

BA IN OPERATIONS MANAGEMENT AND ANALYSIS: ANNUAL ASSESSMENT PLAN & FINDINGS 2010-2011 ACADEMIC YEAR

2010 – 2011 CURRICULUM MAP							
	PLO 1	PLO 2	PLO 3	PLO 4	PLO 5		
	Apply systems analysis to management decisions and operational success.	Assess methods of quality management, product and service development, and learn processes in business operations.	Develop skills in managing projects and programs.	Examine globalization effects on the organization's operations, supply chain, and product or services production.	Understand effective decision-making, problem solving, and technical skills required in management.		
MGT 330: Management for Organizations	ı	ı	ı	ı	I		
ECO 204 Principles of Microeconomics	R	R	R		R		
ACC 205 Principles of Accounting I	R	R	R		R		
ACC 206 Principles of Accounting II	R	R	R		R		
BUS 308: Statistics for Managers	R				R		
BUS 307 Operations Management & Quantitative Techniques	R	R	R		R		
INF 336 Project Procurement Management	R	R		м	R		
INF 337 Integrated Cost & Schedule Control	М	R	М		М		
INF 340 Business Systems Analysis	R	R					

Office of Learning Assessment and Program Review



BUS 461 Decision Modeling & Analysis	M				М
BUS 445 Total Quality Management		М	М		R
BUS 446 Production Operations Control		М			R
BUS 401 Principles of Finance	М		М		М
INF 410 Project Management			М		
BUS 402 Strategic Management & Business Policy	М		М	м	М

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

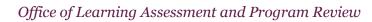


L - Apply systems and	alysis to management decisions and	d operational success.			
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMEI RESULTS 1. EXCEEDS ACCEPTAB TARGET 2. MEETS T ACCEPTAB TARGET 3. DOES NOT





Direct Measure 1: CPC Comprehensive Exam – Management Section	100% (of the sample selected) score at or above the average in the PAS "Online Campus" and "Traditional Campus" Aggregate Pools related to the Management section of the CPC comprehensive exam when compared to other competitive programs.	N/A	N/A	Because the cell size is less than ten, the data for this measure will not be reported.	4. INSUFFICIENT DATA
Direct Measure 2: CPC Comprehensive Exam-Score	90% (of the sample selected) score 400 or higher on the CPC comprehensive exam.	N/A	N/A	Because the cell size is less than ten, the data for this measure will not be reported.	4. INSUFFICIENT DATA
Direct Measure 3: BUS 461 Final Project	100% (of the sample selected) must score 70% or higher on final paper and demonstrate an ability to apply systems analysis to management decisions and operational success.	9	11	9 out of 11 (81.82%) BAOMA students sampled during the 2010-11 Academic Year scored a 70% or higher on the final paper and demonstrated an ability to apply systems analysis to management decisions and operational success.	3. DOES NOT MEET THE ACCEPTABLE TARGET
Indirect Measure 1 Graduate Satisfaction Survey	70% or more of students will express satisfaction on the End-of-Course survey for each course aligned with mastery of a program outcome by indicating either "High Quality" or "Very High Quality." The three	N/A	N/A	Because the cell size is less than ten, the data for	4. INSUFFICIENT DATA





PLO 2 - Assess method	questions used to gauge student satisfaction include: • How would you rate the quality of the course material? • How would you rate the quality of the course? • How would you rate the quality of the instructor?	ice development,	and learn proces	BUS 461 will not be reported. ses in business ope	rations.
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	100% (of the sample selected) score at or above the average in the 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.	N/A	N/A	Because the cell size is less than ten, the data for this measure will not be reported.	4. INSUFFICIENT DATA
Direct Measure 2: CPC Comprehensive Exam-Score	90% (of the sample selected) score 400 or higher on the CPC comprehensive exam.	N/A	N/A	Because the cell size is less than ten, the data for this measure will not be reported.	4. INSUFFICIENT DATA
Direct Measure 3: BUS 445 Final Paper	100% (of the sample selected) must score 70% or higher on final paper and demonstrate an ability to assess methods of quality management, product and service development, and learning processes in business operations, development, and learning processes in business operations.	14	14	14 out of 14 (100%) BAOMA students sampled during the 2010-11 Academic Year scored a 70% or higher on the final paper and demonstrated an ability to assess methods of quality management, product and service development, and learning processes in business operations.	1. EXCEEDS THE ACCEPTABLE TARGET





Indirect Measure 1	70% or more of students will express	N/A	N/A	On average,	1. EXCEEDS THE
Graduate Satisfaction	satisfaction on the End-of-Course survey for			95.83% of	ACCEPTABLE TARGET
Survey	each course aligned with mastery of a			students who took	
	program outcome by indicating either "High			the End-of-Course	
	Quality" or "Very High Quality." The three			survey for BUS 445	
	questions used to gauge student satisfaction			during the 2010-	
	include:			2011 Academic	
				Year rated the	
	How would you rate the quality of the			course material,	
	course material?			course, and	
	How would you rate the quality of the			instructor as "High	
	course?			Quality" or "Very	
	courses			High Quality."	
	How would you rate the quality of the				
	instructor?				



