

BA IN OPERATIONS MANAGEMENT AND ANALYSIS: ANNUAL ASSESSMENT PLAN & FINDINGS 2020-2021 ACADEMIC YEAR

2020 – 2021 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.	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 66, Mean 663: Traditional: Total 40020, Mean 559, Online: Total 43680 Mean, 596</p>	<p>UAGC: Total 66, Mean 663: Traditional: Total 40020, Mean 559, Online: Total 43680 Mean, 596</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>63</p>	<p>66</p>	<p>63 out of 66 (95.45%) BA Operation Management and Analysis students from July 1, 2020 to June 30, 2021 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>732</p>	<p>1036</p>	<p>732 out of 1036 (70.66%) 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>63</p>	<p>65</p>	<p>96.92% of BA Operations Management and Analysis students upon completion of the program during the 2020-21 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 66, Mean 684: Traditional: Total 40050, Mean 590, Online: Total 40260 Mean, 613	UAGC: Total 66, Mean 684: Traditional: Total 40050, Mean 590, Online: Total 40260 Mean, 613	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.	63	66	63 out of 66 (95.45%) BA Operation Management and Analysis students from July 1, 2020 to June 30, 2021 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.	411	470	411 out of 470 (87.45%) 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	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.	63	65	96.92% of BA Operations Management and Analysis students upon completion of the program during the 2020-21 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 66, Mean 671: Traditional: Total 36060, Mean 549, Online: Total 37710 Mean, 583	UAGC: Total 66, Mean 671: Traditional: Total 36060, Mean 549, Online: Total 37710 Mean, 583	On average BA Operations Management and Analysis students scored above the average of the Peregrine Academic Services Online Aggregate	2. MEETS THE ACCEPTABLE TARGET

				Pool and above the average of the Traditional 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.	63	66	63 out of 66 (95.45%) BA Operation Management and Analysis students from July 1, 2020 to June 30, 2021 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.	355	469	355 out of 469 (75.69%) 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 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: <ul style="list-style-type: none">• I effectively developed skills in managing projects and programs.	62	66	93.94% of BA Operations Management and Analysis students upon completion of the program during the 2020-21 assessment cycle indicated that they effectively developed skills in managing projects and programs.	1. EXCEEDS THE ACCEPTABLE TARGET

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 66, Mean 637: Traditional: Total 38640, Mean 532, Online: Total 36810 Mean, 552	UAGC: Total 66, Mean 637: Traditional: Total 38640, Mean 532, Online: Total 36810 Mean, 552	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	2. MEETS THE ACCEPTABLE TARGET

				Business 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.	63	66	63 out of 66 (95.45%) BA Operation Management and Analysis students from July 1, 2020 to June 30, 2021 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.	544	665	544 out of 665 (81.80%) 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 PLO4</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 examined globalization effects on the organization’s operations, supply chain, and product or services production. 	<p>64</p>	<p>65</p>	<p>98.46% of BA Operations Management and Analysis students upon completion of the program during the 2020-21 assessment cycle indicated that they effectively examined globalization effects on the organization’s operations, supply chain, and product or services production.</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</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: 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 66, Mean 625: Traditional: Total 37230, Mean 516, Online: Total 32040 Mean, 538</p>	<p>UAGC: Total 66, Mean 625: Traditional: Total 37230, Mean 516, Online: Total 32040 Mean, 538</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>63</p>	<p>66</p>	<p>63 out of 66 (95.45%) BA Operation Management and Analysis students from July 1, 2020 to June 30, 2021 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.	408	420	408 out of 420 (97.14%) 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. 	64	65	98.46% of BA Operations Management and Analysis students upon completion of the program during the 2020-21 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 2020-21 academic year, program leads and faculty will monitor the 2020-21 data in conjunction with the 2021-22 academic year data.

ANNUAL ASSESSMENT PLAN ACTION ITEM STATUS REPORT				
OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
<i>PLO 3</i>	PRM300	<i>Program lead</i>	<i>In progress</i>	<i>2022</i>
Action Details	<i>Improved course sequence. Moved up PRM 300 in the course sequence.</i>			
OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
<i>PLO 5</i>	BUS 461	<i>Program lead</i>	<i>Not started</i>	<i>2022</i>
Action Details	<i>Course redesign of BUS 461 - Decision Modeling and Analysis in Q 3 in 2022.</i>			
OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
<i>PLO 1-5</i>	All	<i>Program lead</i>	<i>In progress</i>	<i>2022/23</i>
Action Details	<i>Develop a BAOMA Advisory Board to review the BAOMA program and to review all PLOs and BAOMA program in general and make meaningful recommendations for improvement and to recommend curriculum changes.</i>			
OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
<i>PLO 1</i>	BUS 307	<i>Program lead</i>	<i>In progress</i>	<i>2022</i>
Action Details	<i>Continue to enhance and sustain high quality in BUS 307, Operations Management and Quantitative Techniques. The course was recently redesigned in Q2 of 2021.</i>			