern. This may include on site visits, e-mail or telephone correspondence.

9. Complete a written evaluation (form provided by the faculty supervisor) of the intern once each semester and return to the university.

**Responsibilities of the Student/Intern**

1. Complete all tasks related to the "Advance Materials" section of this document.

2. Perform the duties defined in this document and in the position description in a legal and ethical manner and work for the best interests of all concerned.

3. Be responsible for transportation to and from the internship site.

4. Provide weekly reports to the faculty supervisor utilizing the Weekly Report form found on the department's Web site.
5. Solicit input from the site supervisor regarding the student’s performance. This input, coupled with the student’s own evaluation of his/her work, will provide valuable direction in continuing to build strengths and address weaknesses.

6. Develop a final portfolio that includes an assessment of how well the various learning objectives were achieved and documentation (e.g., work samples) that supports that assessment.

7. Abide by the policies of the site organization and display a high level of professionalism throughout the internship experience.

8. Exercise prudent judgment in avoiding situations that are potentially hazardous to the student’s safety, health and/or well-being.

**Responsibilities of the Faculty Supervisor**

1. Screen all applicants to insure their eligibility and readiness for the internship experience.

2. Meet with the student prior to the internship assignment and address the topics specified on the Student Instruction Form available on the department’s Web site.

3. Meet with the intern and the intern’s immediate site supervisor at least once during each semester. Telephone or e-mail contacts may be utilized if an intern is located outside the Wichita area.

4. Review weekly reports submitted by the intern and provide feedback as necessary.

5. Advise the student and site supervisor regarding the nature and requirements of the internship experience.

6. Evaluate the student at the end of each semester’s internship experience. The internship shall be graded according to university’s standard grade scale. The internship grade will be based on the rubric in the following section.

   The final grading decision will rest solely on the sport management faculty supervisor. An “I” (incomplete) grade is automatic if all required responsibilities, reports and evaluations are not completed by the specified deadlines each semester.
## Appendix B

### SMGT 847 – Internship Evaluation Rubric

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Unacceptable</th>
<th>Marginal</th>
<th>Acceptable</th>
<th>Excellent</th>
<th>Score</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Advance Paperwork</strong></td>
<td>Required materials not filed in timely fashion (0 pts)</td>
<td>Faculty supervisor must prompt student to file required materials in timely fashion (1-3 pts)</td>
<td>Required materials filed in timely fashion with no prompting from faculty supervisor (4-7 pts)</td>
<td>Required materials filed in advance of student beginning internship assignment (8-10 pts)</td>
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<tr>
<td><strong>Weekly Reports</strong></td>
<td>Reports not filed or not filed until end of internship (0 pts)</td>
<td>Reports filed only intermittently and/or were often incomplete (1-5 pts)</td>
<td>Reports filed regularly with only a few exceptions and/or updates were generally complete (6-16 pts)</td>
<td>Reports filed regularly with no exceptions and were always complete (15-20 pts)</td>
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</tr>
<tr>
<td><strong>Mid-Assignment Site Visit</strong></td>
<td>Supervisor indicates student’s performance is unacceptable (0 pts)</td>
<td>Supervisor indicates student’s performance in marginally acceptable (1-3 pts)</td>
<td>Supervisor indicates student’s performance is acceptable (4-7 pts)</td>
<td>Supervisor indicates student’s performance is excellent (8-10 pts)</td>
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<tr>
<td><strong>Final Supervisor Evaluation: General Dimensions</strong></td>
<td>Supervisor ratings generally 1s or 2s (0 pts)</td>
<td>Supervisor ratings generally 3s with some 2s and 4s (1-5 pts)</td>
<td>Supervisor ratings generally 3s or 4s; No 1s-2s (6-16 pts)</td>
<td>Supervisor ratings generally 4s or 5s; No 1s-3s (15-20 pts)</td>
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<td></td>
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<tr>
<td>Final Supervisor Evaluation: Learning Objectives</td>
<td>Supervisor ratings generally 1s or 2s (0 pts)</td>
<td>Supervisor ratings generally 3s with some 2s and 4s (1-5 pts)</td>
<td>Supervisor ratings generally 3s or 4s; No 1s-2s (6-16 pts)</td>
<td>Supervisor ratings generally 4s or 5s; No 1s-3s (15-20 pts)</td>
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<tr>
<td>Internship Portfolio</td>
<td>Portfolio incomplete and/or fails to demonstrate attainment of learning objectives (0 pts)</td>
<td>Portfolio is generally complete and/or marginally demonstrates attainment of learning objectives (1-5 pts)</td>
<td>Portfolio is complete and generally demonstrates attainment of learning objectives (6-16 pts)</td>
<td>Portfolio is complete and persuasively demonstrates attainment of learning objectives (15-20 pts)</td>
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<td></td>
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</tbody>
</table>

