

## BA IN OPERATIONS MANAGEMENT AND ANALYSIS: ANNUAL ASSESSMENT PLAN & FINDINGS 2015-2016 ACADEMIC YEAR

### 2015 – 2016 CURRICULUM MAP

	<b>PLO 1</b> Apply systems analysis to management decisions and operational success.	<b>PLO 2</b> Assess methods of quality management, product and service development, and learn processes in business operations.	<b>PLO 3</b> Develop skills in managing projects and programs.	<b>PLO 4</b> Examine globalization effects on the organization's operations, supply chain, and product or services production.	<b>PLO 5</b> Understand effective decision-making, problem solving, and technical skills required in management.
<i>MGT 330: Management for Organizations</i>	<b>I</b>	<b>I</b>	<b>I</b>	<b>I</b>	<b>I</b>
<i>ECO 204 Principles of Microeconomics</i>	<b>R</b>		<b>R</b>	<b>R</b>	<b>R</b>
<i>ACC 205 Principles of Accounting I</i>	<b>R</b>		<b>R</b>		<b>R</b>
<i>ACC 206 Principles of Accounting II</i>	<b>R</b>		<b>R</b>		<b>R</b>
<i>BUS 308: Statistics for Managers</i>	<b>R</b>				<b>R</b>
<i>BUS 307 Operations Management &amp; Quantitative Techniques</i>	<b>R</b>	<b>R</b>	<b>R</b>		<b>R</b>
<i>INF 336 Project Procurement Management</i>	<b>R</b>	<b>R</b>		<b>M</b>	<b>R</b>
<i>INF 337 Integrated Cost &amp; Schedule Control</i>	<b>M</b>	<b>R</b>	<b>M</b>		<b>M</b>
<i>INF 340 Business Systems Analysis</i>	<b>R</b>	<b>R</b>			

<i>BUS 461 Decision Modeling &amp; Analysis</i>	<b>M</b>	<b>R</b>	<b>M</b>	<b>R</b>	<b>M</b>
<i>BUS 445 Total Quality Management</i>		<b>M</b>	<b>M</b>		<b>R</b>
<i>BUS 446 Production Operations Control</i>					<b>R</b>
<i>BUS 401 Principles of Finance</i>	<b>M</b>		<b>M</b>		<b>M</b>
<i>INF 410 Project Management</i>			<b>M</b>		
<i>BUS 402 Strategic Management &amp; Business Policy</i>	<b>M</b>		<b>M</b>	<b>M</b>	<b>M</b>

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

<b>ANNUAL ASSESSMENT PLAN FINDINGS</b>					
<b>PLO 1 - Apply systems analysis to management decisions and operational success.</b>					
<b>MEASURE</b>	<b>ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>TOTAL NUMBER OF STUDENT RECORDS OBSERVED</b>	<b>ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b>	<b>ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA</b>

<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><b>Ashford:</b> Total 35, Mean 701: <b>Traditional:</b> Total 20899, Mean 541, <b>Online:</b> Total 20539 Mean, 598</p>	<p><b>Ashford:</b> Total 35, Mean 701: <b>Traditional:</b> Total 20899, Mean 541, <b>Online:</b> Total 20539 Mean, 598</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>30</p>	<p>35</p>	<p>30 out of 35 (86.00%) BA Operation Management and Analysis students from July 1, 2015 to June 30, 2016 scored 400 or higher on the CPC comprehensive exam.</p>	<p>3. DOES NOT MEET 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>165</p>	<p>184</p>	<p>165 out of 184 (89.67%) of records evaluated indicate proficient or distinguished performance on this key assignment's content criteria mapped to this PLO at the mastered level.</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"> <li>• I understand the learning objectives of my courses.</li> </ul>	<p>29</p>	<p>29</p>	<p>100.00% of BA Operations Management &amp; Analysis students upon completion of the program during the 2015-16 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" or "Strongly Agree." The item to be used will be:</p>	<p>26</p>	<p>29</p>	<p>89.66% of BA Operations Management &amp; Analysis students upon completion</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>

<p>relevant to my professional needs.</p>	<ul style="list-style-type: none"> <li>• The curriculum was relevant to my professional needs.</li> </ul>			<p>of the program during the 2015-16 assessment cycle indicated that they agreed or strongly agreed that that the curriculum was relevant to their professional needs.</p>	
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**PLO 2 - Assess methods of quality management, product and service development, and learn processes in business operations.**

