

BA IN OPERATIONS MANAGEMENT AND ANALYSIS: ANNUAL ASSESSMENT PLAN & FINDINGS 2018-2019 ACADEMIC YEAR

2018 – 2019 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	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>	R	R	M	R	M
<i>BUS 443 Quality Management for Organizational Excellence</i>	M	M	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>Ashford: Total 47, Mean 663: Traditional: Total 3471, Mean 542, Online: Total 37650 Mean, 602</p>	<p>Ashford: Total 47, Mean 663: Traditional: Total 3471, Mean 542, Online: Total 37650 Mean, 602</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>47</p>	<p>48</p>	<p>47 out of 48 (97.92%) BA Operation Management and Analysis students from July 1, 2018 to June 30, 2019 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>397</p>	<p>660</p>	<p>397 out of 660 (60.50%) of records evaluated indicated 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 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>21</p>	<p>22</p>	<p>95.45% of BA Operations Management and Analysis students upon completion of the program during the 2018-19 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 47, Mean 674: Traditional: Total 34020, Mean 554, Online: Total 34470 Mean, 601	Ashford: Total 47, Mean 674: Traditional: Total 34020, Mean 554, Online: Total 34470 Mean, 601	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.	47	48	47 out of 48 (97.92%) BA Operation Management and Analysis students from July 1, 2018 to June 30, 2019 scored 400 or higher on the CPC comprehensive exam.	1. EXCEEDS THE ACCEPTABLE TARGET
Direct Measure 3: BUS 443 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.	233	356	233 out of 356 (65.45%) of records evaluated indicate proficient or distinguished performance on this key assignment's content criteria mapped to this	3. DOES NOT MEET 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.	22	22	100.00% of BA Operations Management and Analysis students upon completion of the program during the 2018-19 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 47, Mean 651: Traditional: Total 31920, Mean 528, Online: Total 32250, Mean, 579	Ashford: Total 47, Mean 651: Traditional: Total 31920, Mean 528, Online: Total 32250, Mean, 579	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.	47	48	47 out of 48 (97.92%) BA Operation Management and Analysis students from July 1, 2018 to June 30, 2019 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.	301	427	301 out of 427 (70.49%) of records evaluated indicate proficient or distinguished performance on this key assignment's content criteria	2. MEETS 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: • 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 2018-19 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 47, Mean 595; Traditional: Total 33480, Mean 502, Online: Total 30240, Mean, 541	Ashford: Total 47, Mean 595; Traditional: Total 33480, Mean 502, Online: Total 30240, Mean, 541	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.	47	48	47 out of 48 (97.92%) BA Operation Management and Analysis students from July 1, 2018 to June 30, 2019 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.	213	226	213 out of 226 (91.03%) of records evaluated indicated proficient or distinguished performance on this key assignment's content criteria mapped to this PLO at the Reinforced 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>22</p>	<p>22</p>	<p>100.00% of BA Operations Management and Analysis students upon completion of the program during the 2018-19 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>Ashford: Total 47, Mean 595: Traditional: Total 32190, Mean 496, Online: Total 27420, Mean, 537</p>	<p>Ashford: Total 47, Mean 595: Traditional: Total 32190, Mean 496, Online: Total 27420, Mean, 537</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>47</p>	<p>48</p>	<p>47 out of 48 (97.92%) BA Operation Management and Analysis students from July 1, 2018 to June 30, 2019 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.	75	90	75 out of 90 (83.33%) 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. 	21	21	100.00% of BA Operations Management and Analysis students upon completion of the program during the 2018-19 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

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 2019-2020 assessment cycle. This will determine the appropriateness of the assignments and mapping for each PLO. Additionally, the Program Lead should consider reviewing BUS 461, PLO1 and BUS443, PLO2 as the acceptable targets for these PLOs were not met.

ANNUAL ASSESSMENT PLAN ACTION ITEM STATUS REPORT

OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
PLOs 1-5	Continued levels of student achievement on all PLOs.	Program Chair and Faculty	Complete	June 2019
<i>Action Details</i>	<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>			
OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
PLOs 1, 2	Continued levels of student achievement on all PLOs.	Program Chair and Faculty	Complete	June 2019
<i>Action Details</i>	<i>Review PLO1, BUS461 and PLO2, BUS443 as the targets for these PLOs were not met.</i>			