

Report of Student Learning and Achievement
Concordia University Irvine
Townsend Institute – Executive Coaching and Consulting Program

For Academic Year:	2025-2026
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Townsend Institute Mission

Executive Coaching and Consulting Program Purpose
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Committed to the transformational power of competency, character, and connection, **the Townsend Institute** provides counselors, executive coaches, and organizational leaders with world-class, life-changing educational experiences that are biblically-informed, research-supported, and rooted in the Townsend growth model.

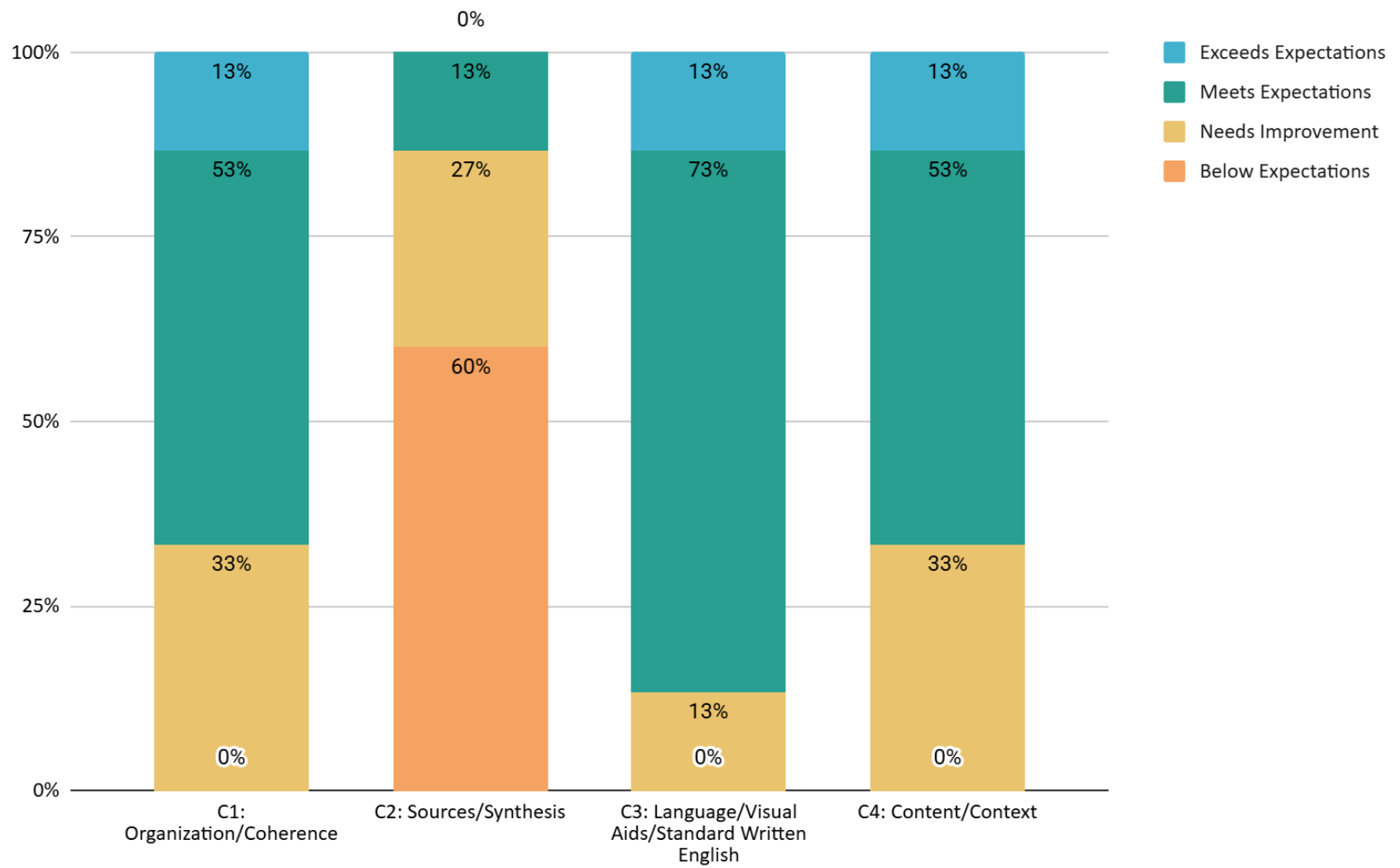
The Master of Arts in Executive Coaching and Consulting within the Townsend Institute at Concordia University Irvine takes a multidisciplinary approach: scriptural teachings, performance and business research, neuroscience and psychology. Graduates will develop skills and the personal character to effectively coach executives or consult with organizations. Students will have a deep understanding of human motivation and the dynamics of high performing teams and organizations. They will learn a unique and powerful coaching and consultative process leading to substantive and enduring change. Graduates will be prepared for the Professional Certified Coach level of proficiency as established by the International Coach Federation.

