

COURSE ASSESSMENT REPORT

I. Background Information

1. Course assessed:
 Course Discipline Code and Number: BMG273
 Course Title: Managing Operations
 Division/Department Codes: 13200 (BUSN)

2. Semester assessment was conducted (check one):
 Fall 2010
 Winter 2011
 Spring/Summer 2011

3. Assessment tool(s) used: check all that apply.
 Portfolio
 Standardized test
 Other external certification/licensure exam (specify):
 Survey
 Prompt
 Departmental exam
 Capstone experience (specify):
 Other (specify):

4. Have these tools been used before?
 Yes
 No

If yes, have the tools been altered since its last administration? If so, briefly describe changes made.

5. Indicate the number of students assessed and the total number of students enrolled in the course.

Fall 2010 – 16 Winter 2011 – 17 Spring/Summer 2011 - 21 Total:54 All students who completed the course each semester were assessed.

6. If all students were not assessed, describe how students were selected for the assessment. *(Include your sampling method and rationale.)*

N/A

II. Results

1. Briefly describe the changes that were implemented in the course as a result of the previous assessment.

N/A

2. List each outcome that was assessed for this report exactly as it is stated on the course master syllabus. *(You can copy and paste these from CurricUNET's WR report.)*

- a) Students will understand the role and the difference of operations management and managing operations from the view of a supervisor.
- b) Students will be able to review a business unit to evaluate and communicate the processes, measures, and goals that drive the profitability of the business.
- c) Students will be able to think critically as well as make and communicate decisions relating to profits, people (productivity) and the product (processes).
- d) Students will be able to quantify decisions in terms of cost relating to scheduling, budgeting, cost control, cost cutting, profit maximization and customer service.

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- e) Students will be able to identify potential profit opportunities and quantify their contribution to profits.
- 3. For each outcome that was assessed, indicate the standard of success exactly as it is stated on the course master syllabus. *(You can copy and paste these from CurricUNET's WR report.)*

No standard of success had been defined. There was not a detailed assessment plan outlined with success measures. For the purpose of this assessment; a total average score of 70% is successful along with an item average of 65% or greater.

- 4. Briefly describe assessment results based on data collected during the course assessment. Indicate the extent to which students are achieving each of the learning outcomes listed above and state whether the standard of success was met for each outcome. ***In a separate document, include a summary of the data collected and any rubrics or scoring guides used for the assessment.***

The assessment tool is an embedded departmental final. Five questions are multiple choice and the other five (6-10) are short answer on a scale of 1-10. The test averages in this class are usually low as students find the class very challenging.

<i>Test Average</i>	36%	42%	56%
<u>Question</u>	<u>F10</u>	<u>W11</u>	<u>SP/SU 11</u>
1	66%	55%	65%
2	26%	35%	50%
3	33%	35%	60%
4	33%	25%	65%
5	93%	95%	90%
6	6.33	6.25	7.3
7	6.46	6.8	9.75
8	2.6	6	5.25
9	9	8.75	9.35
10	9.13	8.1	9

- 5. Describe the areas of strength and weakness in students' achievement of the learning outcomes shown in the assessment results. *(This should be an interpretation of the assessment results described above and a thoughtful analysis of student performance.)*

Strengths: In W11 an online simulation was added to the course that seems to help students better understand some of the concepts and apply them better. The overall average is increasing and questions 2, 4, 7 & 9 have improved. And, these are higher level questions.

Question #5 has a very good percentage response and it is a higher level evaluative question.

Weaknesses: There was low performance on many questions, is this satisfactory?

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III. Changes influenced by assessment results

1. If weaknesses were found (see above) or students did not meet expectations, describe the action that will be taken to address these weaknesses. *(If students met all expectations, describe your plan for continuous improvement.)*
 - Question #10 is too open ended (although it performed well).
 - The wording and focus on the questions need to be re-evaluated.
 - Map curriculum to check for alignment.
 - Use simulation as examples for questions. The questions range in business examples and the context may be getting in the way of the course content.

2. Identify intended changes that will be instituted based on results of this assessment activity (check all that apply). Please describe changes and give rationale for change.
 - a. Outcomes/Assessments on the Master Syllabus
Change/rationale:

 - b. Objectives/Evaluation on the Master Syllabus
Change/rationale:

 - c. Course pre-requisites on the Master Syllabus
Change/rationale:

 - d. 1st Day Handouts
Change/rationale:

 - e. Course assignments
Change/rationale:

 - f. Course materials (check all that apply)
 - Textbook
 - Handouts
 - Other:

 - g. Instructional methods
Change/rationale:

 - h. Individual lessons & activities
Change/rationale:

3. What is the timeline for implementing these actions? Fall 2012

IV. Future plans

1. Describe the extent to which the assessment tools used were effective in measuring student achievement of learning outcomes for this course.

effectiveness was

The assessment tool ~~performed~~ *performed* average. While changes have been made to the course to address student learning; the questions on the instrument need to be addressed. Questions need to be evaluated for course alignment and clarity. The course material requires students to integrate concepts and bring together material from multiple resources. The company scenarios on the instrument should be adjusted to use more familiar examples including the simulation as a source of questions.

2. If the assessment tools were not effective, describe the changes that will be made for future assessments.

Questions will be changed and re-written.

3. Which outcomes from the master syllabus have been addressed in this report?

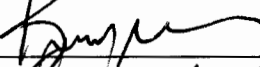
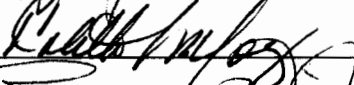
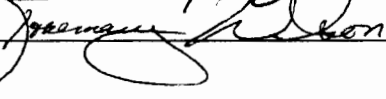
All X Selected _____

If "All", provide the report date for the next full review: 2015

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If "Selected", provide the report date for remaining outcomes: _____.

Submitted by:

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Print: <u>Colette Young</u> Department Chair	Signature: <u></u>	Date: <u>2/9/12</u>
Print: <u>Rosemary Wilson</u> Dean/Administrator	Signature: <u></u>	Date: <u>2/10/12</u>