



May 3, 2022

Mr. Steven Balke
Dean, College of Business, Technology and Health Management
College of Business, Technology and Health Management
National American University
5301 Mount Rushmore Road
Rapid City, SD 57701

Dear Mr. Balke:

At its April 2022 meeting, the IACBE Board of Commissioners considered your request for the accreditation of the business programs offered by the College of Business, Technology and Health Management at the National American University. I am pleased to report that the Board of Commissioners approved your request and granted specialized accreditation to the business program(s) as identified in the “Business Programs” table below, accompanied by the following note(s) and observation(s).

Notes

Notes are an indicator that while the program is in compliance with the Principles, additional monitoring is warranted. The College of Business, Technology and Health Management is required to take action as specified below and respond to the IACBE by July 5, 2022 (unless another due date is indicated within the Note) using the IACBE Notes Report. Responses must be submitted via the online platform available on our website: www.iacbe.org/reports-note-compliance.asp.

Principle 2.1: Outcomes Assessment

1. At the bachelor’s level, the ISLO 5 and ISLO 6 statements reference “multiple stakeholder groups” but each assessment appears to focus on the student’s ability to perform with a single set of stakeholders (their classmates). Ensure that rubric evaluating ISLO 5 and ISLO 6 at the bachelor’s level has elements that reference the students’ ability to communicate/collaborate with multiple stakeholder groups or revise the ISLOs to remove references to multiple stakeholder groups.
2. There is still a mismatch between the operational assessment measure and the intended operational outcome as written. The IOO states that the academic business unit will “successfully meet the learning needs of its students”. The assessment measure being used is a Net Promoter Survey, which asks students to indicate whether or not they would recommend their program of study to others. It is a satisfaction measure, not a measure of student learning, and so the broad-based goal either needs to be revised to indicate that students will be satisfied with their learning experience, or the operational assessment measure being used needs to assess the extent to which students feel their learning needs have been met.

Observations

Observations are suggestions for further quality enhancements that the Board of Commissioners believes would be helpful for you in achieving excellence in business education but are not required for compliance with the IACBE's Accreditation Principles. Action on observations is optional, and reporting is not required.

1. Revise ISLOs for clarity, as many are written in a way that makes it very difficult to understand what the intended outcome actually is. Ideally, they should be written in a way that allows the average student to understand precisely what they'll be learning.
2. Consider reviewing the ISLOs in order to use action verbs that are appropriate for the grade level and demonstrate progressive rigor from the Associate's through Master's levels.

Additionally, upon completion of the review the Board of Commissioners voted to not require an on-site follow-up visit.

Accreditation represents a continuing relationship between an institution and its accrediting organization. Specialized program accreditation by the IACBE is dependent upon your institution remaining (i) in good standing with your institutional accrediting body and (ii) in compliance with the IACBE's Accreditation Principles and Policies.

Your Approved Period of Accreditation is: May 1, 2022, to April 30, 2029

In addition to the annual compliance reports, all accredited members of the IACBE are required to submit an Interim Quality Assurance Report (IQAR) during their period of accreditation. The IQAR for the College of Business, Technology and Health Management will be due by November 1, 2025. For more information on these reports, please refer to the IACBE website under Accreditation > Compliance.

The following language must be used on the College of Business, Technology and Health Management homepage, where "[status page](#)" is a hyperlink to your IACBE status page at <https://iacbe.org/memberpdf/NationalAmericanUniveristy.pdf>

The College of Business, Technology and Health Management at the National American University has received specialized accreditation for its business programs through the International Accreditation Council for Business Education (IACBE) located at 11960 Quivira Road in Overland Park, Kansas, USA. For a list of accredited programs please view our IACBE member [status page](#).

If the list of accredited programs is provided in other official print publications, the following notice pertaining to your accreditation status with the IACBE must be used.

The College of Business, Technology and Health Management at National American University has received specialized accreditation for the following business programs through the International Accreditation Council for Business Education (IACBE) located at 11960 Quivira Road in Overland Park, Kansas, USA. The IACBE grants accreditation for business and accounting programs only. Locations and delivery modes for program offerings are at the sole discretion of the Member.

Business Programs
Master of Business Administration (MBA)
Master of Business Administration (MBA) with emphasis in Accounting (teach-out expected to complete by end of March, 2022)
Master of Management (MM)
Bachelor of Science (BS) in Accounting
BS in Business Administration
BS in Business Administration with emphasis in Accounting (teach-out expected to complete by end of May, 2022)
BS in Business Administration with emphasis in Management (teach-out expected to complete by end of November 2022)
BS in Business Administration with emphasis in Retail Management (teach-out expected to complete by end of August 2022)
BS in Energy Management
BS in Human Resource Management (formerly BS in Business Administration with emphasis in Human Resource Management)
BS in Management
Associate of Applied Science (AAS) in Accounting
AAS in Business Administration
AAS in Business Logistics
AAS in Management
AAS in Small Business Management
BS in Management
Master of Business Administration (MBA)
Master of Business Administration (MBA) with emphasis in Accounting (teach-out expected to complete by end of March, 2022)
Master of Management (MM)

The College of Business, Technology and Health Management will be publicly recognized for achieving accreditation at the 2023 IACBE Annual Conference and Assembly Meeting to be held April 10-14, 2023, in Orlando, Florida. We very much look forward to seeing you there.

We encourage the business faculty in the College of Business, Technology and Health Management to be actively involved in the IACBE's professional development programs and activities, including

participation in the IACBE's Annual Conference and Assembly Meetings, regional conferences, and workshops, and serving as site-visit team peer reviewers.

If you have any questions or if we can be of assistance, please feel free to contact your liaison Patrick Hafford at phafford@iacbe.org or 913-631-3009.

Sincerely,

A handwritten signature in blue ink, appearing to read "Scott Schroeder", with a long horizontal flourish extending to the right.

Scott Schroeder, Chair
Board of Commissioners

cc: Dr. Cindy Mathena, Provost
Dr. Ronald Shape, President
Ms. Toni Brumbaugh, Director of Accreditation Services