

BA IN OPERATIONS MANAGEMENT AND ANALYSIS: ANNUAL ASSESSMENT PLAN & FINDINGS 2021-2022 ACADEMIC YEAR

2021– 2022 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>INF 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>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

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

<p>Direct Measure 1: CPC Comprehensive Exam – Management Section</p>	<p>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.</p>	<p>UAGC: Total 78, Mean 728: Traditional: Total 41610, Mean 573, Online: Total 44400, Mean, 606</p>	<p>UAGC: Total 78, Mean 728: Traditional: Total 41610, Mean 573, Online: Total 44400, Mean, 606</p>	<p>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.</p>	<p>2. MEETS THE ACCEPTABLE TARGET</p>
<p>Direct Measure 2: CPC Comprehensive Exam-Score</p>	<p>90% must score 400 or higher on the CPC comprehensive exam.</p>	<p>75</p>	<p>78</p>	<p>75 out of 78 (96.15%) BA Operation Management and Analysis students from July 1, 2021 to June 30, 2022 scored 400 or higher on the CPC comprehensive exam.</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>

<p>Direct Measure 3: BUS 461 Final Project</p>	<p>70% of BA Operations Management and Analysis students must receive a proficient or distinguished evaluation on relevant content criteria mapped to this PLO.</p>	<p>50</p>	<p>54</p>	<p>50 out of 54 (92.59%) of records evaluated indicated proficient or distinguished performance on this key assignment's content criteria mapped to this PLO at the mastered level.</p>	<p>2. MEETS THE ACCEPTABLE TARGET</p>
<p>Indirect Measure 1: End of Program Survey PLO1</p>	<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 applied systems analysis to management decisions and operational success. 	<p>71</p>	<p>75</p>	<p>94.67% of BA Operations Management and Analysis students upon completion of the program during the 2021-22 assessment cycle indicated that they effectively applied systems analysis to management decisions and operational success.</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>

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: Total 78, Mean 769; Traditional: Total 41820, Mean 606, Online: Total 40650, Mean, 625	UAGC: Total 78, Mean 769; Traditional: Total 41820, Mean 606, Online: Total 40650, Mean, 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	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.	75	78	75 out of 78 (96.15%) BA Operation Management and Analysis students from July 1, 2021 to June 30, 2022 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.	195	260	195 out of 260 (75.00%) of records evaluated indicate proficient or distinguished performance on this key assignment's content criteria	2. MEETS THE ACCEPTABLE TARGET

				mapped to this PLO at the Mastered level.	
Indirect Measure 1: End of Program Survey PLO2	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 assessed methods of quality management, product, and service development, and learned processes in business operations.	71	73	97.26% of BA Operations Management and Analysis students upon completion of the program during the 2021-22 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: Total 78, Mean 711; Traditional: Total 37020, Mean 559, Online: Total 38040, Mean, 593	UAGC: Total 78, Mean 711; Traditional: Total 37020, Mean 559, Online: Total 38040, Mean, 593	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.	75	78	75 out of 78 (96.15%) BA Operation Management and Analysis students from July 1, 2021 to June 30, 2022 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.	438	548	438 out of 548 (79.93%) 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

<p>Indirect Measure 1: End of Program Survey PLO3</p>	<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 developed skills in managing projects and programs. 	<p>71</p>	<p>74</p>	<p>95.95% of BA Operations Management and Analysis students upon completion of the program during the 2021-22 assessment cycle indicated that they effectively developed skills in managing projects and programs.</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>
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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: Total 78, Mean 696: Traditional: Total 39990, Mean 545, Online: Total 37320, Mean, 565	UAGC: Total 78, Mean 696: Traditional: Total 39990, Mean 545, Online: Total 37320, Mean, 565	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.	75	78	75 out of 78 (96.15%) BA Operation Management and Analysis students from July 1, 2021 to June 30, 2022 scored 400 or higher on the CPC comprehensive exam.	1. EXCEEDS THE ACCEPTABLE TARGET
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.	471	545	471 out of 545 (86.42%) 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 PLO4	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	71	74	95.95% of BA Operations Management and Analysis students	1. EXCEEDS THE ACCEPTABLE TARGET

	<p>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.			<p>upon completion of the program during the 2021-22 assessment cycle indicated that they effectively examined globalization effects on the organization's operations, supply chain, and product or services production.</p>	
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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:
					<ol style="list-style-type: none"> 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA

<p>Direct Measure 1: CPC Comprehensive Exam - Quantitative Research Techniques and Statistics</p>	<p>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.</p>	<p>UAGC: Total 78, Mean 680: Traditional: Total 38700, Mean 531, Online: Total 32430, Mean, 552</p>	<p>UAGC: Total 78, Mean 680: Traditional: Total 38700, Mean 531, Online: Total 32430, Mean, 552</p>	<p>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.</p>	<p>2. MEETS THE ACCEPTABLE TARGET</p>
<p>Direct Measure 2: CPC Comprehensive Exam-Score</p>	<p>90% must score 400 or higher on the CPC comprehensive exam.</p>	<p>75</p>	<p>78</p>	<p>75 out of 78 (96.15%) BA Operation Management and Analysis students from July 1, 2021 to June 30, 2022 scored 400 or higher on the CPC</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>

				comprehensive exam.	
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.	310	332	310 out of 332 (93.37%) 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. 	71	73	97.26% of BA Operations Management and Analysis students upon completion of the program during the 2021-22 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
<p>Given the numerous changes that occurred during the 2021-22 academic year, program leads and faculty will monitor the 2022-23 data in conjunction with the 2022-23 academic year data.</p>

ANNUAL ASSESSMENT PLAN ACTION ITEM STATUS REPORT				
OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
PLO1-5	Continue to monitor student learning and outcomes data	Program Lead	In progress	June 2023
Action Details	Review the assessment plans (including measures used, alignment mapping, and targets set) and Curriculum Map in preparation for the 2022 – 2023 assessment cycle.			
OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
PLO 5	MGT 425 Leadership and Motivation	Program Lead	In progress	June 2023
Action Details	BAOMA does not have a leadership course in our course sequence, BAOMA Advisory Board has decided on this course to improve leader effectiveness in service and manufacturing environments. Will add into course sequence.			
OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
PLO 1-5	BAOMA Program Courses	Program lead	In progress	June 2023
Action Details	Sustain BAOMA Advisory Board and share student learning outcome data and discuss strategies related to BAOMA PLOs to improve BAOMA courses and BAOMA program. Advisory Board will make meaningful recommendations for improvement and recommend curriculum changes.			
OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
PLO 1-5	BAOMA Program	Program lead	In progress	June 2023
Action Details	Work to achieve external accreditation, industry partnership or recognition for the BA Operations Management and Analysis program. Target and explore organizations like ASCM – Association for Supply Chain Management, ICPM – Institute of Certified Professional Managers, and POMS – Professional Operations Management Society.			