

BA IN OPERATIONS MANAGEMENT AND ANALYSIS: ANNUAL ASSESSMENT PLAN & FINDINGS 2014-2015 ACADEMIC YEAR

2014 – 2015 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 46, Mean 636: Traditional: Total 10841, Mean 518, Online: Total 8163 Mean, 566</p>	<p>Ashford: Total 46, Mean 636: Traditional: Total 10841, Mean 518, Online: Total 8163 Mean, 566</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>41</p>	<p>46</p>	<p>41 out of 46 (89.13%) BA Operation Management and Analysis students from July 1, 2014 to June 30, 2015 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>38</p>	<p>44</p>	<p>38 out of 44 (86.36%) BA Operations Management and Analysis records evaluated indicate proficient or distinguished performance on the BUS 461 Final Paper content criteria mapped to PLO 1.</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>
<p>Indirect Measure 1: End of Program Survey: I understand the learning objectives of my course.</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 understand the learning objectives of my courses. 	<p>37</p>	<p>41</p>	<p>90.24% of BA Operations Management & Analysis students upon completion of the program during the 2014-15 assessment cycle indicated that they agreed or strongly agreed that they understand the learning objective of my courses.</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>
<p>Indirect Measure 2: End of Program Survey The curriculum was</p>	<p>70% or more of students exiting the program will express satisfaction on the End of Program Survey by indicating either “Agree”</p>	<p>36</p>	<p>41</p>	<p>87.80% of BA Operations Management & Analysis students</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>

<p>relevant to my professional needs.</p>	<p>or “Strongly Agree.” The item to be used will be:</p> <ul style="list-style-type: none"> • The curriculum was relevant to my professional needs. 			<p>upon completion of the program during the 2014-15 assessment cycle indicated that they agreed or strongly agreed that that the curriculum was relevant to their professional needs.</p>	
<p>PLO 2 - Assess methods of quality management, product and service development, and learn processes in business operations.</p>					
<p>MEASURE</p>	<p>ACCEPTABLE TARGET</p>	<p>TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</p>	<p>TOTAL NUMBER OF STUDENT RECORDS OBSERVED</p>	<p>ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</p>	<p>ASSESSMENT RESULTS:</p> <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 - 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 46, Mean 632: Traditional: Total 10771, Mean 502, Online: Total 7171 Mean, 548</p>	<p>Ashford: Total 46, Mean 632: Traditional: Total 10771, Mean 502, Online: Total 7171 Mean, 548</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>41</p>	<p>46</p>	<p>41 out of 46 (89.13%) BA Operation Management and Analysis students from July 1, 2014 to June 30, 2015 scored 400 or higher on the CPC comprehensive exam.</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>

<p>Direct Measure 3: BUS 445 Final Paper</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>120</p>	<p>180</p>	<p>120 out of 180 (66.67%) BA Operations Management and Analysis records evaluated indicate proficient or distinguished performance on the BUS 445 Final Paper content criteria mapped to PLO 2.</p>	<p>3. DOES NOT MEET THE ACCEPTABLE TARGET</p>
<p>Indirect Measure 1: End of Program Survey: I understand the learning objectives of my course.</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 understand the learning objectives of my courses. 	<p>37</p>	<p>41</p>	<p>90.24% of BA Operations Management & Analysis students upon completion of the program during the 2014-15 assessment cycle indicated that they agreed or strongly agreed that they understand the learning objective of my courses.</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>
<p>Indirect Measure 2: End of Program Survey The curriculum was</p>	<p>70% or more of students exiting the program will express satisfaction on the End of Program Survey by indicating either “Agree”</p>	<p>36</p>	<p>41</p>	<p>87.80% of BA Operations Management & Analysis students</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>

<p>relevant to my professional needs.</p>	<p>or “Strongly Agree.” The item to be used will be:</p> <ul style="list-style-type: none"> • The curriculum was relevant to my professional needs. 			<p>upon completion of the program during the 2014-15 assessment cycle indicated that they agreed or strongly agreed that that the curriculum was relevant to their professional needs.</p>	
<p>PLO 3 - Develop skills in managing projects and programs.</p>					
<p>MEASURE</p>	<p>ACCEPTABLE TARGET</p>	<p>TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</p>	<p>TOTAL NUMBER OF STUDENT RECORDS OBSERVED</p>	<p>ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</p>	<p>ASSESSMENT RESULTS:</p> <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 – Business Leadership 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 Leadership section of the CPC comprehensive exam when compared to other competitive programs.</p>	<p>Ashford: Total 46, Mean 626: Traditional: Total 10311, Mean 548, Online: Total 7111, Mean, 569</p>	<p>Ashford: Total 46, Mean 626: Traditional: Total 10311, Mean 548, Online: Total 7111, Mean, 569</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 Business Leadership 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>41</p>	<p>46</p>	<p>41 out of 46 (89.13%) BA Operation Management and Analysis students from July 1, 2014 to June 30, 2015 scored 400 or higher on the CPC comprehensive exam.</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>

