

BA IN OPERATIONS MANAGEMENT AND ANALYSIS: ANNUAL ASSESSMENT PLAN & FINDINGS 2012-2013 ACADEMIC YEAR

2012 – 2013 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	1	ı	ı	ı	1		
ECO 204 Principles of Microeconomics	R		R	R	R		
ACC 205 Principles of Accounting I	R		R		R		
ACC 206 Principles of Accounting II	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		M		
INF 340 Business Systems Analysis	R	R					

Office of Learning Assessment and Program Review

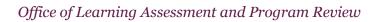


BUS 461 Decision Modeling & Analysis	M	R	М	R	М
BUS 445 Total Quality Management		М	М		R
BUS 446 Production Operations Control					R
BUS 401 Principles of Finance	M		М		М
INF 410 Project Management			М		
BUS 402 Strategic Management & Business Policy	М		M	M	м

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

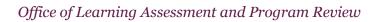


L - Apply systems and	alysis to management decisions and	d operational success.			
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMEI RESULTS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



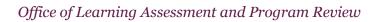


Direct Measure 1: CPC BA Operations Management and Analysis Ashford: Total Ashford: Total On average BA 2.	
	2. MEETS THE
	ACCEPTABLE TARGET
Management Section the average in the Peregrine Academic Traditional: Management and	
Services (PAS) Online Campus and Traditional Total 6676, Total 6676, Analysis students	
Campus Aggregate Pools related to the Mean 528, Mean 528, scored above the	
Management section of the CPC Online: Total overage of the	
comprehensive exam when compared to 4619 Mean, 557 4619 Mean, Peregrine	
other competitive programs. 557 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.	
Direct Measure 2: 90% must score 400 or higher on the CPC 50 52 50 out of 52 1.	L. EXCEEDS THE
CPC Comprehensive comprehensive exam. (96.15%) BA A	ACCEPTABLE TARGET
Exam-Score Operations	
Management and	
Analysis students	
sampled from July	
1, 2012 to June 30,	
2013 scored 400	
or higher on the	
CPC	





				comprehensive exam.	
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.	49	52	49 out of 52 (94.23%) BA Operations Management and Analysis students from courses with start dates between July 3, 2012 and April 23, 2013 scored 80% or higher on the BUS 461 Final Paper.	1. EXCEEDS THE ACCEPTABLE TARGET
Indirect Measure 1 Alumni Survey: 21 Months Since Graduation	70% or more of the Ashford University alumni surveyed will indicate either "Yes - To a Great Extent" or "Yes - To Some Extent" to the following statement: • (#6) – Are you currently using your Ashford degree in a related occupation? 70% or more of the Ashford University alumni surveyed will indicate either "Agree" or "Strongly Agree" to the following statements: • (#16) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. • (#17) – I believe that my Ashford degree was worth the time commitment required to	N/A	N/A	As the data reflect fewer than 10 BA Operations Management and Analysis alumni respondents at the 21 and 37 months after graduation threshold, findings will not be reported for the 2012-13 assessment cycle.	4. INSUFFICIENT DATA

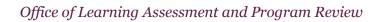




Indirect Measure 2 Alumni Survey: 37 Months Since Graduation	70% or more of the Ashford University alumni surveyed will indicate either "Yes - To a Great Extent" or "Yes – To Some Extent" to the following statement: • (#6) – Are you currently using your Ashford degree in a related occupation? 70% or more of the Ashford University alumni surveyed will indicate either "Agree" or "Strongly Agree" to the following statements: • (#16) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. • (#17) – I believe that my Ashford degree was worth the time commitment required to fulfill my educational goals.			As the data reflect fewer than 10 BA Operations Management and Analysis alumni respondents at the 21 and 37 months after graduation threshold, findings will not be reported for the 2012-13 assessment cycle.	4. INSUFFICIENT DATA
Indirect Measure 3 Alumni Survey: Aggregate of 21 and 37 Months Since Graduation	70% or more of the Ashford University alumni surveyed will indicate either "Yes - To a Great Extent" or "Yes - To Some Extent" to the following statement: • (#6) – Are you currently using your Ashford degree in a related occupation? 70% or more of the Ashford University alumni surveyed will indicate either "Agree" or "Strongly Agree" to the following statements: • (#16) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities.	N/A	N/A	As the data reflect fewer than 10 BA Operations Management and Analysis alumni respondents at the 21 and 37 months after graduation threshold, findings will not be reported for the 2012-13 assessment cycle.	4. INSUFFICIENT DATA



