



This course is the culminating assessment of your MBA curriculum and covers all previous assessment topics. Your competence will be assessed as you complete the MBA Healthcare Management Capstone performance assessment.

Introduction

Overview

Welcome to the MBA Healthcare Management Capstone. This is your final assessment. ! You will be given the opportunity to work on a team of three or four students to review and synthesize the topics you have been working on throughout this program, including leadership, marketing, e-business, operations management, human resources (HR), finance analysis, strategy, risk management, and social responsibility.

Your team will simulate running a business. You will also be asked to work with a real-world organization to develop a solution to a business problem that it has.

Being an MBA graduate means that you are able to contribute your business knowledge to a variety of subjects in your profession. This course will give you the opportunity to review and synthesize the topics you have been working on throughout this program, including leadership, marketing, e-business, operations, human resources (HR), accounting, finance, strategy, risk management, and ethics.

Outcomes and Evaluation

At the end of this course, you should be able to:

- integrate and synthesize competencies from across the degree program and thereby demonstrate the ability to participate in and contribute value to your chosen professional field.

Performance Assessment

You will complete the following performance assessment in Taskstream:

- ART2

For details about this performance assessment, see the "Assessment" tab in this course.

Getting Started

You are required to complete three tasks. This course is challenging, so take some time to fully understand the course expectations. One of your first tasks is to enroll in the Capsim simulation. Contact your program mentor to approve the enrollment and to assist you through the process. This will generate an email that will contain instructions for your required Capsim pre-work.

About a week before your start date you will receive a Finish Strong email. Use this email to reach out to your team members to organize your first meeting, to attend the recorded webinars and to understand your first assignments due during your first week. This course requires you to



complete four rounds of practice and four rounds of competition simulations with your team within the Capsim Simulation. Successful completion requires your team to score in the 50th percentile or higher overall on the balanced score card and to work individually with a business to help them solve a real-world business problem. Use the Finish Strong video, Knowledge Base Index (located in the Course Search) Task Instructions, Rubric guidelines and other course instructor provided resources to guide you through the required expectations to in this course.

Course Instructor Assistance

As is customary with all WGU courses, course instructors are ready to assist with content related questions, Capsim questions, and any submission concerns. We have developed a variety of resources that will answer many of your questions as you work through this material. You can access course resources by using the “Course Search” feature located on the right side of this course of study. As course instructors, we are here to support you through the entire capstone process and ensure that you reach your goal of graduation. You may contact us at our shared inbox: MBACapstone@wgu.edu.

Successful students report that working with a course instructor is the key to their success. Course instructors are able to share tips on approaches, tools, and skills that can help you apply the content you’re studying. They also provide guidance in assessment preparation strategies and troubleshoot areas of deficiency. Even if things don’t work out on your first try, course instructors act as a support system to guide you through the revision process. You should expect to work with course instructors for the duration of your coursework, and you are encouraged to contact them as soon as you read through this course of study. Course instructors are fully committed to your success!

Preparing for Success

The information in this section is provided to detail the resources available for you to use as you complete this course.

Learning Resources

The learning resources listed in this section are required to complete the activities in this course. For many resources, WGU has provided automatic access through the course. However, you may need to enroll in or independently acquire other resources. Read the full instructions provided to ensure that you have access to all of your resources in a timely manner.

Enroll in Learning Resources

You will need to enroll in the learning resources listed in this section.

Capsim Management Simulations

Registration instructions are found in the Cohort Enrollment Confirmation email. To request enrollment in a cohort, go to the Explore Cohort Offerings section, click on View Details & Enroll, and select the start date that works best for your schedule. The Capsim team cohort begins twice a month. Please plan your enrollment to allow at least eight weeks prior to the end of your term to complete the simulation and the associated tasks in Taskstream. Team assignments will be distributed one week prior to the start date. Contact your program mentor or Learning



Resources (learningresourcestier2@wgu.edu) for assistance with requesting enrollment in the capstone cohort and ensure that you receive a team assignment.