<p>Direct Measure 3: INF 410 Final Paper</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>87</p>	<p>102</p>	<p>87 out of 102 (85.29%) BA Operations Management and Analysis records evaluated indicate proficient or distinguished performance on the INF 410 Final Paper content criteria mapped to PLO 3.</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>
<p>Indirect Measure 1: End of Program Survey: I understand the learning objectives of my course.</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 understand the learning objectives of my courses. 	<p>37</p>	<p>41</p>	<p>90.24% of BA Operations Management & Analysis students upon completion of the program during the 2014-15 assessment cycle indicated that they agreed or strongly agreed that they understand the learning objective of my courses.</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>
<p>Indirect Measure 2: End of Program Survey The curriculum was</p>	<p>70% or more of students exiting the program will express satisfaction on the End of Program Survey by indicating either “Agree”</p>	<p>36</p>	<p>41</p>	<p>87.80% of BA Operations Management & Analysis students</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>

<p>relevant to my professional needs.</p>	<p>or “Strongly Agree.” The item to be used will be:</p> <ul style="list-style-type: none"> • The curriculum was relevant to my professional needs. 			<p>upon completion of the program during the 2014-15 assessment cycle indicated that they agreed or strongly agreed that that the curriculum was relevant to their professional needs.</p>	
<p>PLO 4 - Examine globalization effects on the organization’s operations, supply chain, and product or services production.</p>					
<p>MEASURE</p>	<p>ACCEPTABLE TARGET</p>	<p>TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</p>	<p>TOTAL NUMBER OF STUDENT RECORDS OBSERVED</p>	<p>ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA</p>

<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 46, Mean 493: Traditional: Total 10311, Mean 455, Online: Total 7111, Mean, 512</p>	<p>Ashford: Total 46, Mean 493: Traditional: Total 10311, Mean 455, Online: Total 7111, Mean, 512</p>	<p>On average BA Operations Management and Analysis students scored below 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 comprehensive exam.</p>	<p>3. DOES NOT MEET 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>41</p>	<p>46</p>	<p>41 out of 46 (89.13%) BA Operation Management and Analysis students from July 1, 2014 to June 30, 2015</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>

				scored 400 or higher on the CPC 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.	26	28	26 out of 28 (92.86%) BA Operations Management and Analysis records evaluated indicate proficient or distinguished performance on the INF 336 Research Paper content criteria mapped to PLO 4.	1. EXCEEDS THE ACCEPTABLE TARGET
Indirect Measure 1: End of Program Survey: I understand the learning objectives of my course.	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 understand the learning objectives of my courses.	37	41	90.24% of BA Operations Management & Analysis students upon completion of the program during the 2014-15 assessment cycle indicated	1. EXCEEDS THE ACCEPTABLE TARGET

				that they agreed or strongly agreed that they understand the learning objective of my courses.	
Indirect Measure 2: End of Program Survey The curriculum was relevant to my professional needs.	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: • The curriculum was relevant to my professional needs.	36	41	87.80% of BA Operations Management & Analysis students upon completion of the program during the 2014-15 assessment cycle indicated that they agreed or strongly agreed that that the curriculum was relevant to their professional needs.	1. EXCEEDS THE ACCEPTABLE TARGET

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 when compared to other competitive programs.	Ashford: Total 46, Mean 560: Traditional: Total 10311, Mean 387, Online: Total 7111, Mean, 454	Ashford: Total 46, Mean 560: Traditional: Total 10311, Mean 387, Online: Total 7111, Mean, 454	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 Quantitative Research Techniques and Statistics 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.	41	46	41 out of 46 (89.13%) BA Operation Management and Analysis students from July 1, 2014 to June 30, 2015 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.	162	184	162 out of 184 (88.04%) BA Operations Management and Analysis records evaluated	1. EXCEEDS THE ACCEPTABLE TARGET

				indicate proficient or distinguished performance on the INF 337 Research Paper content criteria mapped to PLO 5.	
Indirect Measure 1: End of Program Survey: I understand the learning objectives of my course.	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 understand the learning objectives of my courses.	37	41	90.24% of BA Operations Management & Analysis students upon completion of the program during the 2014-15 assessment cycle indicated that they agreed or strongly agreed that they understand the learning objective of my courses.	1. EXCEEDS THE ACCEPTABLE TARGET
Indirect Measure 2: End of Program Survey The curriculum was relevant to my professional needs.	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:	36	41	87.80% of BA Operations Management & Analysis students upon	1. EXCEEDS THE ACCEPTABLE TARGET

	<ul style="list-style-type: none">• The curriculum was relevant to my professional needs.			completion of the program during the 2014-15 assessment cycle indicated that they agreed or strongly agreed that that the curriculum was relevant to their professional needs.	
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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 2015-2016 assessment cycle. This will determine the appropriateness of the assignments and mapping for each PLO.
 It is recommended to review BUS445 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 2016</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 15-16 academic year.</i>			
OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
PLO 2	<i>Continued levels of student achievement on all PLOs.</i>	<i>Program Chair and Faculty</i>	<i>Complete</i>	<i>June 2016</i>
<i>Action Details</i>	<i>It is recommended to review BUS445 as the acceptable target for PLO2 was not met.</i>			