	• (#17) – I believe that my Ashford degree was worth the time commitment required to fulfill my educational goals.				
Indirect Measure 4: End of Course 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	15	A majority of BA Operations Management & Analysis students sampled upon completion of BUS 461 (N = 15) indicated that they felt the course material (73.33%), course (80.00%), and instructor (86.67%) were high quality or very high quality.	1. EXCEEDS THE ACCEPTABLE TARGET
Indirect Measure 5: End of Program Survey	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 five items used will be: • The courses I took in the business department were well taught. • The curriculum was relevant to my professional needs. • Feedback from faculty assessment was shared with students.	N/A	N/A	86.95% of BA Operations Management and Analysis students upon completion of the program during the 2012-13 assessment cycle indicated that they agreed or strongly agreed that they understood the application of the	1. EXCEEDS THE ACCEPTABLE TARGET



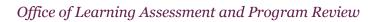




PLO 2 - Assess method	s of quality management, product and ser	vice development,	and learn proces	ses in business ope	rations.
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS 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:	BA Operations Management and Analysis	Ashford: Total	Ashford: Total	On average BA	2. MEETS THE
CPC Comprehensive	Students, on average, must score at or above	52, Mean 500:	52. Mean 500:	Operations	ACCEPTABLE TARGET
Exam - Business	the average in the Peregrine Academic	Traditional:	Traditional:	Management and	
Integration and	Services (PAS) Online Campus and Traditional	Total 6639,	Total 6639,	Analysis students	
Strategic Management	Campus Aggregate Pools related to the	Mean 464,	Mean 464,	scored above the	
Section	Business Integration and Strategic	Online: Total	Online: Total	average of the	
	Management section of the CPC	4430 Mean, 492	4430 Mean,	Peregrine	
	comprehensive exam when compared to		492	Academic Services	
	other competitive programs.			Online Aggregate	
				Pool and above	
				the average of the	
				Traditional	
				Aggregate Pool on	
				the Management	
				section of the	
				Common	
				Professional	
				Component	
				comprehensive	
				exam.	
Direct Measure 2:	90% must score 400 or higher on the CPC	50	52	50 out of 52	1. EXCEEDS THE
CPC Comprehensive	comprehensive exam.			(96.15%) BA	ACCEPTABLE TARGET
Exam-Score				Operations	
				Management and	
				Analysis students	
				sampled from July	
				1, 2012 to June 30,	
				2013 scored 400	
				or higher on the	
				CPC	





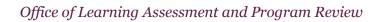
				comprehensive exam.	
Direct Measure 3: BUS 445 Final Paper	70% of BA Operations Management and Analysis students must receive a proficient or distinguished evaluation on relevant content criteria mapped to this PLO.	52	64	52 out of 64 (81.25%) Operations Management and Analysis records evaluated indicate proficient or distinguished performance on the BUS 445 Final Paper rubric content criteria mapped at any level to PLO 2.	1. EXCEEDS THE ACCEPTABLE TARGET
Indirect Measure 1 Alumni Survey: 21 Months Since Graduation	70% or more of the Ashford University alumni surveyed will indicate either "Yes - To a Great Extent" or "Yes – To Some Extent" to the following statement: • (#6) – Are you currently using your Ashford degree in a related occupation? 70% or more of the Ashford University alumni surveyed will indicate either "Agree" or "Strongly Agree" to the following statements: • (#16) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities.	N/A	N/A	As the data reflect fewer than 10 BA Operations Management and Analysis alumni respondents at the 21 and 37 months after graduation threshold, findings will not be reported for the 2012-13 assessment cycle.	4. INSUFFICIENT DATA