Grade Scale:
- A (93 points or more) A- (90-92 points)
- B + (87-89 points) B (83-86 points) B- (80-82 points)
- C+ (77-79 points) C (73-76 points) C- (70-72 points)
- D+ (67-69 points) D (63-66 points) D- (60-62 points)
- F (59 points or less)
Graduate sport management students are required to successfully complete a written comprehensive examination during the semester they intend to graduate. The exam is three hours in duration, and covers all of the required coursework in the program. Exam questions are written and evaluated by WSU sport management faculty members. All questions require essay responses and will assess the student's ability to apply theoretical sport management concepts in practical situations.

Students may request an exam date and time that best fits their schedule. Requested exam dates/times must be approved by the graduate coordinator. Exams will not be administered at WSU on evenings, weekends, or during university holidays or breaks. Students planning to graduate in December 2009 must submit their exam application by Oct. 9, 2009 and must complete the written exam by Nov. 20, 2009. The deadline for students graduating in December 2009 to be certified to the Graduate School as having passed the comprehensive exam is Dec. 11, 2009.

Students completing internships at sites outside the Wichita area may make arrangements to take the exam at an academic institution or testing center near their internship site. In such cases, it is the student's responsibility to secure both an alternate site and exam proctor. Any costs involved in such an arrangement are the student’s responsibility. Students must specify their plan for having the test proctored in the exam application filed with the WSU sport management department.

Students are encouraged to utilize a computer while taking the exam. A computer will be provided for all students taking the exam at WSU. However, if the exam is being administered elsewhere, it is the student's responsibility to make advance arrangements with the exam proctor to have a computer provided.

Student exam responses are reviewed by WSU sport management faculty members based on their areas of expertise. Students must pass each section of their exam, and the pass/fail decision is based on the following rubric:
Pass: (1) Relevant concepts and considerations identified, (2) appropriate application of concepts, and (3) no or few minor inaccuracies.
Fail: (1) Relevant concepts and considerations not identified, (2) inappropriate application of concepts, and/or (3) major or multiple minor inaccuracies.

Students who do not pass one or more sections of the comprehensive exam will be given remediation assignments ranging from follow-up essays to oral examinations to additional written tests. The purpose of the remediation assignments is to provide students with additional opportunities to demonstrate their abilities to identify relevant sport management concepts and apply them appropriately. All remediation assignments must be completed at least one week in advance of the certification deadlines defined by the Graduate School.

Students who do not pass one or more sections of the comprehensive exam and do not complete and pass remediation assignments during the semester in which they have applied for graduation may continue their work during the next semester. However, they will be required to re-apply for graduation in the next semester and enroll in at least one credit hour of coursework, per Graduate School policy.
Graduate Student Exit Survey

Please evaluate your graduate education by taking a few minutes to complete this questionnaire. Be assured that the information you provide will remain confidential and your answers to the questions will in no way affect your relations with the faculty, staff, or the Graduate School of Wichita State University. The feedback you provide is important and will provide information that will enable WSU to improve the quality of its graduate education. Thank you for your cooperation. (v7.4)

SECTION I: DEPARTMENT/PROGRAM (Questions about your program of study)

A. PROGRAM LEVEL

Please indicate whether you agree or disagree with the following statements. Agree (1) Disagree (2)

1. My program provided a graduate student handbook. ......................................................... O  O
2. Faculty/staff were well-informed about program degree requirements.................................. O  O
3. Faculty/staff were accessible. ................................................................................................ O  O
4. On a scale of one (very dissatisfied) to five (very satisfied), rate your overall satisfaction with your program of graduate studies at WSU.
   Very Dissatisfied O (1) O (2) O (3) O (4) O (5) Very Satisfied

B. COURSE/INSTRUCTION

Please answer the following questions below about the courses you took during your graduate studies.