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	100% (of the sample selected) score at or above the average in the 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.	N/A	N/A	Because the cell size is less than ten, the data for this measure will not be reported.	4. INSUFFICIENT DATA
Direct Measure 2: CPC Comprehensive Exam-Score	90% (of the sample selected) score 400 or higher on the CPC comprehensive exam.	N/A	N/A	Because the cell size is less than ten, the data for this measure will not be reported.	4. INSUFFICIENT DATA

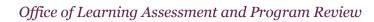




Direct Measure 3: INF 410 Final Paper	100% (of the sample selected) must score 70% or higher on final paper and	25	26	25 out of 26 (96.15%) BAOMA	3. DOES NOT MEET THE ACCEPTABLE
	demonstrate an ability to develop skills			students sampled	TARGET
	necessary for managing projects and			during the 2010-11	
	programs.			Academic Year	
				scored a 70% or	
				higher on the final	
				paper and	
				demonstrated an	
				ability to develop	
				skills necessary for	
				managing projects	
				and programs.	
Indirect Measure 1	70% or more of students will express	N/A	N/A	On average,	1. EXCEEDS THE
Graduate Satisfaction	satisfaction on the End-of-Course survey for			85.68% of	ACCEPTABLE TARGET
Survey	each course aligned with mastery of a			students who took	
	program outcome by indicating either "High			the End-of-Course	
	Quality" or "Very High Quality." The three			survey for INF 410	
	questions used to gauge student satisfaction			during the 2010-	
	include:			2011 Academic	
	How would you rate the quality of the			Year rated the	
	course material?			course material,	
	• How would you rate the quality of the			course, and	
	 How would you rate the quality of the course? 			instructor as "High	
				Quality" or "Very	
	How would you rate the quality of the			High Quality."	
	instructor?				



PLO 4 - Examine globa	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	100% (of the sample selected) score at or above the average in the 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.	N/A	N/A	Because the cell size is less than ten, the data for this measure will not be reported.	4. INSUFFICIENT DATA	
Direct Measure 2: CPC Comprehensive Exam-Score	90% (of the sample selected) score 400 or higher on the CPC comprehensive exam.	N/A	N/A	Because the cell size is less than ten, the data for this measure will not be reported.	4. INSUFFICIENT DATA	
Direct Measure 3: INF 336 Final Paper	100% (of the sample selected) must score 70% or higher on final paper and demonstrate an ability to examine globalization effects on the organization's	41	43	41 out of 43 (95.35%) BAOMA students sampled during the 2010-11	3. DOES NOT MEET THE ACCEPTABLE TARGET	





Indirect Measure 1 Graduate Satisfaction Survey	70% or more of students will express satisfaction on the End-of-Course survey for each course aligned with mastery of a program outcome by indicating either "High Quality" or "Very High Quality." The three questions used to gauge student satisfaction include: • How would you rate the quality of the	N/A	N/A	Academic Year scored a 70% or higher on the final paper and demonstrated an ability to examine globalization effects on the organization's operations, supply chain, and product or services production. On average, 85.77% of students who took the End-of-Course survey for INF 336 during the 2010- 2011 Academic Year rated the	1. EXCEEDS THE ACCEPTABLE TARGET
	questions used to gauge student satisfaction			during the 2010- 2011 Academic	



PLO 5 – Understand e	ffective decision-making, problem solving, a	nd technical skills	required in man	agement.	
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	100% (of the sample selected) score at or above the average in the 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.	N/A	N/A	Because the cell size is less than ten, the data for this measure will not be reported.	4. INSUFFICIENT DATA





Direct Measure 2: CPC Comprehensive Exam-Score	90% (of the sample selected) score 400 or higher on the CPC comprehensive exam.	N/A	N/A	Because the cell size is less than ten, the data for this measure will not be reported.	4. INSUFFICIENT DATA
Direct Measure 4: BUS 402 Final Paper	100% (of the sample selected) must score 70% or higher on final paper and demonstrate understanding of effective decision making, problem solving, and technical skills required in management.	N/A	N/A	Because the cell size is less than ten, the data for this measure will not be reported.	4. INSUFFICIENT DATA
Indirect Measure 1 Graduate Satisfaction Survey	70% or more of students will express satisfaction on the End-of-Course survey for each course aligned with mastery of a program outcome by indicating either "High Quality" or "Very High Quality." The three questions used to gauge student satisfaction include: • How would you rate the quality of the course material? • How would you rate the quality of the course? • How would you rate the quality of the instructor?	N/A	N/A	On average, 62.50% of students who took the End-of-Course survey for BUS 402 during the 2010- 2011 Academic Year rated the course material, course, and instructor as "High Quality" or "Very High Quality."	3. DOES NOT MEET THE ACCEPTABLE TARGET



OVERALL RECOMMENDATIONS

As the BA Operations Management and Analysis is a new program, there is not enough data for the 2010-11 assessment cycle to effectively evaluate student achievement of the program learning outcomes. Additional data will be available for analysis upon completion of the 2011-12 assessment cycle.

It is recommended that the College of Business and Professional Studies faculty review program learning outcomes, curriculum map, and assessment plan to ensure student learning can be effectively measured, program learning outcomes are accurately mapped to program course sequence, and targets are appropriately set. In addition, faculty should work closely with the College of Business and Professional Studies assessment analyst to examine additional measurement opportunities and work to increase precision of existing measures (e.g., through Waypoint rubric implementation). Lastly, additional data should be gathered, increasing sample size and improving the accuracy and generalizability of findings.

ANNUAL ASSESSMENT PLAN ACTION ITEM STATUS REPORT						
OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION		
PLOs 1-5	Continued levels of student achievement on all PLOs.	Program Chair and Faculty	Complete	June 2012		
Action Details	The Program Chair for the Bachelor of Arts in Operations Management and Analysis and faculty will continue to monitor learning outcomes achievement on PLO1-5 throughout the 11-12 academic year.					