	• (#17) – I believe that my Ashford degree was worth the time commitment required to fulfill my educational goals.				
Indirect Measure 2 Alumni Survey: 37 Months Since Graduation	70% or more of the Ashford University alumni surveyed will indicate either "Yes - To a Great Extent" or "Yes - To Some Extent" to the following statement: • (#6) – Are you currently using your Ashford degree in a related occupation? 70% or more of the Ashford University alumni surveyed will indicate either "Agree" or "Strongly Agree" to the following statements: • (#16) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. • (#17) – I believe that my Ashford degree was worth the time commitment required to fulfill my educational goals.			As the data reflect fewer than 10 BA Operations Management and Analysis alumni respondents at the 21 and 37 months after graduation threshold, findings will not be reported for the 2012-13 assessment cycle.	4. INSUFFICIENT DATA
Indirect Measure 3 Alumni Survey: Aggregate of 21 and 37 Months Since Graduation	70% or more of the Ashford University alumni surveyed will indicate either "Yes - To a Great Extent" or "Yes – To Some Extent" to the following statement: • (#6) – Are you currently using your Ashford degree in a related occupation? 70% or more of the Ashford University alumni surveyed will indicate either "Agree" or "Strongly Agree" to the following statements:	N/A	N/A	As the data reflect fewer than 10 BA Operations Management and Analysis alumni respondents at the 21 and 37 months after graduation threshold, findings will not be reported for the	4. INSUFFICIENT DATA



	 (#16) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. (#17) – I believe that my Ashford degree was worth the time commitment required to fulfill my educational goals. 			2012-13 assessment cycle.	
Indirect Measure 4: End of Course 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	19	A majority of BA Operations Management & Analysis students sampled upon completion of BUS 445 (N = 19) indicated that they felt the course material (78.95%), course (73.68%), and instructor (78.94%) were high quality or very high quality.	1. EXCEEDS THE ACCEPTABLE TARGET
Indirect Measure 5: End of Program Survey	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 five items used will be: • The courses I took in the business department were well taught. • The curriculum was relevant to my professional needs.	N/A	N/A	86.95% of BA Operations Management and Analysis students upon completion of the program during the 2012-13 assessment cycle indicated that they agreed or strongly	1. EXCEEDS THE ACCEPTABLE TARGET





 Feedback from faculty assessment was shared with students. The instructors had the competencies to effectively teach the courses. My instructors were prepared. 	agreed that they understood the application of the learning objectives. 95.65% agreed or strongly agreed that the curriculum was relevant to their professional needs. 60.87% agreed or strongly agreed that feedback from faculty assessment was shared with students. 89.13% agreed or strongly agreed that the instructors had the competences to effectively teach the courses. 93.48% agreed or strongly agreed that their instructors were prepared.
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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.	Ashford: Total 52, Mean 586: Traditional: Total 6478, Mean 491, Online: Total 4013, Mean, 522	Ashford: Total 52, Mean 586: Traditional: Total 6478, Mean 491, Online: Total 4013, Mean, 522	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 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.	50	52	50 out of 52 (96.15%) BA Operations Management and Analysis students sampled from July 1, 2012 to June 30, 2013 scored 400 or higher on the CPC comprehensive exam.	1. EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 3: INF 410 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.	159	165	159 out of 165 (96.36%) BA Operations Management and Analysis records evaluated indicate proficient or distinguished performance on the INF 410 Final Paper rubric	1. EXCEEDS THE ACCEPTABLE TARGET