5. What TIME of day do you most PREFER to attend courses (check only one)?
   O Morning (1) O Afternoon (2) O Evening (3) O No preference (4)

6. What DAY(S) do you most PREFER to attend courses (check only one)?
   O Monday (1) O Monday B Wednesday B Friday (6)
   O Tuesday (2) O Monday B Wednesday (7)
   O Wednesday (3) O Tuesday B Thursday (8)
   O Thursday (4) O Other (9)
   O Weekend (5) O No preference (0)

Please indicate whether you agree or disagree with the following statements. Agree (1) Disagree (2)

7. My classes were offered at times convenient to my schedule. .............................................. O  O
8. Course offerings enabled me to complete my degree in a timely manner. .......................... O  O

Please rate the following aspects of your overall graduate education at WSU.

9. Your satisfaction with the feedback provided by faculty about your course work?
   Very Dissatisfied O (1) O (2) O (3) O (4) O (5) Very Satisfied

10. Your satisfaction with the quality of instruction in courses required by your program?
    Very Dissatisfied O (1) O (2) O (3) O (4) O (5) Very Satisfied

11. Your satisfaction with the overall course instruction you received in your graduate studies at WSU?
    Very Dissatisfied O (1) O (2) O (3) O (4) O (5) Very Satisfied

C.1. ACADEMIC ADVISING (for enrollment and degree requirement related activities, not research advising)
(if you did not receive academic advising, skip to Question 21).

12. Did you generally receive academic advising BEFORE registering for classes?........ O Yes (1) O No (2)

13. Approximately how many times per semester did you meet or communicate with an advisor for academic advising?
    O 0    O 1    O 2    O 3 or more

Please indicate whether you agree or disagree with the following statements. Agree (1) Disagree (2)

14. My academic advisor was usually accessible for advising.................................................... O  O
15. My academic advisor was knowledgeable about requirements in my major....................... O  O
16. My academic advisor made clear the requirements I needed to complete my degree............ O  O
17. My academic advisor provided information to help me select courses............................... O  O
18. My academic advisor notified me of graduate school deadlines......................................... O  O
19. My academic advisor assisted me in preparing graduate school and department forms........ O  O

(Continued on next page)
20. On a scale of one (very dissatisfied) to five (very satisfied), rate your overall level of satisfaction with the academic advising you have received.

Very Dissatisfied O (1) O (2) O (3) O (4) O (5) Very Satisfied

C.2. RESEARCH ADVISING (Dissertation, Thesis, or Master’s Project advising)

(if your program only involves course work with no final project, skip to Question 26).

21. During a typical semester, about how often did you meet or communicate with an advisor about your dissertation, thesis, or master’s project? O 0 O 1 O 2 O 3 or more

Please indicate whether you agree or disagree with the following statements.

Agree (1) Disagree (2)

22. My advisor was accessible when I wanted to talk about my research............................ O O

23. My advisor provided feedback about rough drafts of my research............................. O O

24. My advisor provided useful advice about preparing for my research defense................ O O

25. On a scale of one (very dissatisfied) to five (very satisfied), rate your overall level of satisfaction with the advising you received about your dissertation, thesis, or masters project.

Very Dissatisfied O (1) O (2) O (3) O (4) O (5) Very Satisfied

D. TECHNOLOGY

26. Was it necessary to have access to WSU technology in order to complete your graduate course work?

O Yes (1) O No (2)

On a scale of one (not at all accessible) to five (very accessible), rate the level of accessibility to each of the following:

Not at all Accessible Very Accessible N/A

(WSU technology)

27. Computers (wordprocessing, spreadsheets, etc.)............................... O O O O O O

28. Internet access................................................................................... O O O O O O

29. Laboratory or field equipment........................................................... O O O O O O

30. Specialized software (statistical, programming, CAD, etc.)................. O O O O O O

31. On a scale of one (very dissatisfied) to five (very satisfied), rate your overall satisfaction with the WSU technology?

