

**Operations Management
OIT Assessment Report
2010-2011**

I. Program History

History

The Operations Management degree has undergone several iterations in recent decades. 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. Current enrollment is 55 students with 22 students on the Klamath Falls campus, 14 students in Portland and 19 students online. Sixteen students graduated with a degree in Operations Management in June 2010.

II. Program Purpose

The Management faculty reviewed the program purpose, objectives, and learning outcomes during the fall faculty meeting in September 2010. 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:

The Operations Management program consists of the nine core Management Department student learning outcomes, as well as two student learning outcomes specific to this program. 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 fundamental concepts of operations management. (New)
11. Demonstrate knowledge of approaches to operational performance improvement. (New)

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:

Program-Specific Learning Outcomes	2008-2009	2009-2010	2010-2011	2011-2012
10. Demonstrate knowledge of fundamental concepts of operations management.	X	X		X
11. Demonstrate knowledge of approaches to operational performance improvement. a. Apply Lean/Six Sigma tools. b. Describe improvement methodologies			X	

Table 1: Assessment Cycle for Operations Management PSLOs

IV. 2010-2011 Assessment Activities

The assessment results for the nine core student learning outcomes will be reported separately in the 2010-11 IACBE Report of Student Learning and Achievement. This report covers PSLO #11 only per the assessment cycle above.

PSLO #11: Demonstrate knowledge of supply chain management.

Direct Assessment #1: The faculty assessed this outcome in MGT 322, Operations Management II, winter 2011, at the Klamath Falls campus and online, spring 2011, using the final project.

Performance Criteria	Assessment Method	Measurement Scale	Minimum Acceptable Performance	Results
1. Identify and analyze inefficiencies in up-stream and down-stream operations.	Rating of final project	1-4 Proficiency Scale	80% achieve 3 or 4 rating	67% (n=9)
2. Provide recommendations to improve up-stream and down-stream operations.	Rating of final project	1-4 Proficiency Scale	80% achieve 3 or 4 rating	67% (n=9)

Table 2: Assessment Results for PSLO #11 in MGT 322

Strengths: Students' culminating experience for the course is a final project. The final project emphasizes planning and assessment of the multiple facets of supply chain management.

Weaknesses: The performance criteria for PLSO #11 are presently too narrow and will be broadened or augmented to better represent supply chain management. Additionally, the project rubric does not lend itself well to a 1-4 proficiency scale.

Actions: PSLO #11 will be revised (see above student learning outcomes). New performance criteria will be identified to better represent the PSLOs and project rubrics and assessment scoring criteria will be brought into better alignment.

Direct Assessment #2: The faculty assessed this outcome in MGT 322, Operations Management II, winter 2011, at the Klamath Falls campus and online, spring 2011, using the final exam.

Performance Criteria	Assessment Method	Measurement Scale	Minimum Acceptable Performance	Results
1. Identify and analyze inefficiencies in up-stream and down-stream operations.	Rating of final exam	1-4 Proficiency Scale	80% achieve 3 or 4 rating	88% (n=9)
2. Provide recommendations to improve up-stream and down-stream operations.	Rating of final exam	1-4 Proficiency Scale	80% achieve 3 or 4 rating	88% (n=9)

Table 3: Assessment Results for PSLO #11 in MGT 322

Strengths: The final exam emphasizes assessment of the multiple facets of supply chain management.

Weaknesses: The performance criteria for PSLO #11 are too narrowly defined and will be broadened or augmented to better represent supply chain management.

Actions: PSLO #11 will be revised (see above student learning outcomes).

Indirect Assessment: The faculty indirectly assessed this outcome spring 2011. Seniors completed a senior survey and attend 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.

Performance Criteria	Assessment Method	Measurement Scale	Minimum Acceptable Performance	Results
1. I can identify and analyze inefficiencies in an organization.	Student rating	1-4 Proficiency Scale	80% achieve 3 or 4 rating	67% (n=3)
2. I can provide recommendations to improve an organization's process.	Student rating	1-4 Proficiency Scale	80% achieve 3 or 4 rating	67% (n=3)

Table 4: Assessment Results for PSLO #11 from Senior Survey

V. Summary of Student Learning

Faculty members continue to review and revise the program specific learning outcomes to better align with current curriculum. These PSLOs will then be mapped to the curriculum to identify appropriate assessment activities for all three cohorts, Klamath Falls, Portland, and online. A new faculty position for coordination of all management online programs has also been filled. The responsibilities of this position will include increased efforts to include online students in assessment activities. In addition, having identified that Operations Management students would benefit from additional coursework in applied statistics, faculty members developed a new course in business statistics which will be a prerequisite for MGT 462/463. This is an applied course with emphasis on business applications with MATH 361 as a prerequisite. Lastly, faculty members will revisit and revise, as needed, the senior survey prior to the spring 2012 administration.