

**Information Technology – Business/Systems Analysis Option
OIT Assessment Report
2009-2010**

I. Program History

History

The Information Technology degree was first offered at OIT in 1999. In addition, the Management Department offered degrees in Management Information Systems and Management Information Systems, Management Accounting Option. Because of similarities across these degrees, and in response to student and employer requests, the Department restructured the Information Technology degree in 2006. Today the Information Technology degree allows students to choose from four specialty areas: Accounting, Applications Development, Business/Systems Analysis, and Health Informatics. The Business/Systems Analysis Option integrates technical, business, and interpersonal skills to prepare students for successful careers as business/systems analysts. This degree option is offered in Klamath Falls and Portland. Current enrollment includes 30 students at the Klamath Falls campus and 25 at the Portland campus for a total of 55 Information Technology – Business/Systems Analysis students. There were three graduates in 2007-08.

II. Program Purpose

The Management faculty reviewed the program purpose, objectives, and learning outcomes during the fall faculty meeting in September 2009. The faculty reaffirmed the statements below:

Information Technology – Business/Systems Analysis Option Mission Statement:

The Information Technology – Business Systems/Analysis Option degree provides students with the foundation necessary to enable them to plan and analyze business applications in information technologies.

Educational Objectives:

- (1) The Information Technology – Business/Systems Analysis degree program prepares students to adapt to ever changing industry trends.
- (2) The Information Technology – Business/Systems Analysis degree program prepares students to succeed in broad industry applications such as mid-level managers or as IT professionals.

Student Learning Outcomes:

The Information Technology – Business/Systems Analysis option consists of the nine core Management Department student learning outcomes as well as three student

learning outcomes specific to this program. Upon completion of this program, Information-Technology-Business/Systems Analysis 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 ability to analyze, design, implement, and support Relational Database Management Systems (RBMS)
11. Analyze business needs with the view to design and implement data networks.
12. Perform the general planning and analysis of business systems that will support the development of modern business information systems (IS).

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 10-12) will be assessed as follows:

Program-Specific Learning Outcomes	2008-2009	2009-2010	2010-2011	2011-2012
10. Demonstrate ability to analyze, design, implement, and support RBMS.	X			X
11. Analyze business needs with the view to design and implement data networks.			X	
12. Perform the planning and analysis of business systems to support IS.		X		

Table 1: Assessment Cycle for Information Technology – Business/Systems Analysis PSLOs

IV. 2009-2010 Assessment Activities

The assessment results for the nine core student learning outcomes will be reported separately in the IACBE documents. This report covers PSLO #12 only per the assessment cycle above.

PSLO #12: Perform the general planning and analysis of business systems that will support the development of modern business information systems (IS).

Direct Assessment: The faculty assessed this outcome in MIS 312 Systems Analysis I winter 2010 in the online section using the final project. There were 15 students involved in the assessment including a mixture of Portland, online, and Klamath students. All of the students were management department majors with the majority being IT majors. The results of this assessment including the performance criteria are shown in the table below.

Performance Criteria	Assessment Method	Measurement Scale	Minimum Acceptable Performance	Results
1. Employ SDLC to plan and design IS to meet business needs.	Rating of final project	1-4 Proficiency Scale	80% achieve 3 or 4 rating	93.3% (14/15)
2. Design an IS that incorporates industry standards and best practices.	Rating of final project	1-4 Proficiency Scale	80% achieve 3 or 4 rating	67.7% (10/15)
3. Generate system specifications and project plan.	Rating of final project	1-4 Proficiency Scale	80% achieve 3 or 4 rating	75% (12/15)

Table 2: Assessment Results for PSLO #12 in MIS 322

Strengths: The students know the systems development life cycle, were able to plan and design the system to meet business needs. This was the major emphasis of the project assigned.

Weaknesses: The faculty observed that students may need more emphasis on the industry standards and best practices.

Actions: Faculty do not feel that there are any programmatic problems that require significant action. However, the instructor will give more specific direction in project expectations on industry standards and best practices referring students to information in the textbook.

Indirect Assessment: The faculty indirectly assessed this outcome spring 2010. 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 Information Technology – Business Systems Analysis program taught the program-specific student learning outcomes and corresponding competencies. The survey questions were not specific to the PSLO or performance criteria. There were 8 students from both Klamath and Portland campuses who participated in the survey. The survey questions, results, and the corresponding performance criteria are shown in the table below.

Performance Criteria (PC):

1. Employ SDLC to plan and design IS to meet business needs.
2. Design an IS that incorporates industry standards and best practices.
3. Generate system specifications and project plan.

Survey Question	PC	Assessment Method	Measurement Scale	Minimum Acceptable Performance	Results
1. I can create a data model.	1	Student rating	1-4 Proficiency Scale	80% achieve 3 or 4 rating	100%
2. I can create a business process model.	1	Student rating	1-4 Proficiency Scale	80% achieve 3 or 4 rating	85.7%
3. I can use systems modeling tools to analyze, design and implement an IS.	1 2 3	Student rating	1-4 Proficiency Scale	80% achieve 3 or 4 rating	85.7%

Table 3: Assessment Results for PSLO #12 from Senior Survey

Upon review of the results of the senior survey for the questions that correspond to PSLO #12, faculty observed that student’s perception of their ability is congruent

with their performance as found in the MIS 312 Business Systems Analysis I. However, open comments from the senior survey and student responses from the focus group seem to indicate some suggested program improvements in the following areas:

- More hands-on and practical application in IT courses.
- Greater emphasis on current software.
- Greater selection of IT electives.
- Better connection and sequencing between courses in the IT curriculum.
- Better connection between IT curriculum and industry demands.
- Allow option of an internship in lieu of the senior project.

The current IT graduates have experienced turnover in IT faculty which has led to much of their frustration with the IT programs. Many of their IT courses have been taught by adjunct faculty or through some kind of distance delivery over the past two years. The management department has been actively seeking qualified IT faculty to fill two vacant positions, but failed searches have left these positions unfilled for two years.

In addition, it has been noted that students may not be aware of the differences between IT—Business Systems Analysis and IT—Applications Development. Most of the students wanting more software exposure were Business Systems Analysis students. Perhaps they should have been advised into Applications Development with five additional courses that focus on software applications and programming.

V. Summary

The top priority for the IT programs is to bring in qualified IT faculty to restore the balance on the Klamath Falls campus. Currently two new IT faculty have accepted offers to fill these positions beginning fall 2010. The chair of the management department along with the IT faculty will review the student feedback during the fall convocation assessment meeting. The IT faculty will also review IT program student learning outcomes and the corresponding criteria, mapping these criteria to the curriculum. There may be a need to delineate differences in curriculum between IT—Business Systems Analysis and IT—Applications Development programs. Students need to be advised to the differences between these two programs. Plans will be made to assess performance criteria in all three locations: Klamath campus, Portland campus and online. Further review of the IT curriculum will be done spring of 2011.