

BA IN OPERATIONS MANAGEMENT AND ANALYSIS: ANNUAL ASSESSMENT PLAN & FINDINGS 2011-2012 ACADEMIC YEAR

2011 – 2012 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 Understand 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
<i>ACC 206 Principles of Accounting II</i>	R		R		R
<i>BUS 308: Statistics for Managers</i>	R				R
<i>BUS 307 Operations Management & Quantitative Techniques</i>	R	R	R		R
<i>INF 336 Project Procurement Management</i>	R	R		M	R
<i>INF 337 Integrated Cost & Schedule Control</i>	M	R	M		M
<i>INF 340 Business Systems Analysis</i>	R	R			

<i>BUS 461 Decision Modeling & Analysis</i>	M	R	M	R	M
<i>BUS 445 Total Quality Management</i>		M	M		R
<i>BUS 446 Production Operations Control</i>					R
<i>BUS 401 Principles of Finance</i>	M		M		M
<i>INF 410 Project Management</i>			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>Ashford: Total 51, Mean 610: Traditional: Total 492, Mean 525, Online: Total 929 Mean, 589</p>	<p>Ashford: Total 51, Mean 610: Traditional: Total 492, Mean 525, Online: Total 929 Mean, 589</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% (of the sample selected) score 400 or higher on the CPC comprehensive exam.</p>	<p>43</p>	<p>48</p>	<p>43 out of 48 (89.59%) BA Operations Management and Analysis students sampled from July 1, 2011 to June 30, 2012 scored 400 or higher on the CPC</p>	<p>3. DOES NOT MEET THE ACCEPTABLE TARGET</p>

				comprehensive exam.	
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.	32	35	32 out of 35 (91.43%) BA Operations Management and Analysis students sampled from July 1, 2011 to June 30, 2012 scored 80% or higher on the BUS 461 Final Paper.	3. DOES NOT MEET THE ACCEPTABLE TARGET
Indirect Measure 1 Alumni Survey	70% or more of the Ashford University alumni (within 5 years of graduation) will indicate that their Ashford University degree has contributed to career success by indicating either "Agree" or "Strongly Agree." The three questions used to gauge career success include: <ul style="list-style-type: none"> • (#46) – I believe my Ashford degree will provide me with additional opportunities in my current career track. • (#52) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. • (#53) – Earning my degree from Ashford University resulted in making me more employable. 	N/A	N/A	As the sample size for this measure is less than 10, findings will not be reported for the 2011-12 assessment cycle.	4. INSUFFICIENT DATA

<p>Indirect Measure 2: End of Course Survey</p>	<p>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:</p> <ul style="list-style-type: none"> • 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? 	<p>N/A</p>	<p>15</p>	<p>As the sample size for BUS 461 is less than 10, findings for this course will not be reported for the 2011-12 assessment cycle.</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>
<p>Indirect Measure 3: End of Program Survey</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 five items used will be:</p> <ul style="list-style-type: none"> • 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. 	<p>N/A</p>	<p>N/A</p>	<p>87.50% of BA Operations management and Analysis students sampled upon completion of the program during the 2011-12 assessment cycle indicated that they agreed or strongly agreed that the curriculum was relevant to their professional needs. 81.25% agreed or strongly</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>

				<p>agreed that their instructors were prepared. 81.25% agreed or strongly agreed that the instructors had the competencies to teach within their field of study. 40.63% agreed or strongly agreed that feedback from faculty assessments was shared with students. 81.25% agreed or strongly agreed that the courses they took in the Business department were well taught.</p>	
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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

<p>Direct Measure 1: CPC Comprehensive Exam - Business Integration and Strategic 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 Business Integration and Strategic Management section of the CPC comprehensive exam when compared to other competitive programs.</p>	<p>Ashford: Total N/A, Mean N/A: Traditional: Total N/A Mean N/A Online: Total N/A Mean, N/A</p>	<p>Ashford: N/A, Mean N/A: Traditional: Total N/A Mean N/A Online: Total N/A Mean, N/A</p>	<p>The Business Integration and Strategic Management section was not included in the CPC exam administered to BA Operations Management and Analysis students during the 2011-12 assessment cycle. This section will be administered to BA Operations Management and Analysis students during subsequent assessment cycles.</p>	<p>4. INSUFFICIENT DATA</p>
<p>Direct Measure 2: CPC Comprehensive Exam-Score</p>	<p>90% (of the sample selected) score 400 or higher on the CPC comprehensive exam.</p>	<p>43</p>	<p>48</p>	<p>43 out of 48 (89.59%) BA Operations Management and Analysis students sampled from July 1, 2011 to June 30, 2012 scored 400 or higher on the CPC</p>	<p>3. DOES NOT MEET THE ACCEPTABLE TARGET</p>