Note: For instructions on how to enroll in or subscribe to learning resources through the “Learning Resources” tab, please see the [“Acquiring Your Learning Resources”](#) page.

Capsim Business Simulation

For technical help with the simulation software, contact support@capsim.com or call 877-477-8787. Please allow a 12-hour response time. You can also speak to a live person during office hours, Capsim technical support is open for telephone requests Monday through Friday from 9 a.m. to 9 p.m. ET. Please call toll-free at 1-877-477-8787 or if you are outside of the US, 1-312-477-7200.

Automatically Enrolled Learning Resources

You can access the learning resources listed in this section by clicking on the links provided throughout the course. You may be prompted to log in to the WGU student portal to access the resources.

Supplemental VitalSource E-Texts

The following textbooks are recommended but are not required reading. These texts are supplemental and will not be linked specifically in any of the activities, but you have access to this resource in e-text form by clicking the linked title provided below.

- [DuBrin, A. \(2010\). *Leadership: Research findings, practice, and skills* \(6th ed.\). Mason, OH: South-Western. ISBN-13: 9780547143965.](#)
- [Gomez-Mejia, L., Balkin, D., & Cardy, R. \(2010\). *Managing human resources* \(6th ed.\). New Jersey: Pearson Prentice Hall. ISBN-13: 9780136093527.](#)
- [Heizer, J., & Render, B. \(2011\). *Operations management* \(10th Ed.\). New Jersey: Prentice Hall. ISBN-13: 9780136119418.](#)
- [Hilton, R. \(2008\). *Managerial Accounting* \(8th ed.\). McGraw Hill. ISBN-13: 9780073526928.](#)
- [Kotler, P., & Keller, K. L. \(2008\). *Marketing management* \(13th Ed.\). Pearson Prentice Hall. ISBN-13: 9780136009986.](#)
- [Kreitner, R., & Kinicki, A. \(2013\). *Organizational behavior* \(10th Ed.\). New York: McGraw-Hill. ISBN-13: 978-0-07-802936-3.](#)
- [Thompson, A., Peteraf, M., Gamble, J., & Strickland III, A. J. \(2018\). *Crafting and executing strategy* \(21st ed.\). McGraw-Hill Education. ISBN: 978-1-259-73278-2](#)

Note: These e-texts are available to you as part of your program tuition and fees, but you may purchase a hard copy at your own expense through VitalSource or a retailer of your choice. If you choose to do so, please use the ISBN listed to ensure that you receive the correct edition. The following sites provide instruction on how to use features such as downloading your e-texts for offline use and purchasing a print-on-demand option, if available.

- [VitalSource Navigational Video](#)
- [Print-On-Demand Option](#)



Introduction to Accounting: The Language of Business

The Introduction to Accounting: The Language of Business courseware contains modules with lessons that are instructor-led with on-screen presentation of material. There are numerous helps built into each lesson. You will be directed to specific links to this resource in the activities that follow.

The Capstone Archive

Western Governors University has established the Capstone Archive for students to examine capstone projects to aid them in preparation for this culminating degree task. WGU has taken great care to ensure that safeguards are in place to secure the academic authenticity and prohibit the exposure of sensitive information within these examples, and you must adhere to WGU's code of conduct to not copy others' work. These two Archives will be of most value to you in developing your capstone: the Model Capstone Archive and the Capstone Excellence Archive.

The [Model Capstone Archive](#) contains a few solid examples of student work in each of the current capstone models upon which students can pattern their work. Besides final documents, it often contains preliminary exhibits such as project plans, proposals, permission forms, contextual material, and so forth.

The [Capstone Excellence Archive](#) contains a growing number of capstones from each College that were selected as exemplars of excellence in various degree areas because they represent top work in their expression of ingenuity, exhibition of mastery, or creation of exceptional value to others. These exemplars only contain final documents, mainly of current capstone models. If you would like to have your capstone selected for this award, please speak with your course instructor.

Course Pacing

This course includes a pacing outline to help you briefly visualize the elements of this course. This will also provide general pacing guidelines for your work through the course and can be printed and used as a quick checklist for your progress.

