

BA IN OPERATIONS MANAGEMENT AND ANALYSIS: ANNUAL ASSESSMENT PLAN & FINDINGS 2017-2018 ACADEMIC YEAR

2017 – 2018 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
<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		M
<i>INF 340 Business Systems Analysis</i>	R	R			R

<i>BUS 461 Decision Modeling & Analysis</i>	M	R	M	R	M
<i>BUS 445 Total Quality Management</i>	M	M	M		R
<i>BUS 446 Production Operations Control</i>	M	M	M		R
<i>BUS 401 Principles of Finance</i>	M		M		M
<i>PRM 300 Introduction to 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 34, Mean 679: Traditional: Total 41220, Mean 433, Online: Total 26460 Mean, 526</p>	<p>Ashford: Total 34, Mean 679: Traditional: Total 41220, Mean 433, Online: Total 26460 Mean, 526</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>29</p>	<p>34</p>	<p>29 out of 34 (85.29%) BA Operation Management and Analysis students from July 1, 2017 to June 30, 2018 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>N/A</p>	<p>N/A</p>	<p>As the data for Bachelor of Arts in Operations Management and Analysis was not available, findings will not be reported for the 2017-18 assessment cycle.</p>	<p>4. INSUFFICIENT DATA</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>22</p>	<p>22</p>	<p>100.00% of BA Operations Management and Analysis students upon completion of the program during the 2017-18 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.	Ashford: Total 34, Mean 700: Traditional: Total 41220, Mean 443, Online: Total 26460 Mean, 526	Ashford: Total 34, Mean 700: Traditional: Total 41220, Mean 443, Online: Total 26460 Mean, 526	On average BA Operations Management and Analysis students scored above the average of the Peregrine Academic Services Online Aggregate Pool and above	2. MEETS THE ACCEPTABLE TARGET

				the average of the Traditional Aggregate Pool on the 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.	29	34	29 out of 34 (85.29%) BA Operation Management and Analysis students from July 1, 2017 to June 30, 2018 scored 400 or higher on the CPC comprehensive exam.	1. EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 3: BUS 445 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	36	26 out of 36 (72.22%) of records evaluated indicate proficient or distinguished performance on this key assignment's content criteria mapped to this	1. EXCEEDS THE ACCEPTABLE TARGET

				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: <ul style="list-style-type: none">• I effectively assessed methods of quality management, product, and service development, and learned processes in business operations.	21	21	100.00% of BA Operations Management and Analysis students upon completion of the program during the 2017-18 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.	Ashford: Total 34, Mean 650: Traditional: Total 41220, Mean 433, Online: Total 26460, Mean, 526	Ashford: Total 34, Mean 650: Traditional: Total 41220, Mean 433, Online: Total 26460, Mean, 526	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.	29	34	29 out of 34 (85.29%) BA Operation Management and Analysis students from July 1, 2017 to June 30, 2018 scored 400 or higher on the CPC comprehensive exam.	1. EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 3: INF 410 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.	15	15	15 out of 15 (100.00%) 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 Introduced 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: • I effectively developed skills in managing projects and programs.	22	22	100.00% of BA Operations Management and Analysis students upon completion of the program during the 2017-18 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.	Ashford: Total 34, Mean 622: Traditional: Total 41220, Mean 433, Online: Total 26460, Mean, 526	Ashford: Total 34, Mean 622: Traditional: Total 41220, Mean 433, Online: Total 26460, Mean, 526	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.	29	34	29 out of 34 (85.29%) BA Operation Management and Analysis students from July 1, 2017 to June 30, 2018 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.	N/A	N/A	As the data for Bachelor of Arts in Operations Management and Analysis was not available, findings will not be reported for the 2017-18 assessment cycle.	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	21	22	95.50% 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 2017-18 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: 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>Ashford: Total 34, Mean 615: Traditional: Total 27990, Mean 497, Online: Total 23160, Mean, 545</p>	<p>Ashford: Total 34, Mean 615: Traditional: Total 27990, Mean 497, Online: Total 23160, Mean, 545</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>29</p>	<p>34</p>	<p>29 out of 34 (85.29%) BA Operation Management and Analysis students from July 1, 2017 to June 30, 2018 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.	107	142	107 out of 142 (75.35%) 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. 	22	22	100.00% of BA Operations Management and Analysis students upon completion of the program during the 2017-18 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>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 2018-2019 assessment cycle. This will determine the appropriateness of the assignments and mapping for each PLO.</p>				
ANNUAL ASSESSMENT PLAN ACTION ITEM STATUS REPORT				
OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
<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 2019</i>
Action Details	<i>Because all acceptable targets were met, 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 19-20 academic year.</i>			