

BA IN OPERATIONS MANAGEMENT AND ANALYSIS: ANNUAL ASSESSMENT PLAN & FINDINGS

2023-2024 ACADEMIC YEAR

2023– 2024 CURRICULUM MAP

	PLO 1 Apply systems analysis to management decisions and operational success.	PLO 2 Assess methods of quality management, product and service development, and learn processes in business operations.	PLO 3 Develop skills in managing projects and programs.	PLO 4 Examine globalization effects on the organization's operations, supply chain, and product or services production.	PLO 5 Analyze effective decision-making, problem solving, and technical skills required in management.
<i>MGT 330: Management for Organizations</i>	I	I	I	I	I
<i>ECO 204 Principles of Microeconomics</i>	R		R	R	R
<i>ACC 205 Principles of Accounting I</i>	R	R	R	R	R
<i>ACC 206 Principles of Accounting II</i>	R		R		R
<i>BUS 308: Statistics for Managers</i>	R		R		R
<i>BUS 307 Operations Management & Quantitative Techniques</i>	R	R	R		R
<i>INF 336 Project Procurement Management</i>	R	R	R	M	R
<i>PRM 337 Integrated Cost & Schedule Control</i>	M	R	M	R	M
<i>INF 340 Business Systems Analysis</i>	R				R

<i>BUS 461 Decision Modeling & Analysis</i>	M	R	M	R	M
<i>BUS 443 Quality Management for Organizational Excellence</i>	M	R	M		R
<i>BUS 446 Production Operations Control</i>	M	M	M	R	R
<i>MGT 425 Leadership & Motivation</i>	I	R	R		I
<i>BUS 401 Principles of Finance</i>	M		M		M
<i>PRM 300 Introduction to Project Management</i>	M	M	M	M	M
<i>BUS 402 Strategic Management & Business Policy</i>	M	M	M	M	M

I (INTRODUCED) R (REINFORCED) M (MASTERED)

ANNUAL ASSESSMENT PLAN FINDINGS					
PLO 1 - Apply systems analysis to management decisions and operational success.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA

Direct Measure 1: CPC Comprehensive Exam – Management Section	BA Operations Management and Analysis students, on average, must score at or above the average in the Peregrine Academic Services (PAS) Online Campus and Traditional Campus Aggregate Pools related to the Management section of the CPC comprehensive exam when compared to other competitive programs.	UAGC: N=121 Average=757 Traditional: N=43290 Average=608 Online: Total N=53340 Average=643	UAGC: N=121 Average=757 Traditional: N=43290 Average=608 Online: Total N=53340 Average=643	On average BA Operations Management and Analysis students scored above the average of the Peregrine Academic Services Online Aggregate Pool and above the average of the Traditional Aggregate Pool on the Management section of the Common Professional Component comprehensive exam.	2. MEETS THE ACCEPTABLE TARGET
Direct Measure 2: CPC Comprehensive Exam-Score	90% must score 400 or higher on the CPC comprehensive exam.	120	121	120 out of 121 (99.17%) BA Operation Management and Analysis students from July 1, 2023, to June 30, 2024, scored 400 or higher on the CPC comprehensive exam.	1. EXCEEDS THE ACCEPTABLE TARGET

Direct Measure 3: BUS 461 Final Project	70% of BA Operations Management and Analysis students must receive a proficient or distinguished evaluation on relevant content criteria mapped to this PLO.	1134	1463	1134 out of 1463 (77.51%) of records evaluated indicated proficient or distinguished performance on this key assignment's content criteria mapped to this PLO at the mastered level.	1. EXCEEDS THE ACCEPTABLE TARGET
Indirect Measure 1: End of Program Survey PLO1	70% or more of students exiting the program will express satisfaction on the End of Program Survey by indicating either "Agree" or "Strongly Agree." The item to be used will be: <ul style="list-style-type: none"> • I effectively applied systems analysis to management decisions and operational success. 	115	119	96.64% of BA Operations Management and Analysis students upon completion of the program during the 2023-24 assessment cycle indicated that they effectively applied systems analysis to management decisions and operational success.	1. EXCEEDS THE ACCEPTABLE TARGET

PLO 2 - Assess methods of quality management, product and service development, and learn processes in business operations.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
Direct Measure 1: CPC Comprehensive Exam - Business Integration and Strategic Management Section	BA Operations Management and Analysis Students, on average, must score at or above the average in the Peregrine Academic Services (PAS) Online Campus and Traditional Campus Aggregate Pools related to the Business Integration and Strategic Management section of the CPC comprehensive exam when compared to other competitive programs.	UAGC: N=121 Average=772 Traditional: N=42390 Average=629 Online: Total N=47340 Average=653	UAGC: N=121 Average=772 Traditional: N=42390 Average=629 Online: Total N=47340 Average=653	On average BA Operations Management and Analysis students scored above the average of the Peregrine Academic Services Online Aggregate Pool and above the average of the Traditional	2. MEETS THE ACCEPTABLE TARGET