Week 1

- Capsim simulation registration
- Open confirmation email and complete pre-work

Week 2

- Live cohort event
- Team strategies and team roles review
- Create team contract
- Update roles and complete practice rounds

Week 3 & 4



- Practice rounds and debrief
- Team contract
- Team debrief
- Use new course code (received during formal debrief)
 - Reregister
 - Reform and join team

Week 5 & 6

- Review Task 3
- Team Collaboration
- Competition rounds
 - Balanced scorecard

Week 7 & 8

- Capsim Simulation
- Peer evaluation
- Task 1
- Task 2

Week 9 – 11

- Review and Complete Task 3
 - Problem Statement
 - Client Verification Form
 - Written Proposal
 - Timeline
 - Forecast for Cost Savings
 - Present Recommendations

Week 12

- Finalize Task 3
 - Reflection
 - SMART GOALS
 - Capstone waiver and client verification form

Accounting Review

During your MBA courses you will have multiple opportunities to use accounting skills. If you are not completely confident in your skills you might want to complete the following steps.

Access the following resource:

- [Introduction to Accounting: The Language of Business](#)



- Take the first Sample Test by clicking on Resources> Sample Exams> Sample Exam
- Sample Exam 1 covers the majority of the accounting cycle concepts. Answer the questions and THEN review the solutions to the questions which are provided at the end of the sample test for immediate feedback.
- After your review, use the suggested preparatory lessons (Basic Lessons 1-4) for the areas that you need to review.

Introduction to Accounting: The Language of Business has a full complement of lessons for the MBA courses that lead to your degree.

Capsim Business Simulation Overview

The Capsim simulation will give you the opportunity to play one or more roles in an organization by making strategic management-level decisions in one or two functional business positions. You will join your colleagues in a leadership team and simulate running a business for eight years.

A simulation allows you to test your business acumen in a risk-free environment, to compress the time it would normally take to learn from mistakes, to see how the major parts of a business can strategically work together. MBA students demonstrate application of competencies by achieving overall results in the top 50th percentile.

Simulation Schedule

There are three different parts to this simulation: the learning phase, the practice phase, and the competition phase. You will complete some activities to get you going in the learning phase. As a team, you will complete four practice rounds as a team in the practice phase and eight rounds in the competition phase.

Because this task requires that you work with other students as a team, there are certain deadlines that must be met. Each team establishes its own schedule. The following suggested schedule will help give you an idea of what to expect. Each part is explained in more detail below.

At the end of this section, you should have:

- Completed pre-work
- Completed orientation call

Team Schedule

Team Assignments: All efforts will be made to group students based on time zones and desired simulation pace (4, 6, or 8 weeks). This is not always possible. You will receive an e-mail one week prior to the actual start date with the names of your teammates.



Schedule:

Week Prior to Start Date - Team assignments distributed by course instructors and teams are encouraged to conduct an introduction call.

Phase 1 - Attend Finishing Strong cohort call and conduct first official team meeting (contract, roles, schedule, strategy selection, and situation analysis).

Phase 2 - Complete four practice rounds with team, conduct team debriefs, schedule and conduct Capsim debrief. Submit team contract to course instructor for approval via email: MBACapstone@wgu.edu.

Phase 3 - Reregister in Capsim using the code provided during the Capsim debrief and begin competition rounds.

Phase 4 - Complete four competition rounds; submit round four balanced scorecard to competitions rounds, and complete/retrieve peer evaluations.

Phase 5 - Achieve overall results in the top 50th percentile and begin work on tasks one and two in Taskstream.

Required Prework

After logging in to [Capsim](#), navigate to the "Getting Started" section and click the "Introductory Lesson" tab. Review the lesson and complete the quiz. In the Getting Started section click the "Complete the Rehearsal Simulation" tab. Complete the rehearsal tutorial and quiz. In the Getting Started section, click "Guide" tab. Read pages 1 through 20 and complete this quiz:

- [Capsim Team Member Guide Quiz](#)

You will receive an email with complete pre-work instructions once you are enrolled in the Capsim learning resource.