Indirect Measure 1 Alumni Survey: 21 Months Since Graduation	70% or more of the Ashford University alumni surveyed will indicate either "Yes - To a Great Extent" or "Yes – To Some Extent" to the following statement: • (#6) – Are you currently using your Ashford degree in a related occupation? 70% or more of the Ashford University alumni surveyed will indicate either "Agree" or "Strongly Agree" to the following statements: • (#16) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities.	N/A	N/A	content criteria mapped at any level to PLO 3. As the data reflect fewer than 10 BA Operations Management and Analysis alumni respondents at the 21 and 37 months after graduation threshold, findings will not be reported for the 2012-13 assessment cycle.	4. INSUFFICIENT DATA
	(#17) – I believe that my Ashford degree was worth the time commitment required to fulfill my educational goals.			assessment eyere.	
Indirect Measure 2 Alumni Survey: 37 Months Since Graduation	70% or more of the Ashford University alumni surveyed will indicate either "Yes - To a Great Extent" or "Yes – To Some Extent" to the following statement: • (#6) – Are you currently using your Ashford degree in a related occupation? 70% or more of the Ashford University alumni surveyed will indicate either "Agree" or "Strongly Agree" to the following statements:			As the data reflect fewer than 10 BA Operations Management and Analysis alumni respondents at the 21 and 37 months after graduation threshold, findings will not be reported for the	4. INSUFFICIENT DATA



	 (#16) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. (#17) – I believe that my Ashford degree was worth the time commitment required to fulfill my educational goals. 			2012-13 assessment cycle.	
Indirect Measure 3 Alumni Survey: Aggregate of 21 and 37 Months Since Graduation	70% or more of the Ashford University alumni surveyed will indicate either "Yes - To a Great Extent" or "Yes – To Some Extent" to the following statement: • (#6) – Are you currently using your Ashford degree in a related occupation? 70% or more of the Ashford University alumni surveyed will indicate either "Agree" or "Strongly Agree" to the following statements: • (#16) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. • (#17) – I believe that my Ashford degree was worth the time commitment required to fulfill my educational goals.	N/A	N/A	As the data reflect fewer than 10 BA Operations Management and Analysis alumni respondents at the 21 and 37 months after graduation threshold, findings will not be reported for the 2012-13 assessment cycle.	4. INSUFFICIENT DATA
Indirect Measure 4: End of Course 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:	N/A	10	A majority of BA Operations Management & Analysis students sampled upon completion of INF 410 (N = 10) indicated that they	1. EXCEEDS THE ACCEPTABLE TARGET



	 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? 			felt the course material (80.00%), course (90.00%), and instructor (70.00%) were high quality or very high quality.	
Indirect Measure 5: End of Program Survey	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 five items used will be: • The courses I took in the business department were well taught. • The curriculum was relevant to my professional needs. • Feedback from faculty assessment was shared with students. • The instructors had the competencies to effectively teach the courses. • My instructors were prepared.	N/A	N/A	86.95% of BA Operations Management and Analysis students upon completion of the program during the 2012-13 assessment cycle indicated that they agreed or strongly agreed that they understood the application of the learning objectives. 95.65% agreed or strongly agreed that the curriculum was relevant to their professional needs. 60.87% agreed or strongly agreed that feedback from faculty assessment	1. EXCEEDS THE ACCEPTABLE TARGET



PLO 4 - Examine globa	lization effects on the organization's operat	ions, supply chain	, and product or	was shared with students. 89.13% agreed or strongly agreed that the instructors had the competences to effectively teach the courses. 93.48% agreed or strongly agreed that their instructors were prepared.	
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.	Ashford: Total 52, Mean 636: Traditional: Total 6678, Mean 539, Online: Total 4246, Mean, 568	Ashford: Total 52, Mean 636: Traditional: Total 6678, Mean 539, Online: Total 4246, Mean, 568	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 Professional Component	2. MEETS THE ACCEPTABLE TARGET
				component comprehensive exam.	
Direct Measure 2: CPC Comprehensive Exam-Score	90% must score 400 or higher on the CPC comprehensive exam.	50	52	50 out of 52 (96.15%) BA Operations Management and Analysis students sampled from July 1, 2012 to June 30, 2013 scored 400 or higher on the CPC	1. EXCEEDS THE ACCEPTABLE TARGET