				Aggregate Pool on the Business Integration and Strategic Management Section of the Common Professional Component comprehensive exam.	
Direct Measure 2: CPC Comprehensive Exam-Score	90% must score 400 or higher on the CPC comprehensive exam.	120	121	120 out of 121 (99.17%) BA Operation Management and Analysis students from July 1, 2023, to June 30, 2024, scored 400 or higher on the CPC comprehensive exam.	1. EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 3: BUS 443 Week 4 Assignment	70% of BA Operations Management and Analysis students must receive a proficient or distinguished evaluation on relevant content criteria mapped to this PLO.	683	792	683 out of 792 (86.24%) of records evaluated indicate proficient or distinguished performance on this key assignment's content criteria	1. EXCEEDS THE ACCEPTABLE TARGET

				mapped to this PLO at the Mastered level.	
Indirect Measure 1: End of Program Survey PLO2	<p>70% or more of students exiting the program will express satisfaction on the End of Program Survey by indicating either “Agree” or “Strongly Agree.” The item to be used will be:</p> <ul style="list-style-type: none"> • I effectively assessed methods of quality management, product, and service development, and learned processes in business operations. 	113	118	95.76% of BA Operations Management and Analysis students upon completion of the program during the 2023-24 assessment cycle indicated that they effectively assessed methods of quality management, product, and service development, and learned processes in business operations.	1. EXCEEDS THE ACCEPTABLE TARGET

PLO 3 - Develop skills in managing projects and programs.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
Direct Measure 1: CPC Comprehensive Exam – Business Leadership Section	BA Operations Management and Analysis students, on average, must score at or above the average in the Peregrine Academic Services (PAS) Online Campus and Traditional Campus Aggregate Pools related to the Business Leadership section of the CPC comprehensive exam when compared to other competitive programs.	UAGC: N=121 Average=736 Traditional: N=37320 Average=589 Online: Total N=45480 Average=625	UAGC: N=121 Average=736 Traditional: N=37320 Average=589 Online: Total N=45480 Average=625	On average BA Operations Management and Analysis students scored above the average of the Peregrine Academic Services Online Aggregate Pool and above the average of the Traditional Aggregate Pool on	2. MEETS THE ACCEPTABLE TARGET

				the Business Leadership section of the Common Professional Component comprehensive exam.	
Direct Measure 2: CPC Comprehensive Exam-Score	90% must score 400 or higher on the CPC comprehensive exam.	120	121	120 out of 121 (99.17%) BA Operation Management and Analysis students from July 1, 2023, to June 30, 2024, scored 400 or higher on the CPC comprehensive exam.	1. EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 3: BUS 402 Final Paper	70% of BA Operations Management and Analysis students must receive a proficient or distinguished evaluation on relevant content criteria mapped to this PLO.	122	182	122 out of 182 (67.03%) of records evaluated indicate proficient or distinguished performance on this key assignment's content criteria mapped to this PLO at the Mastered level.	3. DOES NOT MEET THE ACCEPTABLE TARGET

Indirect Measure 1: End of Program Survey PLO3	70% or more of students exiting the program will express satisfaction on the End of Program Survey by indicating either “Agree” or “Strongly Agree.” The item to be used will be: • I effectively developed skills in managing projects and programs.	114	117	97.44% of BA Operations Management and Analysis students upon completion of the program during the 2023-24 assessment cycle indicated that they effectively developed skills in managing projects and programs.	1. EXCEEDS THE ACCEPTABLE TARGET
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PLO 4 - Examine globalization effects on the organization's operations, supply chain, and product or services production.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
Direct Measure 1: CPC Comprehensive Exam – Global Dimensions of Business Section	BA Operations Management and Analysis students, on average, must score at or above the average in the Peregrine Academic Services (PAS) Online Campus and Traditional Campus Aggregate Pools related to the Global Dimensions of Business section of the CPC comprehensive exam when compared to other competitive programs.	UAGC: N=121 Average=744 Traditional: N=41100 Average=580 Online: Total N=45030 Average=604	UAGC: N=121 Average=744 Traditional: N=41100 Average=580 Online: Total N=45030 Average=604	On average BA Operations Management and Analysis students scored above the average of the Peregrine Academic Services Online Aggregate Pool and above the average of the Traditional Aggregate Pool on the Global Dimensions of Business section of the Common	2. MEETS THE ACCEPTABLE TARGET

				Professional Component comprehensive exam.	
Direct Measure 2: CPC Comprehensive Exam-Score	90% must score 400 or higher on the CPC comprehensive exam.	120	121	120 out of 121 (99.17%) BA Operation Management and Analysis students from July 1, 2023, to June 30, 2024, scored 400 or higher on the CPC comprehensive exam.	1. EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 3: BUS 461 Final Paper	70% of BA Operations Management and Analysis students must receive a proficient or distinguished evaluation on relevant content criteria mapped to this PLO.	1134	1463	1134 out of 1463 (77.51%) of records evaluated indicate proficient or distinguished performance on this key assignment's content criteria mapped to this PLO at the Reinforced level.	1. EXCEEDS THE ACCEPTABLE TARGET