Very Dissatisfied O (1) O (2) O (3) O (4) O (5) Very Satisfied

SECTION II. GRADUATE SCHOOL (Questions about your contact with the Graduate School)

32. Which of the following did you use most frequently to contact the Graduate School Office (check only one)?

O In-person (1) O Mail (2) O Phone (3) O Email (4) O Webpage (5) O n/a (6)

33. For what reasons did you contact the Graduate School office in person, mail, phone or email (check all that apply)?

O Did not contact Graduate School (331) O Enrollment (336)

O Admission (332) O Obtain/submit forms (337)

O Exceptions (333) O Assistanships, awards, grants (338)

O Plan of Study (334) O Financial aid eligibility (339)

O Degree completion (335) O Other/please specify (330) _________________

34. If you accessed the Graduate School webpage, for what reasons did you access the webpage (check all that apply)?

O On-line application (341) O Program information (346)

O Downloadable forms (342) O Health insurance links (347)

O Who to contact (343) O Financial aid opportunities (348)

O Regulations (344) O Graduate School Bulletin (349)

O Deadlines (345) O Other/please specify (340) ________________

35. Did you consult/use the Graduate School Bulletin (hardcopy)

O Yes (1) O No (0)

Please indicate whether you agree or disagree with the following statements.

Agree (1) Disagree (2) N/A(3)

36. The staff in the Graduate School were courteous................................................. O O O

37. The staff in the Graduate School appeared knowledgeable.................................. O O O

38. The staff in the Graduate School processed my request in a timely manner............. O O O

(Continued on next page)
39. On a scale of one (least amount of expertise) to five (most amount of expertise), rate the level of expertise, at which you found the Graduate school staff to possess, when helping you through your graduate school career.

- Least Expertise O 1
- O 2
- O 3
- O 4
- O 5
- Most Expertise O 6
- N/A

Please indicate whether you agree or disagree with the following statements. 

Agree(1) Disagree (2)

40. I knew the purpose of my plan of study ................................................................. O O
41. I knew the purpose of the application for degree card .............................................. O O
42. Graduate School forms for my degree completion were easily accessible ................. O O
43. I knew the deadlines for degree completion requirements ....................................... O O

Recall when you first made the decision to pursue graduate studies. How important was each of the following reasons in making this decision?

Important (1) Not Important (2)

44. A higher degree will open up job opportunities ......................................................... O O
45. I wanted to pursue a position in my current job that requires a higher degree .......... O O
46. My employer provided a tuition waiver ................................................................. O O
47. Scholarships/fellowships/assistanships .................................................................. O O
48. Location of WSU ..................................................................................................... O O
49. Reputation of WSU or your department and/or faculty ........................................... O O
50. An undergraduate advisor .................................................................................... O O
51. Recommendations from family or friends ............................................................. O O
52. Advertisements from WSU .................................................................................... O O

SECTION III. WSU LIBRARIES

On a scale of one (very dissatisfied) to five (very satisfied), rate your overall satisfaction with the main WSU Library:

<table>
<thead>
<tr>
<th></th>
<th>Very Dissatisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>53. Convenient times for access</td>
<td>O(1) O(2) O(3) O(4) O(5)</td>
<td>O(1) O(2) O(3) O(4) O(5)</td>
</tr>
<tr>
<td>54. Access to the library via the internet</td>
<td>O(1) O(2) O(3) O(4) O(5)</td>
<td>O(1) O(2) O(3) O(4) O(5)</td>
</tr>
<tr>
<td>55. Resources for research</td>
<td>O(1) O(2) O(3) O(4) O(5)</td>
<td>O(1) O(2) O(3) O(4) O(5)</td>
</tr>
<tr>
<td>56. Helpfulness of Library faculty/staff</td>
<td>O(1) O(2) O(3) O(4) O(5)</td>
<td>O(1) O(2) O(3) O(4) O(5)</td>
</tr>
<tr>
<td>57. Overall satisfaction</td>
<td>O(1) O(2) O(3) O(4) O(5)</td>
<td>O(1) O(2) O(3) O(4) O(5)</td>
</tr>
</tbody>
</table>

SECTION IV. FINANCIAL SUPPORT

Please indicate the approximate number of SEMESTERS you have received each type of financial support.