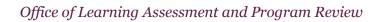
				comprehensive exam.	
Direct Measure 3: INF 336 Final Paper	70% of BA Operations Management and Analysis students must receive a proficient or distinguished evaluation on relevant content criteria mapped to this PLO.	16	19	16 out of 19 (84.21%) BA Operations Management and Analysis students from courses with start dates between April 9, 2012 and June 25, 2013 scored 80% or higher on the INF 336 Research Paper.	1. EXCEEDS THE ACCEPTABLE TARGET
Indirect Measure 1 Alumni Survey: 21 Months Since Graduation	70% or more of the Ashford University alumni surveyed will indicate either "Yes - To a Great Extent" or "Yes – To Some Extent" to the following statement: • (#6) – Are you currently using your Ashford degree in a related occupation? 70% or more of the Ashford University alumni surveyed will indicate either "Agree" or "Strongly Agree" to the following statements: • (#16) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. • (#17) – I believe that my Ashford degree was worth the time commitment required to fulfill my educational goals.	N/A	N/A	As the data reflect fewer than 10 BA Operations Management and Analysis alumni respondents at the 21 and 37 months after graduation threshold, findings will not be reported for the 2012-13 assessment cycle.	4. INSUFFICIENT DATA



Indirect Measure 2 Alumni Survey: 37 Months Since Graduation	70% or more of the Ashford University alumni surveyed will indicate either "Yes - To a Great Extent" or "Yes – To Some Extent" to the following statement: • (#6) – Are you currently using your Ashford degree in a related occupation? 70% or more of the Ashford University alumni surveyed will indicate either "Agree" or "Strongly Agree" to the following statements: • (#16) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. • (#17) – I believe that my Ashford degree was worth the time commitment required to fulfill my educational goals.			As the data reflect fewer than 10 BA Operations Management and Analysis alumni respondents at the 21 and 37 months after graduation threshold, findings will not be reported for the 2012-13 assessment cycle.	4. INSUFFICIENT DATA
Indirect Measure 3 Alumni Survey: Aggregate of 21 and 37 Months Since Graduation	70% or more of the Ashford University alumni surveyed will indicate either "Yes - To a Great Extent" or "Yes - To Some Extent" to the following statement: • (#6) – Are you currently using your Ashford degree in a related occupation? 70% or more of the Ashford University alumni surveyed will indicate either "Agree" or "Strongly Agree" to the following statements: • (#16) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities.	N/A	N/A	As the data reflect fewer than 10 BA Operations Management and Analysis alumni respondents at the 21 and 37 months after graduation threshold, findings will not be reported for the 2012-13 assessment cycle.	4. INSUFFICIENT DATA



	• (#17) – I believe that my Ashford degree was worth the time commitment required to fulfill my educational goals.				
Indirect Measure 4: End of Course 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	15	A majority of BA Operations Management & Analysis students sampled upon completion of INF 336 (N = 15) indicated that they felt the course material (86.67%), course (73.34%), and instructor (80.00%) were high quality or very high quality.	1. EXCEEDS THE ACCEPTABLE TARGET
Indirect Measure 5: End of Program Survey	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 five items used will be: • The courses I took in the business department were well taught. • The curriculum was relevant to my professional needs. • Feedback from faculty assessment was shared with students.	N/A	N/A	86.95% of BA Operations Management and Analysis students upon completion of the program during the 2012-13 assessment cycle indicated that they agreed or strongly agreed that they understood the application of the	1. EXCEEDS THE ACCEPTABLE TARGET







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	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	Ashford: Total 55, Mean 549: Traditional: Total 6562, Mean 384, Online: Total 4059, Mean, 424	Ashford: Total 55, Mean 549: Traditional: Total 6562, Mean 384, Online: Total 4059, Mean, 424	On average BA Operations Management and Analysis students scored above the average of the Peregrine Academic Services Online Aggregate	2. MEETS THE ACCEPTABLE TARGET



Direct Measure 2: CPC Comprehensive Exam-Score	when compared to other competitive programs. 90% must score 400 or higher on the CPC comprehensive exam.	50	52	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. 50 out of 52 (96.15%) BA Operations Management and Analysis students sampled from July 1, 2012 to June 30, 2013 scored 400 or higher on the CPC comprehensive exam.	1. EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 4: INF 337 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.	65	70	65 out of 70 (92.85%) BA Operations Management and Analysis students from courses with	1. EXCEEDS THE ACCEPTABLE TARGET