Program Learning Outcomes (PLOs)

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| 1. Ethical Leadership (ECL) - Students will assess and apply standards of ethical coaching and consulting, informed by Christian principles and values. |
| 2. Scholarly Research (SR) - Students will utilize a systematic approach to carry out a scholarly research project and portfolio directed at a topic in the field of executive coaching and consulting. |
| 3. Systems Thinking (ST) - Students will analyze and apply concepts and skills necessary to understand individuals and organizations as systems. |
| 4. Effective Communication (EC) - Students will collaborate and communicate clearly through applicable and innovative methods, adjusting for diverse settings and audiences. |
| 5. Reflective Practice (RP) - Students will engage in reflective practice through the balancing of core competencies, appropriate assessment, informed research-based best practices, and theoretical frameworks of coaching and consulting. |
| 6. Global and Community Commitment (GC) - Students will serve their local and global communities in a culturally responsive way. |

Program Assessment Overview Aligns with GLO: Effective Communication			
PLOs Assessed	Evidence and Assessment Instrument	Performance Objectives (Targets/Criteria) Measures:	Results for Measures of Student Learning:
Effective Communication: Elucidate disciplinary knowledge and findings in professional and academic contexts through written, oral, and digital media	EXCC 603: Mindful Leadership: Neuroscience & Emotional Intelligence This is an assignment cluster that connects into one large practice/demonstration. W3A3-Integrating 360 Evaluations W4A1-Coaching Call-Stop, Start, Continue W6A2-Coaching Call-Stop, Start, Continue	85% of the students will meet or exceed the expectations	Percentage of students who met or exceed expectations: Organization / Coherence - 67% Sources / Synthesis - 13% Language / Visual Aids/ Standard Written English - 87% Content / Context - 67%

Program Assessment Results



Summary of Program Assessment Findings

As seen in the results, only criterion C3 met the stated expectations. As the reviewers and I recognized, the assignment selection did not align well with the PLO. The first observation is to ensure that assignments remain aligned with the PLO before acknowledging them as upcoming assignments. Previously, this assignment had a delivery method, yet that was removed over the year.

In general, this result aligns with our summer 2026 plan and reinforces the need, as we review all EXCC courses, to assess our PLOS, CLOS, and mapping alignment.

Summary of Achievement of Program Learning Outcomes

Aligns with GLO: Effective Communication

2025-2026 PLO Assessed	Student Evidence: EXCC 603: Mindful Leadership: Neuroscience & Emotional Intelligence	Student Evidence: N/A
Criterion Measured	Performance Target Was...	Performance Target Was...
Organization / Coherence	Not Met	
Sources / Synthesis	Not Met	
Language / Visual Aids/ Standard Written English	Met	
Content / Context	Not Met	

Program Proposed Course of Action for Improvement in Learning Outcomes

Results of the assessment will be disseminated to program faculty (via email), to the Assistant Dean of Curriculum and Assessment, and the Dean of the Townsend Institute.

As the director of the EXCC program, Michelle Thompson will be responsible for reviewing not only this actual assignment to ensure it serves the learning needs of students, but will also review the overall curriculum for an assignment for better alignment with future assessments.