Expected Outcomes: Specific and Concise Communication

Management students are relied upon to transmit information between all members of production teams during departmental production periods (beginning with auditions and ending with strike). As a result, their ability to communicate specific needs and challenges amongst departments in a collegial and concise manner is essential. Without strong communication from a stage manager, productions break down because all departments are at odds with each other.

Related typical general education outcomes:

7 Written Communication

Assessment methods

Method: End of Production Post-Mortem

At the end of each production period, Management students will meet with the director of the production and the head of the BFA Management program (who will have consulted with members of the design team) to discuss their performance on the production. One of the elements of the student’s work that will be assessed will be their paperwork, including rehearsal and performance reports. This conversation will be written up by the head of the Management program, who will retain these notes as well as share a copy with the student.

Findings:

Last year we planned to assess the communication skills of management students by distributing a random sample of 10 rehearsal reports to members of the production team. This process was unsuccessful due to the fact that there is only one member of faculty directly associated with the Management program and because production members quickly moved on to the next production. Although we had every intention of distributing random rehearsal reports to members of the production team, we found that this exercise was useless at the end of the process. It was impossible for the members to recall whether or not the information they received on a specific report was comprehensive.

How did you use findings for improvement?

We decided to engage members of the production team in assessment throughout the process, recording information as it arose and then communicating it to the student in a post-mortem, both orally and later in written form.

Additional comments:

None