Orientation Call

You are required to attend the initial Capsim simulation cohort orientation call. This live event is offered at least twice and is scheduled during the week that the exercise begins. Please check your team assignment email for the live event information. The purpose of the orientation call is to give you an overview of the simulation, introduce team roles, review the schedule, address your questions, show you how and where you can find help for the simulation, and provide an overview of the tasks that will be required of you for this assessment.

It is highly recommended that you attend an orientation session. The welcome e-mail you received when you were enrolled in the simulation will have information about the pre-work and steps required to attend an orientation call. Check the live events calendar for upcoming calls.

Simulation Roles and Strategy

This section is where your team will select their roles and strategy for the simulation.



At the end of this section, you should have:

- Completed the selection of roles to be played
- Completed the selection of the team CEO
- Completed team decisions

Business Roles

There are six different major roles in this simulation. Each role plays a functional part in the simulation and will be responsible for making decisions for that area of the simulation. In terms of team administration, one student will assume the role of CEO. The CEO is responsible for organizing team meetings, making sure deadlines are met, and serving as the team's liaison to Capsim and course instructors.

The following schedule lists what roles will be played in each round:

Major and Minor Roles -

- Product Research and Development (R&D) Manager
- Marketing Manager
- Production Manager
 - Minor Role is Total Quality Management in rounds 4-8
- Finance Manager
 - Minor Role is Human Resources Manager in rounds 2-8

Note: The R&D Manager and Marketing Manager do not require minor roles

Other Roles -

- CEO provides an administrative role
- Ethics are provided by team decision

Team Strategy

Your company decisions will reflect your strategy and tactics. Log in to [Capsim](#), click "Getting Started," and click "Pick a Strategy." Review the six strategies, which can be a starting point for your own team.

This is where your team will make decisions for the company based on the roles and strategies you set up.

Simulation Team Decisions

This is where your team will make decisions for the company based on the roles and strategies you set up.



At the end of this section, you should have:

- completed the practice and competition rounds of the simulation,
- completed a team evaluation on each of your teammates, and
- achieved 50 percentile or higher on your round 8 balanced scorecard.

Making Decisions

Based on the schedule developed by your team, you will be asked to begin making decisions for the company. You will first make decisions as a team for four practice rounds. You can use the Capsim Tips document and the Capsim Step-by-Step Guide as you move through the practice rounds. The Capsim Step by Step Guide is provided as an attachment in the team assignment email that is sent to all students one week prior to the start date of the simulation. Once the team has finished four practice rounds, the team contract will be finalized and sent to mbacapstone@wgu.edu for approval. Next, the team will [self-debrief](#) its practice round results before scheduling a formal debrief with Capsim. After the debriefing, the team will reregister in Capsim, reform and rejoin the company, then begin the eight competition rounds. Capsim will provide a new registration code as part of the formal debrief process.

It is the responsibility of each team member to keep up with the team's schedule and due dates. You can easily see what decision needs to be updated by logging in to [Capsim](#) and clicking on the dashboard. There are links to the next decision that needs to be made, as well as links to help documentation.

All decisions should be made in order, which is R& D, Marketing, Production, and then Finance. You will likely not be successful if you make decisions out of order.

Ethics decisions will be entered in rounds 3, 5, and 6 and should be entered first when you begin these rounds.

Note: All team members will have access to the decision areas for all members. You only need to make decisions for your area, but you can see what decisions other team members are making if needed. Make sure you click the "File-Update Decisions" button when you are done.

Decisions made by other team members will not update in real time. When you are finished making changes you can save your decisions to the website by going to File > Update Official Decisions. Decisions updated as "Draft" cannot be viewed by your teammates.

Once decisions are saved as official (not draft) there are two ways that students can see the decisions uploaded by other group members. In both scenarios, item #1 has to happen first.

1. Student #1 updates their decisions to the website by going to "File" > "Update Official Decisions."
2. Next, student #2 can see those decisions by clicking "Start from official decisions" when they first open their spreadsheet. This is like picking up where the group left off. In general, if you see the option to start from the official decisions then that is what you



should click.