				comprehensive exam.	
Direct Measure 3: BUS 445 Final Paper	90% (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.	46	50	46 out of 50 (92.00%) BA Operations Management and Analysis students sampled from July 1, 2011 to June 30, 2012 scored 80% or higher on the BUS 445 Final Paper.	1. EXCEEDS THE ACCEPTABLE TARGET
Indirect Measure 1 Alumni Survey	70% or more of the Ashford University alumni (within 5 years of graduation) will indicate that their Ashford University degree has contributed to career success by indicating either “Agree” or “Strongly Agree.” The three questions used to gauge career success include: <ul style="list-style-type: none"> • (#46) – I believe my Ashford degree will provide me with additional opportunities in my current career track. • (#52) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. • (#53) – Earning my degree from Ashford University resulted in making me more employable. 	N/A	N/A	As the sample size for this measure is less than 10, findings will not be reported for the 2011-12 assessment cycle.	4. INSUFFICIENT DATA

<p>Indirect Measure 2: End of Course Survey</p>	<p>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:</p> <ul style="list-style-type: none"> • 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? 	<p>N/A</p>	<p>11</p>	<p>A majority of BA Operations Management and Analysis students sampled upon completion of BUS 445 (N = 11) indicated that they felt the course material (72.73%), course (72.73%), and instructor (81.82%) were high quality or very high quality.</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>
<p>Indirect Measure 3: End of Program Survey</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 five items used will be:</p> <ul style="list-style-type: none"> • 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. 	<p>N/A</p>	<p>N/A</p>	<p>87.50% of BA Operations management and Analysis students sampled upon completion of the program during the 2011-12 assessment cycle indicated that they agreed or strongly agreed that the curriculum was relevant to their professional needs. 81.25%</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>

				<p>agreed or strongly agreed that their instructors were prepared. 81.25% agreed or strongly agreed that the instructors had the competencies to teach within their field of study. 40.63% agreed or strongly agreed that feedback from faculty assessments was shared with students. 81.25% agreed or strongly agreed that the courses they took in the Business department were well taught.</p>	
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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 N/A, Mean N/A: Traditional: Total N/A Mean N/A Online: Total N/A Mean, N/A	Ashford: Total N/A, Mean N/A: Traditional: Total N/A Mean N/A Online: Total N/A Mean, N/A	The Business Leadership section was not included in the CPC exam administered to BA Operations Management and Analysis students during the 2011-12 assessment cycle. This section will be administered to	4. INSUFFICIENT DATA

				BA Operations Management and Analysis students during subsequent assessment cycles.	
Direct Measure 2: CPC Comprehensive Exam-Score	90% (of the sample selected) score 400 or higher on the CPC comprehensive exam.	43	48	43 out of 48 (89.59%) BA Operations Management and Analysis students sampled from July 1, 2011 to June 30, 2012 scored 400 or higher on the CPC comprehensive exam.	3. DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 3: INF 410 Final Paper	90% (of the sample selected) must score 70% or higher on final paper and demonstrate an ability to develop skills necessary for managing projects and programs.	35	37	35 out of 37 (94.59%) BA Operations Management and Analysis students sampled from July 1, 2011 to June 30, 2012 scored 80% or higher on the INF 410 Final Paper.	1. EXCEEDS THE ACCEPTABLE TARGET
Indirect Measure 1 Alumni Survey	70% or more of the Ashford University alumni (within 5 years of graduation) will indicate that their Ashford University degree has	N/A	N/A	As the sample size for this measure is less than 10,	4. INSUFFICIENT DATA