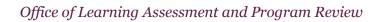
				start dates between July 3, 2012 and June 25, 2013 scored 80% or higher on the INF 337 Research Paper.	
Indirect Measure 1 Alumni Survey: 21 Months Since Graduation	70% or more of the Ashford University alumni surveyed will indicate either "Yes - To a Great Extent" or "Yes – To Some Extent" to the following statement: • (#6) – Are you currently using your Ashford degree in a related occupation? 70% or more of the Ashford University alumni surveyed will indicate either "Agree" or "Strongly Agree" to the following statements: • (#16) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. • (#17) – I believe that my Ashford degree was worth the time commitment required to fulfill my educational goals.	N/A	N/A	As the data reflect fewer than 10 BA Operations Management and Analysis alumni respondents at the 21 and 37 months after graduation threshold, findings will not be reported for the 2012-13 assessment cycle.	4. INSUFFICIENT DATA
Indirect Measure 2 Alumni Survey: 37 Months Since Graduation	70% or more of the Ashford University alumni surveyed will indicate either "Yes - To a Great Extent" or "Yes – To Some Extent" to the following statement: • (#6) – Are you currently using your Ashford degree in a related occupation?			As the data reflect fewer than 10 BA Operations Management and Analysis alumni respondents at the 21 and 37 months after graduation	4. INSUFFICIENT DATA



	70% or more of the Ashford University alumni surveyed will indicate either "Agree" or "Strongly Agree" to the following statements: • (#16) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. • (#17) – I believe that my Ashford degree was worth the time commitment required to fulfill my educational goals.			threshold, findings will not be reported for the 2012-13 assessment cycle.	
Indirect Measure 3 Alumni Survey: Aggregate of 21 and 37 Months Since Graduation	70% or more of the Ashford University alumni surveyed will indicate either "Yes - To a Great Extent" or "Yes - To Some Extent" to the following statement: • (#6) – Are you currently using your Ashford degree in a related occupation? 70% or more of the Ashford University alumni surveyed will indicate either "Agree" or "Strongly Agree" to the following statements: • (#16) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. • (#17) – I believe that my Ashford degree was worth the time commitment required to fulfill my educational goals.	N/A	N/A	As the data reflect fewer than 10 BA Operations Management and Analysis alumni respondents at the 21 and 37 months after graduation threshold, findings will not be reported for the 2012-13 assessment cycle.	4. INSUFFICIENT DATA
Indirect Measure 4: End of Course 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	17	A majority of BA Operations Management & Analysis students sampled upon	1. EXCEEDS THE ACCEPTABLE TARGET



	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?			completion of INF 337 (N = 17) indicated that they felt the course material (94.12%), course (82.36%), and instructor (100%) were high quality or very high quality.	
Indirect Measure 5: End of Program Survey	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 five items used will be: • The courses I took in the business department were well taught. • The curriculum was relevant to my professional needs. • Feedback from faculty assessment was shared with students. • The instructors had the competencies to effectively teach the courses. • My instructors were prepared.	N/A	N/A	86.95% of BA Operations Management and Analysis students upon completion of the program during the 2012-13 assessment cycle indicated that they agreed or strongly agreed that they understood the application of the learning objectives. 95.65% agreed or strongly agreed that the curriculum was relevant to their professional needs. 60.87% agreed or strongly	1. EXCEEDS THE ACCEPTABLE TARGET





a rus and Abbat
agreed that
feedback from
faculty assessment
was shared with
students. 89.13%
agreed or strongly
agreed that the
instructors had the
competences to
effectively teach
the courses.
93.48% agreed or
strongly agreed
that their
instructors were
prepared.



OVERALL RECOMMENDATIONS

Overall, it is recommended that the Program Lead for the Bachelor of Arts in Operations Management and Analysis review the assessment plans (including measures used, alignment mapping, and targets set) and Curriculum Map in preparation for the 2013-2014 assessment cycle. This will determine the appropriateness of the assignments and mapping for each PLO.

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 2014	
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 13-14 academic year.				