3. OR, if student #2 were already in the spreadsheet they could click on "Undo" then "Undo to official decisions." This is like hitting refresh to make your spreadsheet show you whatever decisions are currently on file for the team.

Your round results will be available right after the team finalizes all decisions for the current round and advances to the next round. The overall percentile updates once a day at 3:00 am ET. You must manually advance to the next round via the dashboard in Capsim. You can then begin to make decisions for the next round.

As you work through the simulation, you may have specific questions about how the simulation works or technical problems. If so, please contact the Capsim support team. Their office hours are 9:00 am to 9:00 pm EST Monday through Friday. Weekend support consists of email support and callbacks. The support team can be reached at support@capsim.com or 877-477-8787. Capsim does not provide guidance on how to play the simulation or tell you what decisions to make.

If your team does not achieve 50 percentile, as measured by the round 8 (competition) balanced scorecard, your team will need to repeat the simulation. Task 2 cannot be submitted until a passing score has been achieved or permission has been given by the course instructors. Contact the Course Instructors if your team does not reach the 50 percentile threshold.

Team Peer Evaluations

After you have completed the practice and competition rounds for the simulation, you will be asked to complete an evaluation on all members of your team. You can access this evaluation by logging in to [Capsim](#) and clicking on ""Homework" "Legacy Peer Evals."" Peer evaluations can be retrieved on Monday and Thursday and can be submitted on any other day of the week.

The instructions for completing and retrieving peer evaluations can be found on this link:

- [Peer Evaluation Schedule](#)

You will use the peer evaluation report to evaluate your performance and role in the team and craft an answer to ART2 Task 1.

ART2 Task 1

Complete the following task in Taskstream:

- 

For details about this performance assessment, see the "Assessment" tab in this course.

For additional questions about task one, please contact the course instructors at mbacapstone@wgu.edu or refer to the [Task 1 Tips](#).



Simulation Evaluation

In business, you will often be asked to evaluate reports and determine what happened and what needs to happen. Similarly, a simulation is only useful if you can evaluate what happened as a team and in the simulation.

Stockholders Presentation

When you work with businesses, you will often be asked to summarize and report on the progress of your department or group. It is important to be able to synthesize a lot of data together into one cohesive presentation.

At the end of this section, you should be able to:

- create a professional presentation,
- analyze the decisions you made in your role in the simulation, and
- suggest future decisions that should be made in your role.

Reports

Log in to [Capsim](#) and access "Reports." Review the capstone courier, annual reports, and financial summaries of the eight years of competition.

Review the requirements for ART2 Task 2, and, as a team, develop a presentation that can be given to stockholders. This presentation should include an analysis and recommendations for future strategic decisions for each of the sections of the simulation for which you were responsible.

If you are completing the presentation with less than four people, please contact the course instructors at mbacapstone@wgu.edu for modified instructions.

Company Health

In addition to examining the history and effect of your area of responsibility, you should be able to look holistically at a business to analyze the overall health of the company.

At the end of this section, you should be able to:

- identify causes and effects of decisions in an organization, and
- analyze the financial standing of a company.

Reviewing Financial Data

You can access the financial data for your business in the simulation by logging in to [Capsim](#) and clicking on "Reports." You can find the financial data you need in the final capstone courier, annual, and financial summaries reports.

For a review on financial terms and their significance, you can review your MyAccountingLab resources from previous courses.

Review the requirements for part B of ART2 Task 2 and develop your written response.



ART2 Task 2

Complete the following task in Taskstream:

- ART2: Task 2

For details about this performance assessment, see the "Assessment" tab in this course.

For additional questions on task two, please contact the course instructors at mbacapstone@wgu.edu or refer to the [Task 2](#) Tips.

Note: Occasionally, Capsim will include enhancements in the simulation that are pertinent to MBA students. The changes may not be reflected in task instructions or the rubric. However, if WGU opts to use these enhancements, the MBA Capstone team will update you on the enhancement and how to include it in your task submission.

