I. Program History

History
OIT originally offered an Industrial Management degree; this degree evolved in the mid 1990s into an Industrial Engineering degree which was accredited by ABET. OIT hoped to increase enrollment with these changes. Enrollment, however, dropped dramatically as students were not interested in an engineering emphasis. In 2002 the curriculum was revised, the ABET accreditation was dropped, and the degree name was changed to Operations Management. Today, the Operations Management program is transfer-friendly, preparing students for leadership positions in the production and service industries. This degree option is offered in Klamath Falls and Portland as well as online.

II. Program Purpose

The Management faculty reviewed the program purpose, objectives, and learning outcomes during the fall faculty meeting in September 2008. The faculty reaffirmed the statements below:

Operations Management Mission Statement:

The Operations Management degree prepares students for leadership positions in the production and service industries.

Educational Objectives:

(1) The Operations Management degree program prepares students for graduate school programs such as the MBA or the MIM.
(2) The Operations Management degree program prepares students for supervisory positions in organizations, including for-profit organizations, non-profit organizations, and government organizations.
(3) The Operations Management degree program prepares students for M.A.T. programs and future careers in high school education.

Student Learning Outcomes:

Upon completion of this program, Operations Management graduates will be able to:

1. Demonstrate an understanding of the functional areas of accounting, marketing, finance, management, and economics.
2. Demonstrate an understanding of the legal and social environment of business.
3. Demonstrate an understanding of the global environment of business.
4. Demonstrate an understanding of the ethical obligations and responsibilities of business.
5. Demonstrate the ability to use business tools.
6. Demonstrate information literacy.
7. Demonstrate the ability to communicate effectively.
8. Demonstrate the ability to apply knowledge of business concepts and functions in an integrated manner.
9. Demonstrate the ability to work effectively in teams and/or groups.
10. Demonstrate knowledge of LEAN management.
11. Demonstrate knowledge of supply chain management.

III. Assessment Cycle

Assessment schedule
IACBE requires all accredited institutions to complete a full assessment cycle for all IACBE core student learning outcomes (SLOs 1-9) on an annual basis. Program-specific learning outcomes (PSLOs 10-11) will be assessed as follows:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Demonstrate knowledge of LEAN management.</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Demonstrate knowledge of supply chain management.</td>
<td></td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

IV. 2008-2009 Assessment Activities

Program-Specific Student Learning Outcome #1: Demonstrate knowledge of LEAN management.

Direct Assessment #1: The faculty assessed this outcome in IMGT 486, The Lean Enterprise, in fall 2008 using the final project. The faculty rated proficiency of students using the following performance criteria.

Criteria for assessment: Students will be able to
1. Identify and analyze the value stream in an organizational process.
2. Map out the value stream flow.
Operations Management faculty identified and measured student competency of this PSLO using five performance criteria. Four students participated in this assessment activity.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>No proficiency</th>
<th>Some proficiency</th>
<th>Proficiency</th>
<th>High proficiency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identifies types of waste</td>
<td></td>
<td></td>
<td></td>
<td>100% (4/4)</td>
</tr>
<tr>
<td>Explains 5Ss</td>
<td></td>
<td></td>
<td></td>
<td>100% (4/4)</td>
</tr>
<tr>
<td>Describes principles of Lean Management</td>
<td></td>
<td></td>
<td></td>
<td>100% (4/4)</td>
</tr>
<tr>
<td>Maps value for stakeholders</td>
<td></td>
<td></td>
<td></td>
<td>100% (4/4)</td>
</tr>
<tr>
<td>Maps process for the value stream</td>
<td></td>
<td></td>
<td></td>
<td>100% (4/4)</td>
</tr>
</tbody>
</table>

Students exceeded expectations in all areas. No changes are needed at this time.

**Indirect Assessment:** The faculty indirectly assessed this outcome spring term. Seniors completed a senior survey and attended a focus group session. Both the survey and the focus group asked students to rate how well the Operations Management program taught the program-specific student learning outcomes and corresponding competencies. Students rated their proficiency using the following criteria for assessment.

**Criteria for assessment: Students will be able to**

1. Identify and analyze the value stream in an organizational process.
2. Map out the value stream flow.

Students rated competency of this PSLO using the following four LEAN Management-related competencies. One student participated in this assessment activity.
<table>
<thead>
<tr>
<th>Criteria</th>
<th>Does not meet</th>
<th>Meets</th>
<th>Exceeds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to identify and analyze inefficiencies in an organizational process.</td>
<td></td>
<td></td>
<td>100%</td>
</tr>
<tr>
<td>Ability to provide recommendations to improve an organizational process.</td>
<td></td>
<td></td>
<td>100%</td>
</tr>
<tr>
<td>Ability to identify and analyze inefficiencies in the upstream and downstream operations</td>
<td></td>
<td></td>
<td>100%</td>
</tr>
<tr>
<td>Ability to provide recommendations to improve the upstream and downstream operations.</td>
<td></td>
<td></td>
<td>100%</td>
</tr>
</tbody>
</table>

V. Student Learning Improvement Plan

During the 2008-2009 academic year there were several changes in the Operations Management program. First, the Management Department lost its full-time faculty spring 2009. Due to the nature of this change, the Department was unable to complete scheduled assessment activities. In addition, the Department modified its curriculum to better match IACBE accreditation standards and changing industry needs winter 2009.

The Department recently hired a full-time Operations Management faculty who will join the Department fall 2009. Assessment within the Operations Management program will resume fall 2009. It will also be necessary during convocation to revisit the Operations Management PSLOs as modifications may be necessary due to recent curriculum changes.

VI. Changes Resulting from Assessment

Not applicable this year.