	<p>contributed to career success by indicating either “Agree” or “Strongly Agree.” The three questions used to gauge career success include:</p> <ul style="list-style-type: none"> • (#46) – I believe my Ashford degree will provide me with additional opportunities in my current career track. • (#52) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. • (#53) – Earning my degree from Ashford University resulted in making me more employable. 			findings will not be reported for the 2011-12 assessment cycle.	
Indirect Measure 2: End of Course Survey	<p>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:</p> <ul style="list-style-type: none"> • 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	As the sample size for INF 410 is less than 10, findings for this course will not be reported for the 2011-12 assessment cycle.	4. INSUFFICIENT DATA
Indirect Measure 3: End of Program Survey	<p>70% or more of students exiting the program will express satisfaction on the End of Program Survey by indicating either “Agree”</p>	N/A	N/A	87.50% of BA Operations management and	1. EXCEEDS THE ACCEPTABLE TARGET

	<p>or “Strongly Agree.” The five items used will be:</p> <ul style="list-style-type: none"> • 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. 			<p>Analysis students sampled upon completion of the program during the 2011-12 assessment cycle indicated that they agreed or strongly agreed that the curriculum was relevant to their professional needs. 81.25% agreed or strongly agreed that their instructors were prepared. 81.25% agreed or strongly agreed that the instructors had the competencies to teach within their field of study. 40.63% agreed or strongly agreed that feedback from faculty assessments was shared with students. 81.25% agreed or strongly agreed that the</p>	
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				courses they took in the Business department were well taught.	
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

<p>Direct Measure 1: CPC Comprehensive Exam – Global Dimensions of Business 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 Global Dimensions of Business section of the CPC comprehensive exam when compared to other competitive programs.</p>	<p>Ashford: Total N/A, Mean N/A: Traditional: Total N/A Mean N/A Online: Total N/A Mean, N/A</p>	<p>Ashford: Total N/A, Mean N/A: Traditional: Total N/A Mean N/A Online: Total N/A Mean, N/A</p>	<p>The Global Dimensions of Business section was not included in the CPC exam administered to BA Operations Management and Analysis students during the 2011-12 assessment cycle. This section will be administered to BA Operations Management and Analysis students during subsequent assessment cycles.</p>	<p>4. INSUFFICIENT DATA</p>
<p>Direct Measure 2: CPC Comprehensive Exam-Score</p>	<p>90% (of the sample selected) score 400 or higher on the CPC comprehensive exam.</p>	<p>43</p>	<p>48</p>	<p>43 out of 48 (89.59%) BA Operations Management and Analysis students sampled from July 1, 2011 to June 30, 2012 scored 400 or higher on the CPC comprehensive exam.</p>	<p>3. DOES NOT MEET THE ACCEPTABLE TARGET</p>

<p>Direct Measure 3: INF 336 Final Paper</p>	<p>100% (of the sample selected) must score 70% or higher on the research paper and demonstrate an ability to examine globalization effects on the organization’s operations, supply chain, and product or services production.</p>	<p>43</p>	<p>47</p>	<p>43 out of 47 (91.49%) BA Operations Management and Analysis students sampled from July 1, 2011 to June 30, 2012 scored 70% or higher on the INF 336 Research paper.</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>
<p>Indirect Measure 1 Alumni Survey</p>	<p>70% or more of the Ashford University alumni (within 5 years of graduation) will indicate that their Ashford University degree has contributed to career success by indicating either “Agree” or “Strongly Agree.” The three questions used to gauge career success include:</p> <ul style="list-style-type: none"> • (#46) – I believe my Ashford degree will provide me with additional opportunities in my current career track. • (#52) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. • (#53) – Earning my degree from Ashford University resulted in making me more employable. 	<p>N/A</p>	<p>N/A</p>	<p>As the sample size for this measure is less than 10, findings will not be reported for the 2011-12 assessment cycle.</p>	<p>4. INSUFFICIENT DATA</p>
<p>Indirect Measure 2: End of Course Survey</p>	<p>70% or more of students will express satisfaction on the End-of-Course survey for each course aligned with mastery of a</p>	<p>N/A</p>	<p>17</p>	<p>A majority of BA Operations Management and</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>

	<p>program outcome by indicating either “High Quality” or “Very High Quality.” The three questions used to gauge student satisfaction include:</p> <ul style="list-style-type: none"> • 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? 			<p>Analysis students sampled upon completion of INF 336 (N = 17) indicated that they felt the course material (82.35%), course (76.47%), and instructor (82.35%) were high quality or very high quality.</p>	
<p>Indirect Measure 3: End of Program Survey</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 five items used will be:</p> <ul style="list-style-type: none"> • 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	<p>87.50% of BA Operations management and Analysis students sampled upon completion of the program during the 2011-12 assessment cycle indicated that they agreed or strongly agreed that the curriculum was relevant to their professional needs. 81.25% agreed or strongly agreed that their instructors were prepared. 81.25%</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>