<table>
<thead>
<tr>
<th></th>
<th>None (0)</th>
<th>1-2 (1)</th>
<th>3-4 (3)</th>
<th>5-6 (5)</th>
<th>7 or more</th>
</tr>
</thead>
<tbody>
<tr>
<td>58. Teaching assistantship</td>
<td>O O O O O</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>59. Research assistantship</td>
<td>O O O O O</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>60. Staff office assistantship</td>
<td>O O O O O</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>61. Fellowship/Scholarship</td>
<td>O O O O O</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>62. Research Grant</td>
<td>O O O O O</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>63. Financial aid.(need-based)</td>
<td>O O O O O</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>64. Personal/family funding</td>
<td>O O O O O</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>65. Off campus employment</td>
<td>O O O O O</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>66. Bank Loans</td>
<td>O O O O O</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
67. Employer tuition waiver.......................... O O O O O O
68. Other funding...................................... O O O O O O

69. Of the funding sources listed above in questions 58-68, which were your most important sources of support during your graduate studies?
   Most important __________________________ Second most important ______________________

70. Throughout your graduate education, about how much money did you borrow for education purposes?
   O(0) Did not obtain loans  O(5) $15,000 - $19,999  O(10) $40,000 - $44,999
   O(1) below $1,000  O(6) $20,000 - $24,999  O(11) $45,000 - $49,999
   O(2) $1,000 - $4,999  O(7) $25,000 - $29,999  O(12) $50,000 or more
   O(3) $5,000 - $9,999  O(8) $30,000 - $34,999
   O(4) $10,000 - $14,999  O(9) $35,000 - $39,999

71. During your graduate education at WSU, did you work for an employer off-campus?  O Yes (1)  O No (2)

If you would like to make additional comments please place them on the back of this page.
Survey of WSU Sport Management Employers

The following survey concerns the WSU sport management graduate you now supervise and can be completed in approximately 15 minutes. Please rate the graduate on the items below. Your responses are anonymous and confidential. In no instances will the responses of an individual respondent to this survey be reported. Only data for groups of respondents will be reported.

1. What is the graduate’s current position?

Please read each statement below and rate your employee (i.e., the WSU sport management program graduate) on whether upon hiring, he/she possessed the professional knowledge, skills, dispositions, and/or proficiencies expected of an entry-level sport management professional. [Options: 1=not prepared; 2=slightly prepared; 3=moderately well prepared; 4=well prepared; DK=don’t know or unable to rate]

<table>
<thead>
<tr>
<th>Item</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Be a reflective practitioner.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>3. Abide by the legal practices of their profession.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>4. Demonstrate ethical practices, ethical problem solving abilities, and make ethical decisions</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>5. Interact effectively with clients of diverse backgrounds (e.g., socio-economic status, language).</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>6. Demonstrate adequate written communication skills.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>7. Demonstrate adequate oral communication skills.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>8. Respect all customers/clients.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>9. Respect all co-workers.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>10. Listen effectively.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>11. Work effectively in a group environment</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>12. Work effectively independently</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>13. Follow instructions</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>14. Knowledgeable about risk management or crisis management practices</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>15. Knowledgeable about marketing strategies and tactics</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>16. Knowledgeable about sponsorships/partnerships</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>17. Able to negotiate effectively with clients.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>18. Knowledgeable about public relations</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>19. Work effectively with community partners and other constituents</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>20. Able to make sound decisions based on appropriate information</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>21. Use technology appropriately to enhance professional productivity.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
22. Create, modify and/or operate within a budget(s)  
23. Conduct effective income statement analyses  
24. Identify new sources of income  
25. Identify ways to mitigate expense items  
26. Knowledgeable about issues and trends in the profession  
27. Use methods consistent with current theory, research, and practice in the profession  
28. Able to locate needed or desired resources relevant to his/her professional practice.  
29. Is enthusiastic about participating in professional development opportunities, e.g., professional conferences, in-service trainings, etc.  
30. In generally, when compared with graduates from other colleges and universities, I would say that graduates of Wichita State University are [Options: 1=less well prepared; 2=prepared at the same level; 3=better prepared; DK=don’t know or unable to rate]  
31. What is your current position?  
32. How many years have you served in a supervisory role?  
33. If you knew what you know now, would you hire (or recommend for hire) this individual if you had it to do all over?  
34. Given your experiences with sport management graduates, what are a few of the major strengths that are possessed by the majority of WSU’s sport management graduates?  
35. Given your experiences with its graduates, what would strengthen the preparation of
Wichita State University's sport management graduates?