<p><b>MEASURE</b></p>	<p><b>ACCEPTABLE TARGET</b></p>	<p><b>TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b></p>	<p><b>TOTAL NUMBER OF STUDENT RECORDS OBSERVED</b></p>	<p><b>ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b></p>	<p><b>ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA</b></p>
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<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><b>Ashford:</b> Total 35, Mean 712: <b>Traditional:</b> Total 19575, Mean 524, <b>Online:</b> Total 18479 Mean, 573</p>	<p><b>Ashford:</b> Total 35, Mean 712: <b>Traditional:</b> Total 19575, Mean 524, <b>Online:</b> Total 18479 Mean, 573</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>30</p>	<p>35</p>	<p>30 out of 35 (86.00%) BA Operation Management and Analysis students from July 1, 2015 to June 30, 2016 scored 400 or higher on the CPC comprehensive exam.</p>	<p>3. DOES NOT MEET 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>110</p>	<p>176</p>	<p>110 out of 176 (62.50%) of records evaluated indicate proficient or distinguished performance on this key assignment's content criteria mapped to this PLO at the reinforced level.</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"> <li>• I understand the learning objectives of my courses.</li> </ul>	<p>29</p>	<p>29</p>	<p>100.00% of BA Operations Management &amp; Analysis students upon completion of the program during the 2015-16 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>26</p>	<p>29</p>	<p>89.66% of BA Operations Management &amp; Analysis students upon completion</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"> <li>• The curriculum was relevant to my professional needs.</li> </ul>			<p>of the program during the 2015-16 assessment cycle indicated that they agreed or strongly agreed that that the curriculum was relevant to their professional needs.</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
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<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><b>Ashford:</b> Total 35, Mean 625: <b>Traditional:</b> Total 19381, Mean 481, <b>Online:</b> Total 16194, Mean, 542</p>	<p><b>Ashford:</b> Total 35, Mean 625: <b>Traditional:</b> Total 19381, Mean 481, <b>Online:</b> Total 16194, Mean, 542</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>30</p>	<p>35</p>	<p>30 out of 35 (86.00%) BA Operation Management and Analysis students from July 1, 2015 to June 30, 2016 scored 400 or higher on the CPC comprehensive exam.</p>	<p>3. DOES NOT MEET 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>114</p>	<p>135</p>	<p>114 out of 135 (84.44%) of records evaluated indicate proficient or distinguished performance on this key assignment's content criteria mapped to this PLO at the introduced level.</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"> <li>• I understand the learning objectives of my courses.</li> </ul>	<p>29</p>	<p>29</p>	<p>100.00% of BA Operations Management &amp; Analysis students upon completion of the program during the 2015-16 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" or "Strongly Agree." The item to be used will be:</p>	<p>26</p>	<p>29</p>	<p>89.66% of BA Operations Management &amp; Analysis students upon completion</p>	<p>1. EXCEEDS THE ACCEPTABLE TARGET</p>

<p>relevant to my professional needs.</p>	<ul style="list-style-type: none"> <li>The curriculum was relevant to my professional needs.</li> </ul>			<p>of the program during the 2015-16 assessment cycle indicated that they agreed or strongly agreed that that the curriculum was relevant to their professional needs.</p>	
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**PLO 4 - Examine globalization effects on the organization’s operations, supply chain, and product or services production.**

<p><b>MEASURE</b></p>	<p><b>ACCEPTABLE TARGET</b></p>	<p><b>TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b></p>	<p><b>TOTAL NUMBER OF STUDENT RECORDS OBSERVED</b></p>	<p><b>ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET</b></p>	<p><b>1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA</b></p>
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<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><b>Ashford:</b> Total 35, Mean 618: <b>Traditional:</b> Total 19942, Mean 442, <b>Online:</b> Total 1573, Mean, 486</p>	<p><b>Ashford:</b> Total 35, Mean 618: <b>Traditional:</b> Total 19942, Mean 442, <b>Online:</b> Total 1573, Mean, 486</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 Global Dimensions of Business 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>30</p>	<p>35</p>	<p>30 out of 35 (86.00%) BA Operation Management and Analysis students from July 1, 2015 to June 30, 2016 scored 400 or higher on the CPC</p>	<p>3. DOES NOT MEET THE ACCEPTABLE TARGET</p>

				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.	N/A	N/A	Data unavailable for the 2015-16 assessment year.	4. INSUFFICIENT DATA
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.	29	29	100.00% of BA Operations Management & Analysis students upon completion of the program during the 2015-16 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:  • The curriculum was relevant to my professional needs.	26	29	89.66% of BA Operations Management & Analysis students upon completion of the program during the 2015-16 assessment cycle indicated that they agreed or strongly agreed that that	1. EXCEEDS THE ACCEPTABLE TARGET

				the curriculum was relevant to their professional needs.	
<b>PLO 5 – Understand effective decision-making, problem solving, and technical skills required in management.</b>					
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><b>Ashford:</b> Total 35, Mean 603: <b>Traditional:</b> Total 20012, Mean 445, <b>Online:</b> Total 15591, Mean, 506</p>	<p><b>Ashford:</b> Total 35, Mean 603: <b>Traditional:</b> Total 20012, Mean 445, <b>Online:</b> Total 15591, Mean, 506</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>30</p>	<p>35</p>	<p>30 out of 35 (86.00%) BA Operation Management and Analysis students from July 1, 2015 to June 30, 2016 scored 400 or higher on the CPC</p>	<p>3. DOES NOT MEET 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.	222	235	222 out of 235 (94.47%) 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: 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.	29	29	100.00% of BA Operations Management & Analysis students upon completion of the program during the 2015-16 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	70% or more of students exiting the program will express satisfaction on the End of Program Survey by indicating either "Agree"	26	29	89.66% of BA Operations Management &	1. EXCEEDS THE ACCEPTABLE TARGET

<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"><li>• The curriculum was relevant to my professional needs.</li></ul>			<p>Analysis students upon completion of the program during the 2015-16 assessment cycle indicated that they agreed or strongly agreed that that the curriculum was relevant to their professional needs.</p>	
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<b>OVERALL RECOMMENDATIONS</b>				
<p>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 2016-2017 assessment cycle. This will determine the appropriateness of the assignments and mapping for each PLO.</p> <p>It is recommended to review BUS445 as the acceptable target for PLO2 was not met.</p>				
<b>ANNUAL ASSESSMENT PLAN ACTION ITEM STATUS REPORT</b>				
<b>OUTCOME</b>	<b>MEASURE</b>	<b>KEY/RESPONSIBLE PERSONNEL</b>	<b>STATUS</b>	<b>ANTICIPATED DATE OF COMPLETION</b>
<i>PLOs 1-5</i>	<i>Continued levels of student achievement on all PLOs.</i>	<i>Program Chair and Faculty</i>	<i>Complete</i>	<i>June 2017</i>
<b>Action Details</b>	<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 16-17 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 2017</i>
<b><i>Action Details</i></b>	<i>It is recommended to review BUS445 as the acceptable target for PLO2 was not met.</i>			