Real-World Healthcare Management Problem

The real application of your learning and knowledge is how it is applied in the real world. The final performance task will give you the opportunity to work with a business or organization to identify a need it has and propose a complete solution. This is a written business report. There is a template available in TaskStream that will help you organize your business report. The use of this template is not required, but your report should follow standard business report formatting.

Finding a Business Need

The ability to identify problems and needs in organizations is paramount to all MBA students and is a skill you will use on a regular basis.

At the end of this section, you should be able to:

- identify a business need that incorporates multiple functional areas, and
- develop a problem statement.

Finding a Business

Read the requirements for ART2 Task 3. You will need to identify a current business need in an organization that is large enough to incorporate as many aspects of the simulation and lessons learned from your MBA program as possible. Additionally, you should be able to meet with the organization in order to truly assess its needs and present your finished proposal. Here are some suggestions for getting your creative juices flowing:

Types of Businesses:

- current employer
- local company
- family or friend business
- businesses you go to often



- online businesses

Types of Organizations/Nonprofits:

- hospitals
- schools
- government offices
- churches
- community groups

Really, the sky is the limit. If it is an operating organization of any type, you can work with it personally; if the business need is large enough for this final project, it will probably work. The only requirements are that the business must be in operation for at least one year and your problem must be broad enough to cover three [functional](#) areas. As a healthcare student, you must select a problem or business need in a healthcare organization or find a healthcare related problem at your current place of employment, a local business, a non-profit, or any operating organization (e.g., government, school district, hospital, online businesses). You are not permitted to use their own business (majority ownership interest) as this does not permit you to serve in the consulting role.

Identifying a Need or a Problem

Schedule an appointment to meet with your client to discuss the the problem to be addressed. Work together to develop a problem statement for a current need or problem in the business. Look at the organization holistically and examine the problem or need from multiple positions to determine the most probable cause. The problem also needs to either be affected by or impact three functional areas within the organization. Refer to the [Functional Areas](#) document for a list of acceptable functional areas. In addition, a worksheet has been created called Creating an Effective Problem Statement to help you craft the problem statement appropriately. There is a link to this worksheet on the Problem Statement Form located as an attachment in Taskstream.

Problem or Need Analysis

Look at the organization holistically and examine the problem or need from multiple positions to determine the most probable cause. Areas to consider could include areas of the simulation and previous courses:

- strategy
- marketing
- product development
- leadership and organizational structure
- finances and accounting
- operational processes
- production

Business Need or Problem Approval

Your problem statement is reviewed and approved by course instructors to ensure it is appropriate in scope. The problem statement must be approved before you begin to work with



your client. If the problem changes after you begin to work with the client, you must have the new problem statement approved. Use the [Problem Statement](#) form to document your proposed problem for submittal. This form can be located as an attachment in Taskstream. This will help ensure that the problem or need fits the requirements for the capstone project. When your problem statement has been developed and you are ready to submit for approval, please email your problem statement form to EvalCapstone@wgu.edu. Within three business days, you will receive an email indicating approval or requiring revisions prior to approval.

Client Verification Form

You are required to submit a completed client verification form with Task 3. Your task will be returned without evaluation if a completed client verification form is not submitted with Task 3 in Taskstream. Please have your client verification form approved by your client as soon as your problem statement is approved. This is a legal document and is the only form or document in which you are required to use your client's real name.

Once your problem statement has been approved and your client verification statement has been completed by your client, begin developing your submission for ART2 Task 3.

It is the policy of Western Governors University ("WGU") that student Capstone projects should not be based upon, and should not include, any proprietary or classified information or material belonging to your employer or any other organization ("Restricted Information") without appropriate authorization.

Developing a Solution

Once a problem has been identified, it is time to develop a solution that holistically addresses the needs for your organization.

At the end of this section, you should be able to:

- present a solution to a business problem,
- recommend implementation resources,
- recommend a timeline for implementation, and
- forecast the long-term financial and organizational impact of your recommendation.