				<p>agreed or strongly agreed that the instructors had the competencies to teach within their field of study. 40.63% agreed or strongly agreed that feedback from faculty assessments was shared with students. 81.25% agreed or strongly agreed that the courses they took in the Business department were well taught.</p>	
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PLO 5 – Understand 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	Ashford: Total 48, Mean 467: Traditional: Total 492, Mean 373, Online: Total 211, Mean, 451	Ashford: Total 48, Mean 467: Traditional: Total 492, Mean 373, Online: Total 211, Mean, 451	On average BA Operations Management and Analysis students scored above the average of the Peregrine Academic Services Online Aggregate	2. MEETS THE ACCEPTABLE TARGET

	when compared to other competitive programs.			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.	
Direct Measure 2: CPC Comprehensive Exam-Score	90% (of the sample selected) score 400 or higher on the CPC comprehensive exam.	43	48	43 out of 48 (89.59%) BA Operations Management and Analysis students sampled from July 1, 2011 to June 30, 2012 scored 400 or higher on the CPC comprehensive exam.	3. DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 4: BUS 402 Final Paper	70% (of the sample selected) must receive a basic, proficient, or distinguished evaluation on relevant content criteria mapped to this PLO.	391	406	391 out of 406 (96.31%) BA Operations Management and Analysis records evaluated from	1. EXCEEDS THE ACCEPTABLE TARGET

				July 1, 2011 to June 30, 2012 indicate basic, proficient, or distinguished performance on the BUS 402 Final Case Study content criteria mapping to PLO 5.	
Indirect Measure 1 Alumni Survey	<p>70% or more of the Ashford University alumni (within 5 years of graduation) will indicate that their Ashford University degree has contributed to career success by indicating either “Agree” or “Strongly Agree.” The three questions used to gauge career success include:</p> <ul style="list-style-type: none"> • (#46) – I believe my Ashford degree will provide me with additional opportunities in my current career track. • (#52) – Earning my degree from Ashford University gives me the confidence to pursue new job opportunities. • (#53) – Earning my degree from Ashford University resulted in making me more employable. 	N/A	N/A	As the sample size for this measure is less than 10, findings will not be reported for the 2011-12 assessment cycle.	4. INSUFFICIENT DATA

<p>Indirect Measure 2: End of Course Survey</p>	<p>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:</p> <ul style="list-style-type: none"> • 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? 	<p>N/A</p>	<p>15</p>	<p>A majority of BA Operations Management and Analysis students sampled upon completion of BUS 402 (N = 16) indicated that they felt the course material (68.75%), course (87.5%), and instructor (93.75%) were high quality or very high quality.</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>
<p>Indirect Measure 3: End of Program Survey</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 five items used will be:</p> <ul style="list-style-type: none"> • 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. 	<p>N/A</p>	<p>N/A</p>	<p>87.50% of BA Operations management and Analysis students sampled upon completion of the program during the 2011-12 assessment cycle indicated that they agreed or strongly agreed that the curriculum was relevant to their professional needs. 81.25%</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>

	<ul style="list-style-type: none">• My instructors were prepared.			<p>agreed or strongly agreed that their instructors were prepared. 81.25% agreed or strongly agreed that the instructors had the competencies to teach within their field of study. 40.63% agreed or strongly agreed that feedback from faculty assessments was shared with students. 81.25% agreed or strongly agreed that the courses they took in the Business department were well taught.</p>	
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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 2012-2013 assessment cycle. This will determine the appropriateness of the assignments and mapping for each PLO.
 Additionally, it is recommended to review BUS461 as the acceptable target for PLO2 was not met.

ANNUAL ASSESSMENT PLAN ACTION ITEM STATUS REPORT

OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
PLOs 1-5	<i>Continued levels of student achievement on all PLOs.</i>	<i>Program Chair and Faculty</i>	<i>Complete</i>	<i>June 2013</i>
<i>Action Details</i>	<i>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 12-13 academic year.</i>			
OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
PLOs 2	<i>Continued levels of student achievement on all PLOs.</i>	<i>Program Chair and Faculty</i>	<i>Complete</i>	<i>June 2013</i>
<i>Action Details</i>	It is recommended to review BUS461 as the acceptable target for PLO2 was not met.			