Indirect Measure 1: End of Program Survey PLO4	<p>70% or more of students exiting the program will express satisfaction on the End of Program Survey by indicating either “Agree” or “Strongly Agree.” The item to be used will be:</p> <ul style="list-style-type: none"> • I effectively examined globalization effects on the organization’s operations, supply chain, and product or services production. 	111	116	<p>95.69% of BA Operations Management and Analysis students upon completion of the program during the 2023-24 assessment cycle indicated that they effectively examined globalization effects on the organization’s operations, supply chain, and product or services production.</p>	1. EXCEEDS THE ACCEPTABLE TARGET
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PLO 5 – Analyze effective decision-making, problem solving, and technical skills required in management.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA

Direct Measure 1: CPC Comprehensive Exam - Quantitative Research Techniques and Statistics	BA Operations Management and Analysis students, on average, must score at or above the average in the Peregrine Academic Services (PAS) Online Campus and Traditional Campus Aggregate Pools related to the Quantitative Research Techniques and Statistics of the CPC comprehensive exam when compared to other competitive programs.	UAGC: N=112 Average=769 Traditional: N=40230 Average=570 Online: Total N=40050 Average=596	UAGC: N=112 Average=769 Traditional: N=40230 Average=570 Online: Total N=40050 Average=596	On average BA Operations Management and Analysis students scored above the average of the Peregrine Academic Services Online Aggregate Pool and above the average of the Traditional Aggregate Pool on the Quantitative Research Techniques and Statistics section of the Common Professional Component comprehensive exam.	2. MEETS THE ACCEPTABLE TARGET
Direct Measure 2: CPC Comprehensive Exam-Score	90% must score 400 or higher on the CPC comprehensive exam.	120	121	120 out of 121 (99.17%) BA Operation Management and Analysis students from July 1, 2023, to June 30, 2024, scored 400 or higher on the CPC	1. EXCEEDS THE ACCEPTABLE TARGET

				comprehensive exam.	
Direct Measure 4: PRM 300 Final Paper	70% of BA Operations Management and Analysis students must receive a proficient or distinguished evaluation on relevant content criteria mapped to this PLO.	435	504	435 out of 504 (86.31%) of records evaluated indicate proficient or distinguished performance on this key assignment's content criteria mapped to this PLO at the Mastered level.	1. EXCEEDS THE ACCEPTABLE TARGET
Indirect Measure 1: End of Program Survey PLO5	70% or more of students exiting the program will express satisfaction on the End of Program Survey by indicating either “Agree” or “Strongly Agree.” The item to be used will be: <ul style="list-style-type: none"> • I effectively analyzed effective decision-making, problem solving, and technical skills required in management. 	117	120	97.50% of BA Operations Management and Analysis students upon completion of the program during the 2023-24 assessment cycle indicated that they effectively analyzed effective decision-making, problem solving, and technical skills required in management.	1. EXCEEDS THE ACCEPTABLE TARGET

OVERALL RECOMMENDATIONS

Given the numerous changes that occurred during the 2023-24 academic year, program leads and faculty will monitor the 2023-24 data in conjunction with the 2024-25 academic year data. Also, it is recommended to review BUS402 as the target for PLO3 was not met.

ANNUAL ASSESSMENT PLAN ACTION ITEM STATUS REPORT

OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
PLO 1-5	Continue to Monitor Student Learning and Outcomes Data	Program Chair/Lead Faculty	In Progress	2024/2025 Assessment Cycle
Action Details	Review the assessment plans (including measures used, alignment mapping, and targets set) and Curriculum Map in preparation for the 2024/2025 assessment cycle.			
OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
PLO 1-5	All Measures and Curriculum Map	Program Chair/Lead Faculty	In Progress	2024/2025 Assessment Cycle
Action Details	Assess if the PLO changes for IACBE effect the mapping and measures in the assessment plan, this is necessary to ensure student learning is still being achieved. If changes are needed this will impact the 2024/2025 assessment cycle.			
OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
PLO 2, 3, 5	BAOMA Program Courses	Program Chair/Lead Faculty	In Progress	2024/2025 Assessment Cycle
Action Details	MGT330, BUS443, BUS307, BUS446, PRM300 and BUS402 have been revised, continue to monitor data post revision to ensure student learning is still being achieved.			
OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
PLO 1-5	BAOMA Program	Program Chair/Lead Faculty	In progress	2024/2025 Assessment Cycle
Action Details	Research organizations like Association for Supply Chain Management (ASCM) and Institute of Certified Professional Managers (ICPM), and UA Online to see how pathways to value added credentials (certificates and certifications) can be achieved by students.			

OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
PLO 5	Assignment Direct Measure	Program Chair/Lead Faculty	In progress	2024/2025 Assessment Cycle
Action Details	BAOMA added a leadership course MGT425, Leadership and Motivation, for the 2023/2024 assessment cycle. Add this assignment as a direct measure for PLO 5 to ensure student success in the topic area.			