Holistic Solution and Resources

After identifying the cause of the problem or need, refer to your previous experience and assessments to develop a solution. This solution should holistically look at all areas of the organization to solve the problem.

Develop a written proposal of your solution to include implementation resources and an implementation timeline to recommend to your client that includes three functional areas of the organization. The solution should present the overall solution(s) as well as discuss how it solves the problems identified in the three functional areas. It is wise to break the proposal down into sections that are easy to understand, digest, and implement and that make sense for the industry.



Add your proposed solution and resources to ART Task 3.



Visual Timeline

Estimating how long it will take to implement a recommendation is crucial for any proposal for clients. Review the article [Mastering the Management Consulting Project Timeline](#). Meet with your client to determine needs and a realistic timeline for implementation.

Create a timeline to implement your recommendation. You could use a program like Microsoft Project to create a chart, but a simple table in Excel will do as well. The [Timeline and Milestones](#) article may give you some ideas for different table layouts. It would also be wise to give your client tips for staying on schedule.

Add your timeline recommendation to ART Task 3.

Organizational Impact

Estimating how the organization might benefit from your recommendation may be challenging. However, ask yourself how the organization is better organizationally and financially if it implements your recommendations. Also, give the client recommendations for monitoring the implementation of your recommendation.

Add this forecast to ART Task 3.

Presentation of Recommendation

Finalize your recommendation and arrange a time to meet with your client to present your findings. Be sure to be professional. You may elect to change the format of your information based on the needs of your client prior to presenting your findings. Presenting to your client is not required prior to submitting the report in Taskstream.

Personal Reflective Analysis

You should never be too busy to reflect on past experiences. As you review your previous actions, you can gain valuable insights into mistakes and successes that can help guide your future actions.

Assessment Reflection

It is now time to reflect on the capstone simulation, project, and MBA curriculum.

At the end of this section, you should be able to:

- see how the simulation and assessments prepared you to develop a solution to a business problem or need.

Solution Reflection

Review the requirements for ART2 Task 3 part B, and reflect back on the simulation and other assessments you have completed. How did these assessments prepare you to resolve the need or problem from part A of this task?

Identify a minimum of five lessons learned, and begin part B of the task.



Professional Goals

If you do not know where you are going, it does not really matter what you do. Setting professional goals will help guide your actions to make sure you arrive where you would like to.

At the end of this section, you should be able to:

- develop long-term professional goals.

Long-Term Professional Goals

Review the [SMART Goals article](#) and set at least three long-term professional goals. Be sure to make the connection between how these goals reflect your MBA training and your strengths and weaknesses.

Add your response to ART2 Task 3.

ART2 Task 3

Finalize your response to ART2 Task 3 and submit it in Taskstream. Allow three business days for evaluation. If you need to make revisions, review the activities in this section and the evaluation rubric for the task before making revisions. Then resubmit the task.

Use of Prior Work

ART2 Task 3 is designed to provide you with an opportunity to demonstrate your MBA competencies. Although you will apply the competencies learned in previous WGU courses, the use of your previously submitted work (tasks) should be minimal. No more than 30% of the submission should be from outside sources or your own previous work.

For additional help with task three, please contact the course instructors at mbacapstone@wgu.edu or refer to the [Task 3 Tips](#).

MBA Capstone Client Verification Form

It is the policy of Western Governors University (WGU) that student Capstone projects should not be based upon, and should not include, any proprietary or classified information or material belonging to your employer or any other organization (Restricted Information) without appropriate authorization.

Students are required to submit the MBA Capstone Client Verification Form from this organization as a separate attachment when submitting ART2 Task 3. [The MBA Capstone Client Verification Form](#): provides a template for a letter to your employer or sponsoring organization, along with the required form that needs to be submitted.

Failure to submit the appropriate documentation along with your Capstone work will result in a returned submission.

Final Steps



Congratulations on completing the activities in this course! This course has prepared you to complete the assessment associated with this course. If you have not already been directed to complete it, schedule and complete your assessment now.